



Terms and Conditions

Pietermaritzburg 031-9414612 / email callryt@gmail.com
Callryt agreement as of the 04/03/2022
Fixed LTE (including VoIP) & Fibre

Terms and conditions for Fixed LTE, VoIP, Fibre & Wireless

1. The below terms and conditions are binding and may be amended at any time without notification.
2. Callryt's terms and conditions can be viewed at any time on our website at www.callryt.co.za.
3. Callryt fixed LTE may require an antenna, which will be at the client's cost.
4. All Callryt's LTE packages are "BEST EFFORT" services, and we cannot be held responsible for any loss of Data due to no signal (connection) to your LTE router. This is purely dependent on the service provider, i.e., Vodacom, MTN or Telkom.
5. The RICA process shall apply, and no service will commence until all necessary documentation and processes are completed.
6. On cancellation it is at the clients cost to return the SIM card and router to Callryt's place of business or the customer accepts the charges at their existing monthly rate until returned. LTE Cancellations will be accepted by Callryt, should you want to cancel during this 24-month period, on condition that the Sim card and router or Mi-fi Router is returned at the clients cost to the Callryt office and Cancellations do require 1 full calendar months' notice. The equipment must be working and in a reasonable condition.
7. Subscription to Callryt's LTE services is subject to the availability of its LTE network coverage within the specified areas. A sales agent will be able to assist you with checking if your address is in a coverage area. Services which are provisioned on the borders of, and outside, the coverage area at the user's insistence, are delivered entirely at the user's risk.
8. The LTE service is provided as a fixed broadband service for use in a fixed location. Should a subscriber relocate at any stage and the router loses its original signal from installation then Callryt cannot be held liable for this loss of network coverage.
9. Should a subscriber relocate at any stage; it is the subscriber's duty to inform Callryt of such relocation so that the service can be re-established at the subscriber's new location. Callryt has no control over the duration of this process and any costs involved will be for the user's account.
10. Callryt shall not be held responsible for customers requesting the Internet connection in areas that are not eligible for LTE. Callryt cannot guarantee LTE coverage where coverage is stipulated by the LTE suppliers.
11. A compatible device is required to use Callryt's LTE services. The maximum speed that can be experienced by the subscriber is dependent on the speed specification of the device in the area of transmission (speed is reliant on many factors such as coverage or distance from base station, prevailing weather conditions, base station congestion, etc.).

12. Callryt's LTE network currently supports voice calls, and general internet usage. It does not support cameras/photography, online gaming, or X-box.
13. Callryt LTE uncapped is now supported. Please view our updated packages on our website.
14. Callryt does not refund on LTE routers or data that has been purchased.
15. Callryt is not liable for any loss or damage to the user's property or equipment arising out of the provision, installation or maintenance and use of the service. It is the user's responsibility to fully insure the hardware for theft or damage. The user is fully liable for the replacement cost of the router if stolen or damaged.
16. Callryt will not incur any liability whatsoever for any loss or damage as a result of any use, authorised or unauthorised, resulting from virus attacks, security vulnerabilities, or loss of information, lightning or power surges or any other acts of God.
17. Callryt cannot be held liable for internet settings and / or passwords that pertain to the subscriber's computer system(s) where the information provided by Callryt's data suppliers is inaccurate.
18. NB* Vodacom or MTN routers and SIM cards supplied, are done on a loan agreement only and is to be returned to Callryt, at the client's cost, in working condition as supplied to the client.
19. The early cancellation of a fibre/wireless or any other rental contract is allowed by law (as defined in the CPA 2008), however the user will be responsible for an early cancellation penalty [the reason this penalty exists is because Callryt is obliged to see out the remainder of the contract]. Callryt will claw back the full subsidised installation/activation fees, as specified by the installer, and the full remainder of any costs involved in the contact.
 - 19.1 All Cloud PXB contracts have a cancellation option, only after the first 6 months from the Callryt installation date.
20. Payments: All Callryt's billing is worked from the 15th of the month to the 14th of the following month. Should these dates fall on a weekend or public holiday, then on the last working day prior to these dates. All due payments for the month are to be paid and reflect in Callryt's bank account by the last working day of each month, with proof of payment being sent to pamela.callryt@gmail.com, so as to prevent suspension and a reconnection fee of R199.
 - Suspension will be instituted without forewarning and reconnections can take up to 7 working days.
 - Callryt cannot be held responsible for loss of business or income due to any suspensions.

Name: _____

Signature: _____

Date: _____