FROGFOOT RISE TERMS AND CONDITIONS

End-User	means someone who uses the Service but is not necessarily the party responsible for payment of the Service, for instance, this could be a family member living in the Subscribers home.
ISP	means the Internet service provider the Subscriber contracts with to order or recharge the Service. The ISP then obtains the Service from Frogfoot, on Frogfoot's fibre network.
Service	means the Frogfoot RISE Prepaid Service;
Subscriber	means an End-User who orders and pays for the Service.
Terminal Equipment	means the *box* and associated hardware installed at the Subscribers property and which is used to deliver the Service to the Subscriber. The Terminal Equipment belongs to Frogfoot and may not be removed by the Subscriber.
Value-Added Services	refers to any extra, non-core feature provided alongside the Frogfoot Rise Prepaid Service to enhance the End-User experience.

First Time Registration and Free Trial Period

1. A free trial period is offered as a once-off limited trial for a set number of days (determined in Frogfoots discretion) that can be activated after the installation of the Termination Equipment has been completed. The Service provided during the trial period is a 50Mbps/25Mbps wi-fi enabled service. Once the free trial period commences, it will not be interrupted or paused for any reason (i.e. loadshedding/network downtime etc.) Thereafter no further free trial periods will

be provided, even if a new tenant moves into the property where the Service is offered.

2. If the Subscriber has not subscribed for a Service during the trial period, the Service will be suspended at the end of the free trial period and shall remain suspended unless the Subscriber orders and pays for a Service with their selected ISP.
3. Once registered, the Subscriber will be able to login into their registered profile via www.rise.frogfoot.co.za or by contacting their selected ISP for assistance to recharge.
4. Should the Subscriber subscribe to receive the Service during the free trial period, the Service term shall commence once the free trial period has lapsed.

Service Specifications

1. The Service is a Wi-Fi Service that is delivered over 2.4GHz spectrum only.
2. The optimal Wi-Fi service performance may be affected by the following.
    - The position of the Wi-Fi equipment, thick walls, fish tanks, mirrors, microwaves or homes that are bigger than 100m2
    - The number of smart devices connected to the Wi-Fi service such as laptops, smartphones, televisions, and gaming consoles
3. The number of smart devices is limited to a maximum of 10 devices in respect of the Rise Family Service, 15 devices in respect of the Rise Plus Service and 20 devices in respect of the Rise Pro Service.
4. The Subscriber Gateway will have no Ethernet capabilities.

Service ordering and Recharge

1. The ISP will perform authentication set-up for the Subscribers receipt of the Service which will mark the Activation Date.
2. The Service period for each subscription will commence on the Activation Date.
3. Recharge is only allowed with the Subscriber's current ISP at the current registered address (erf/premises).
4. There is a strict no-refund policy applicable to the Service. This means Subscribers will not be able to cancel their subscription and claim a refund once

payment has been made and the Service period commences.

5. 5. Frogfoot acts as a payment collection agent on behalf of the Subscribers chosen ISP. Only payment in South African Rand (ZAR) via debit card, credit card, Capitec Pay, PayShap or 1Voucher (powered by Flash) will be accepted.
6. The Subscriber will have the option to choose between a once-off or a recurring subscription by selecting ***Once-Off*** or ***Subscription*** when paying with a credit card or debit card.
7. The following terms and conditions shall apply for recurring **subscriptions:**

    7.1. Subscriber can choose either a 3-, 6-, or 12-month subscription.
    7.2. Subscriber can choose between Service periods of 7-, 14- or 30 days.
    7.3. The subscription will be for the original recharge subscription speed (50/25Mbps) and period (7,14,30 days) and will continue to be deducted from the Subscribers selected account up to the relevant 3-, 6- or 12 months subscription.
    7.4. Subscriber to ensure **sufficient funds** are available, as the subscription amount due will be deducted **two (2) days prior** to the new contract start date and will continue to attempt payment until successful.
    7.5. Subscription will be cancelled after 3rd failed attempts and if out of a paid Service period, the Service will be suspended.
    7.6. The Subscriber will have to reinstate the subscription and pay for recharge services.
    7.7. If there is a valid recurring subscription in place the ***Once-Off*** recharge payment will be disabled.
    7.8. Subscriber will be able to cancel subscription at any given time within the registered Subscriber profile, under Subscription details.
    7.9. As Frogfoot is acting as a collection agent on behalf of the Subscribers chosen ISP, the onus will be on the Subscriber to cancel the re-occurring subscription on the Subscribers selected credit card or debit card.

8. Funds cannot be transferred for any reason whatsoever. -whether due to an incorrect recharge, relocating to a new home, or to a family member using different Terminal Equipment.
9. Value-Added Services:

    9.1. Port Booster:
        9.1.1. ONT Device includes 4 ports
        9.1.2. Ports enabled based on product speed:
            9.1.2.1. 200/200Mbps – 2 Ports
            9.1.2.2. 300/300Mbps – 4 Ports
    9.2. Device Booster:

9.2.1. Includes an additional 5 connected devices per Device Booster purchase.

9.3. Service Activation:

9.3.1. Value-Added Services can be selected when recharging the Service.

Important Note – Promotional Frogfoot packages at registration remain unchanged and do not allow Value-Added Services.

Terminal Equipment

1. Terminal Equipment (WiFi ONT) remains the property of Frogfoot.
2. Subscribers must **not remove or relocate the Terminal Equipment** (WiFi ONT) when vacating the premises.

Cancellation

1. Should the Subscriber wish to switch to another ISP, they may do so at the end of the Service period by selecting ***Cancel ISP*** in the captive portal.
2. The Subscriber will be required to notify their ISP directly of the intention to cancel their Service at the end of their subscription term. The ISP will then in turn submit cancellation of the Subscribers link to Frogfoot.
3. After a suspension period of ninety (90) days has lapsed, the Service will be terminated. If the Subscriber changes their mind and wishes to recharge the Service, they must do so before the ninety (90) day period lapses.
4. The Service can only be terminated at the end of the applicable Service period (i.e.7,14 or 30 days).

RICA

By registering, the Subscriber acknowledges they must be above the age of 18 years to receive the Service. Frogfoot is required to share certain of the Subscribers personal information with the Internet Service Provider selected by the Subscriber. The sharing of the Subscribers personal information is only for the express purpose of providing the Subscriber with the Service.