

# 123NET Fibre Exclusive Free Internet Offer: Terms and Conditions

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## 1. Introduction

These Terms and Conditions are legally binding and govern the provision and use of the 123NET Fibre free internet service ("Service"). By subscribing to the Service, you acknowledge and agree to comply with these terms.

## 2. Service Description

2.1 The Service comprises a 10 Mbps download and 1 Mbps upload fibre internet connection, offered at a monthly rate of R 0.00. Please note that these speeds are not guaranteed and may vary. 123NET Fibre disclaims any responsibility for speed fluctuations or inconsistent service performance.

2.2 This Service is provided to the subscriber without any recurring monthly fees or contractual obligations for the ongoing use of the Service.

2.3 A mandatory, non-refundable one-time installation fee of R5000 is charged at the outset. This fee covers the cost of installing the fibre connection and the provision of a router, which remains the property of 123NET Fibre.

2.4 Service availability is restricted to geographic areas where 123NET Fibre's infrastructure is present and operational.

## 3. Installation and Equipment

3.1 Installation of the Service will be executed exclusively by 123NET Fibre's certified technicians or its duly authorized agents.

3.2 The router provided remains the property of 123NET Fibre. In cases of router damage due to external factors such as load-shedding, electrical surges, or other similar events, the subscriber shall be responsible for the costs associated with the replacement or repair of the router as per the price list detailed in 123NET Fibre's General Terms and Conditions.

3.3 Further, damages to 123NET Fibre's infrastructure within the customer's premises, caused by the customer's actions or negligence, will incur repair and call-out charges as specified in the general terms.

## 4. Usage Policy

4.1 The Service is designated for personal and non-commercial use only.

4.2 The Service must not be utilized for any activities that are illegal, unethical, or unauthorized. Any violation of this policy may result in immediate termination of the Service.

## 5. Fees and Payments

5.1 Beyond the initial installation fee, no additional monthly service charges will be levied.

5.2 Any repairs or maintenance within the customer's premises arising from user-induced damage or issues unrelated to equipment failure or network problems attributed to 123NET Fibre, will be charged at a rate detailed in our General Terms and Conditions.

## 6. Service Availability

6.1 The Service is provided on an "as available" basis, with no guarantee of continuous or uninterrupted service.

6.2 Service interruptions may occur due to scheduled maintenance, emergency repairs, or unforeseen outages. 123NET Fibre shall strive to minimize such disruptions.

## 7. Termination

7.1 The Service may be terminated by the customer with a 30-day written notice to 123NET Fibre.

7.2 123NET Fibre reserves the right to terminate the Service immediately for any breach of these terms, engagement in illegal activities, failure to pay any accrued fees, or any unauthorized transfer or misuse of the Service.

7.3 Upon termination for breach, no refund of any fees paid will be made.

## 8. Service Installation and Relocation

8.1 The Service installation is specific to the address provided at the time of subscription and is non-transferable.

8.2 Relocation of the Service to a new address will necessitate a new installation process and the payment of a new installation fee.

8.3 Unauthorized relocation or allowing third-party usage of the Service will result in immediate termination and may lead to legal action.

## 9. General Terms

9.1 In addition to these specific terms, all subscribers are subject to the General Terms and Conditions of 123NET Fibre, which cover broader legal, service, and usage policies.

## 10. Amendments

10.1 123NET Fibre reserves the right to amend these Terms and Conditions at any time. Such amendments will be effective upon posting on the 123NET Fibre website. Subscribers are responsible for regularly reviewing these Terms and Conditions for any changes.

## 11. Duration and Continuation of Service

11.1 The free service is provided indefinitely but may be discontinued by 123NET Fibre at its discretion due to financial constraints, structural changes within the company, or other

significant reasons.

## 12. Liability

12.1 123NET Fibre shall not be liable for any direct, indirect, incidental, special, consequential, or punitive damages arising out of the use or inability to use the Service.

## 13. Acceptance

13.1 By subscribing to and utilizing the Service, the subscriber acknowledges and agrees to be bound by these Terms and Conditions, as well as the General Terms and Conditions of 123NET Fibre.

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**123NET**  
internet service provider