

Terms & Conditions

1. MEANINGS OF CERTAIN WORDS AND PHRASES

1.1. Unless it appears differently from the context or under this clause 1, words, terms and phrases used in the Contract shall have the same meaning as the definitions set out in the Electronic Communications Act, 36 of 2005.

1.2. Words importing the singular shall include the plural and vice versa.

1.3. Words denoting persons shall include natural human beings, legal entities and unincorporated associations of persons, and vice versa.

1.4. The headings in these terms and conditions shall not affect their interpretation.

1.5. Unless inconsistent with the context, the words and phrases set out below shall mean as follows:

1.5.1. "Anticipatory Costs" has the meaning as set out in clause 9.2.7;

1.5.2. "Activation Date" means the date that a Service is configured and made available to the Customer.

1.5.3. "Applicable Law" means any of the following, to the extent it applies to the provision of the Services by Grapevine Technologies and the use thereof by the Customer:

a) any statute, regulation, by-law, ordinance or subordinate legislation in force from time to time. Without limiting the generality, statutes include the ECA, CPA and RICA;

b) the common law;

c) any binding court order, judgment or decree;

d) any applicable industry code, policy or standard enforceable by law;

e) any relevant direction, rule, pronouncement, policy or order that is given by a regulator.

1.5.4. "AUP" means the Grapevine Technologies Acceptable Use Policy, as amended from time to time and published on the Company's website at: <https://www.grapevinetechnologies.co.za>

1.5.5. "Business Day" means Monday to Friday, excluding Saturday, Sunday or public holiday as defined under the Public Holiday Act, 36 of 1994;

1.5.6. "Circuit(s)" means the telecommunications circuit(s) provided by Grapevine Technologies (or on behalf of Grapevine technologies by a duly licensed third-party), installed at the Customer's premise(s) at the addresses set out in the Contract. "Excluded Circuits" are circuits that the Customer has procured itself from a party other than Grapevine Technologies;

1.5.7. “Connection Date” means the date when Grapevine Technologies installs the Circuit at the Customer’s premises;

1.5.8. “Consumer” means a Customer who is a consumer as defined in the CPA. “Individual Consumer” means a Consumer who is a natural person – i.e. not a company;

1.5.9. “Contract” means collectively, the documents with headings ‘Subscriber Agreement’, ‘Quote’ and ‘General Terms and Conditions’, together with any Product Terms, service level agreements and product rules concluded between Customer and Grapevine Technologies;

1.5.10. “Charges” means the amounts charged by Grapevine Technologies for Services as set out in clause 9.2 below, which charges are set out in a quote and/or Subscriber Agreement or as notified by Grapevine Technologies from time to time per the terms of the Contract;

1.5.11. “CPA” means the Consumer Protection Act, 68 of 2008 and regulations published in terms thereof, as amended or replaced from time to time;

1.5.12. “Commencement Date” means the date when Grapevine Technologies has accepted and processed the Subscriber Agreement or notified the Customer that it has agreed to provide the Customer with the Services set out in a Subscriber Agreement;

1.5.13. “Customer” means the person described in the Subscriber Agreement and where such description is not wholly accurate, as further described in any documentation provided to Grapevine Technologies according to the requirements of RICA;

1.5.14. “Due date” means the date on which any amounts owed by Customer to Grapevine Technologies in respect of the Services become due and payable, and which is reflected on the invoice;

1.5.15. “ECA” means the Electronic Communications Act 36 of 2005 and its regulations, as amended or replaced from time to time;

1.5.16. “Fixed Term Agreement” refers to a Subscriber Agreement in terms of which the provision of Services is for a duration greater than one month;

1.5.17. “General Terms” means these general terms and conditions without the Subscriber Agreement, Quote or the Product Terms, but including any addendum to these terms;

1.5.18. “ICASA” means the Independent Communications Authority of South Africa and its successors;

1.5.19. “Initial Period” means the number of months applicable to the Fixed Term Agreement and which for any avoidance of doubt will be limited in the case of a Consumer, to a maximum of 2 (two) years;

1.5.20. “Interest Rate” means an annual rate equal to 5% above the prime lending rate charged by Grapevine Technologies’s bankers, calculated daily and capitalised monthly;

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- 1.5.21. "Office hours" means 8h00 to 17h00 on Business Days;
- 1.5.22. "Parties" means Grapevine Technologies and the Customer and "Party" means either Grapevine Technologies or Customer, as the context requires;
- 1.5.23. "Personal Data" means all identifiable personal details conveyed to Grapevine Technologies by the Customer for lawful processing;
- 1.5.24. "Product Terms" means the specific terms and conditions applicable to particular Services provided to the Customer.
- 1.5.25. "Renewal Period" means a period of 12 (twelve) months, which period will start on the day following the last day of the Initial Period;
- 1.5.26. "RICA" means the Regulation of Interception of Communication and Provision of Communication Regulated Information Act 70 of 2002, as amended/replaced from time to time;
- 1.5.27. "Services" means the Services as listed in the Subscriber Agreement, and where applicable includes the Managed Service Equipment and the Circuit;
- 1.5.28. "Software" means any computer program provided to Customer, either through Grapevine Technologies acting as a principal, agent or distributor of the software licensor. Software may be embedded into Managed Service Equipment, supplied as a stand-alone application, or accessed via the internet or other web browsing method.
- 1.5.29. "Subscriber Agreement" means the document describing the Customer, the Services to be provided, and other administrative data;
- 1.5.30. "Subscriber Equipment" means the equipment as defined in section 1 of the ECA, but excludes Managed Service Equipment;
- 1.5.31. "Managed Service Equipment" means equipment managed by Grapevine Technologies in the provision of the Service;
- 1.5.32. "Grapevine Technologies" means Grapevine Technologies (Pty) Ltd, Registration number 2021/786159/07, a private company incorporated in terms of the laws of the Republic of South Africa;
- 1.5.33. "Grapevine Technologies Network" means the electronic communications network operated by Grapevine Technologies to render electronic communications services in terms of Grapevine Technologies's electronic communications network and services licences. Grapevine Technologies Network includes Circuits that are self-provisioned by Grapevine Technologies under its licenses or procured by Grapevine Technologies from third-party licensees;

1.5.34. "Grapevine Technologies Portal" means any Grapevine Technologies approved customer portal, mobile application, helpdesk system, ticketing platform, website service centre, email-based support mechanism, WhatsApp support channel, extranet, web-based management platform, or other electronic system through which Customers may:

- a) View service information and account details;
- b) Submit support requests and trouble tickets;
- c) Access billing and invoice information;
- d) Request upgrades, downgrades, additions or modifications to Services;
- e) Submit cancellation requests;
- f) Access reports, monitoring information and service-related documentation; and
- g) Communicate with Grapevine Technologies support personnel.

1.6. When several days are provided for between the happening of one event and another, the number of days must be calculated by: –

- 1.6.1. excluding the day on which the first such event occurs;
- 1.6.2. including the day on or by which the second event is to occur; and
- 1.6.3. excluding any public holiday, Saturday or Sunday.

1.7. In the event of a conflict between a Subscriber Agreement, Product Terms or the General Terms, the conflict shall be resolved by applying the following order of preference:

- 1.7.1. A Subscriber Agreement; thereafter
- 1.7.2. Product Terms; thereafter
- 1.7.3. General Terms.

2. NATURE OF THE GENERAL TERMS AND CONDITIONS

2.1. These General Terms govern the provision of all services and the relationship between Customer and Grapevine Technologies in general.

2.2. If Grapevine Technologies and Customer conclude multiple Subscriber Agreements, but only one set of General Terms, then that set of General Terms will apply to all Subscriber Agreements, regardless of whether the system generated contract numbers on the documents are not the same.

2.3. If Grapevine Technologies and Customer conclude multiple Subscriber Agreements, each with its version of General Terms, then the General Terms will apply only to the relevant Subscriber Agreement– as evidenced by the system generated contract number.

3. DURATION, RENEWAL AND TERMINATION FOR CONVENIENCE

3.1. Commencement and duration of the Contract, billing start dates and renewal

3.1.1. The Contract will become binding on the Parties on the Commencement Date and will continue to be binding on each Party up to the end of the Initial Period or any Renewal Period, unless this Contract is terminated earlier by either of the Parties for cause on the grounds set out in the Contract.

3.1.2. In respect of a Service that does not involve the provision of a Circuit, or is provided over an Excluded Circuit, the Initial Period will commence on the Activation Date of such Service. In respect of each Circuit, the Initial Period for Services provided over that Circuit (whether bundled with the Circuit or not) will commence from the Activation Date. Where the Services require the provision of multiple Circuits, the Initial Period will begin on the Connection Date of the last Circuit.

3.1.3. When services are bundled with a Circuit, the cost of the Circuit is the single most significant component of the bundled Service, and accordingly, Customer agrees that Grapevine Technologies will be entitled to charge Customer from the Connection Date, regardless of whether any bundled value-added services had been activated or not.

3.1.4. If Customer is a juristic person then Customer must:

a) give Grapevine Technologies written notice of its election not to renew the Contract at least 90 (ninety) days before the expiration of the Initial Period; or

b) conclude a revised Subscriber Agreement,

failing which the agreement shall automatically renew for the Renewal Period.

3.1.5. Business Customers — Where the Customer is a juristic person, trust, partnership or other business entity, the Agreement shall automatically renew for successive periods of twelve (12) months upon expiry of the Initial Period and each subsequent Renewal Period unless the Customer provides written notice of cancellation at least ninety (90) calendar days prior to the expiry of the applicable term. Failure to provide such notice shall result in the Agreement automatically renewing for a further twelve (12) month period upon the same terms and conditions, subject to any agreed pricing adjustments or increases permitted in terms of this Agreement.

3.2. Cancellation or variation of the Services before the Connection / Activation date

Where the Customer cancels or varies any of the Grapevine Technologies services before the Connection Date for any reason other than a breach on the part of Grapevine Technologies, Grapevine Technologies will have the right to charge the Customer Anticipatory Costs which Grapevine Technologies has incurred because of the cancellation or variation, which amount shall be payable by the Customer on demand.

3.3. Termination of a Fixed-Term Agreement by an Individual Consumer for no cause

3.3.1. Where an Individual Consumer has concluded a Fixed Term Agreement, the Individual Consumer will have the right to terminate the Fixed Term Agreement, for no particular reason or cause, at any time, provided the Consumer

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gives Grapevine Technologies at least 20 (Twenty) Business days written notice of its election to terminate the Contract. Such termination will be subject to payment of a reasonable cancellation fee that will be determined and calculated at the time when the notice to terminate is given by the consumer, using the guidelines set out under section 14 and regulation 5(2) of the CPA.

3.3.2. On receipt of the termination notice Grapevine Technologies will advise the Individual Consumer of the amounts which are still owed to it, namely all the arrears amounts owing to Grapevine Technologies in terms of the Contract up to date of termination and the cancellation fee. The Individual Consumer will pay Grapevine Technologies such amounts by the Due Date.

4. INSTALLATIONS AND PROVISION OF THE GRAPEVINE TECHNOLOGIES SERVICES

4.1. Installation of Services, Managed Service Equipment, Subscriber Equipment and use of unauthorised devices

4.1.1. Unless agreed to the contrary in a Subscriber Agreement, the Grapevine Technologies Service is exclusive of any required Subscriber Equipment. The Managed Service Equipment and where applicable the Subscriber Equipment will be either leased or sold to the Customer at the prices, fees or rates set out in the Subscriber Agreement.

4.1.2. Where Customer has agreed to purchase Subscriber Equipment from Grapevine Technologies, Customer shall not be entitled to withhold payment for the sale of Subscriber Equipment for trivial reasons.

4.1.3. In respect of the provision of electronic communications services, Grapevine Technologies shall install the Circuit and the Managed Service Equipment at the Customer's premises against payment of the relevant installation fee and deposit as set out in the Subscriber Agreement.

4.1.4. If the Customer requests that an installation be attended to after office hours, Grapevine Technologies may, if it can perform such after-hours work, charge an after-hours maintenance charge on a time-and-material basis as determined by Grapevine Technologies from time to time.

4.1.5. LAN cabling pricing is deemed to be budgetary unless a physical site survey has taken place to confirm cable routes.

4.1.6. If no conduit-pipes are available for Grapevine Technologies's use in any building where Grapevine Technologies must install a Service requiring conduit pipes, Grapevine Technologies may, at its discretion:

- a) refuse to provide the Service in that building or any part thereof until such conduit-pipes or other facilities have been so installed; or
- b) quote an installation cost in respect of the required conduit pipes, and if accepted by the Customer, install at the Customer's cost the required conduit pipes or other facilities.

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4.1.7. Grapevine Technologies's duty to install the Circuit and the Managed Service Equipment or Subscriber Equipment will terminate once the Circuit and where applicable the Managed Service Equipment or Subscriber Equipment have been supplied, installed and the Customer can receive the Services.

4.1.8. Only Subscriber Equipment that has been type approved by ICASA may be used in conjunction with the Grapevine Technologies Service. Type approved equipment obtained from authorised dealers will have an ICASA type approved label affixed to the equipment and/or packaging.

4.1.9. If the Subscriber Equipment is modified, it may not be used in conjunction with the Grapevine Technologies Service until such time that ICASA has approved the modification.

4.1.10. Grapevine Technologies reserves the right to suspend or disconnect from the Grapevine Technologies Network any Subscriber Equipment that has not been approved by ICASA or that has been licensed or approved but has been modified without the approval of ICASA.

4.1.11. If the Customer is not the owner of the premises where the Grapevine Technologies Service and/or where applicable the Managed Service Equipment is to be installed, the Customer must before any installation by Grapevine Technologies, at its own cost and expense, obtain written permission from the owner of such premises for any such installation. The Customer indemnifies Grapevine Technologies against damages or claims resulting from the failure to obtain such permission including Anticipatory Costs which may have to be incurred by Grapevine Technologies should Grapevine Technologies have to remove any circuit and/or the selected Subscriber Equipment from the premises.

4.1.12. The Customer must at its own cost and expense ensure that optimum environmental conditions as may be required for the proper management and/or functioning of the Circuit and Managed Service Equipment or Subscriber Equipment are provided, such as adequate power supply, ventilation, lighting and wall/rack space.

4.2. Use of the Services, Managed Service Equipment and related equipment

4.2.1. The provision of any Service to the Customer does not confer on the Customer any right to resell the Service unless the Customer has been granted a licence or licence exemption by ICASA, and Customer has entered into a reseller agreement with Grapevine Technologies.

4.2.2. The service may not be used to:

- a) knowingly create, store or disseminate any illegal content;
- b) infringe on any third parties' intellectual property or copyright; and
- c) send unsolicited email.

4.2.3. For Grapevine Technologies to ensure the provision of the Service, to protect the integrity of the Grapevine Technologies Network or to deal with emergencies, the Customer must always whilst this Contract is in place:

- a) comply with any instructions issued by Grapevine Technologies which concern the Customer's use of the Services;

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b) provide Grapevine Technologies with all information relating to the Customer's use of the Services that Grapevine Technologies may reasonably require from time to time; and

c) allow Grapevine Technologies free access to the Customer's premises during reasonable hours to install, inspect, maintain or remove the Circuit, Managed Service Equipment or Subscriber Equipment.

4.3. Failure and unavailability of the Services, Managed Service Equipment or Subscriber Equipment obtained from Grapevine Technologies

4.3.1. Customer recognizes that the Internet and data networks consist of multiple participating networks that are separately owned and not subject to Grapevine Technologies's control.

4.3.2. Because of the position set out in clause 4.3.1 above, Grapevine Technologies does not warrant that the Grapevine Technologies services will be operational on a 24 (twenty-four) hour 365 (three hundred and sixty-five) days per year basis.

4.3.3. Furthermore, Grapevine Technologies expressly advises, and the Customer acknowledges and accepts that the Subscriber Equipment is not manufactured by Grapevine Technologies, but by third parties. In most cases, Grapevine Technologies will not be able to open certain Subscriber Equipment or to test or operate the selected Subscriber Equipment to ensure that they are fit for purpose and/or are intact before they are handed to the Customer.

4.3.4. Considering the disclosures housed under clauses 4.3.1 – 4.3.3 Grapevine Technologies expressly stipulates and the Customer acknowledges that Grapevine Technologies cannot warrant or guarantee that the Services and/or the Subscriber Equipment will:

- a) be free of errors or interruptions;
- b) be available;
- c) be fit for any purpose;
- d) not infringe on any third-party rights;
- e) be secure and reliable,

except where the Services, the Circuit and/or Subscriber Equipment are found to be defective and such defect has been solely caused by Grapevine Technologies under sections 54, 55 and 56 of the CPA, where applicable.

4.3.5. Considering the above disclosures, Customer agrees that it will not be allowed to:

- a) Withhold any amounts due and owing to Grapevine Technologies; or
- b) Deduct any monies, or
- c) Allege a breach of contract

in respect of any temporary unavailability of the Services, the Circuit or the Managed Service Equipment, except and to the degree that Grapevine Technologies is solely responsible for any such unavailability, or failure.

4.3.6. Notwithstanding the provisions of clause 4.3.4 above, Grapevine Technologies will use its best endeavours where Grapevine Technologies can do so to notify the Customer of any failure of, or interruption to the Services and/or Circuit and where applicable any required maintenance and repairs which may result from such failure, interruption or unavailability.

4.3.7. Where the Circuit, Managed Service Equipment or where relevant the Subscriber Equipment are defective, or faulty, then in such an event the Consumer's rights will be limited to those set out under clause 10.

4.3.8. Service Levels — Unless expressly recorded in a separate written Service Level Agreement signed by both Parties, Grapevine Technologies does not guarantee any specific uptime percentage, fault response time, restoration time, service availability level or performance metric.

4.4. Theft and Loss of Grapevine Technologies Circuit, Managed Service Equipment and Subscriber Equipment provided by Grapevine Technologies

4.4.1. Whenever any Circuit, Managed Service Equipment or Subscriber Equipment purchased from Grapevine Technologies has been delivered but is not yet paid for in full is lost, stolen or destroyed, the Customer must immediately notify Grapevine Technologies and any police officer at any police station in writing that the Circuit, Managed Service Equipment and or any other Grapevine Technologies equipment has been lost, stolen, misplaced or destroyed.

4.4.2. Risk in the loss, theft or damage of the Circuit, Managed Service Equipment and where relevant the Subscriber Equipment will pass to the Customer on the date of delivery to the Customer's premises. Grapevine Technologies reserves the right to hold the Customer liable for the full replacement cost of the Managed Service Equipment or the relevant Subscriber Equipment and or any other Grapevine Technologies equipment (and where the same equipment has been discontinued, then the full replacement cost of the most comparable available equipment).

4.5. Maintenance of the Services and Managed Service Equipment

4.5.1. Throughout the term of the Contract the Service, any Circuit or Managed Service Equipment used by the Customer will be deemed to be in good working order until Grapevine Technologies is advised otherwise.

4.5.2. Unless clauses 4.5.5 or 4.5.6 apply, or unless expressly stated to the contrary, the costs in respect of any repair and/or maintenance of the Circuit and the Service will be incurred and covered by Grapevine Technologies.

4.5.3. Grapevine Technologies will attend to faults reported by the Customer during Office hours and will apply its reasonable endeavours to have the affected Circuit and/or the Service restored in the shortest possible time.

4.5.4. The Customer is responsible for maintaining all Managed Service Equipment and Subscriber Equipment unless Grapevine Technologies has agreed to provide maintenance for the Managed Service Equipment, which will be charged out at the rate set out in the Subscriber Agreement.

4.5.5. If the Customer requests that a fault be attended to immediately and requires that repair work be carried out after office hours, Grapevine Technologies may, if it can perform such after-hours work, charge an after-hours maintenance charge on a time-and-material basis as determined by Grapevine Technologies from time to time.

4.5.6. If Grapevine Technologies determines that the fault reported by the Customer was caused by the Customer or by any Subscriber Equipment or by any other equipment that Grapevine Technologies has not agreed to cover, the Customer will be liable for payment of the applicable call-out charges, as determined by Grapevine Technologies from time to time.

5. USE OF SOFTWARE

5.1. The Customer shall use any Software provided to it by Grapevine Technologies only for the purposes for which it is intended.

5.2. The Customer shall not nor permit anyone else to reverse engineer, decompile, modify, tamper with, amend, enhance, copy, sell, lease, license, sub-license or otherwise deal with the software or any part, variation, modification, release or enhancement thereof or have any software or any program written or developed for it based on the Software.

5.3. All rights of whatever nature in and to the Software and all upgrades, updates, modifications and variations thereto from time to time, shall vest in Grapevine Technologies or its licensors and no rights in and to the software, its upgrades, updates, modifications and variations thereto are granted or assigned to the Customer. The Customer shall not, at any time in any way, question or dispute the ownership of the Software and undertakes not to infringe or prejudice any rights of Grapevine Technologies or its licensors in and to the Software.

5.4. Grapevine Technologies shall upgrade any Software provided to the Customer under the Subscriber Agreement (and if not explicitly dealt with in the Subscriber Agreement at its sole discretion).

6. USE AND STORAGE OF DATA

The Customer acknowledges that Grapevine Technologies may establish generally acceptable use practices and limits concerning the use of the Services, including — for example: the period that the Customer's email messages and other content uploaded on to Grapevine Technologies's server is retained, the quantity and size of material that may be sent from or received by the Customer and available disk space that will be allocated to Grapevine Technologies's servers on the Customer's behalf.

7. GRAPEVINE TECHNOLOGIES PORTAL

7.1. Grapevine Technologies grants Customer a non-exclusive, non-transferable right to Grapevine Technologies Portal(s).

7.2. Access to any such Grapevine Technologies Portal shall be through an approved User ID or other authentication mechanism provided by Grapevine Technologies to Customer.

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7.3. Any adjustments by Customer to Services on Grapevine Technologies Portal are binding, and Customer assumes full responsibility for payment obligations arising out of modifications made on Grapevine Technologies Portal.

7.4. Customer acknowledges that the documentation and information that accessible by Customer through Grapevine Technologies Portal shall be deemed to be classified as Confidential Information of Grapevine Technologies and, as such, disclosure and use of such documentation and information shall be governed by the terms of this Agreement relating to Confidential Information.

7.5. Customer shall take all necessary steps to maintain the security and integrity of all User IDs used in connection with accessing Grapevine Technologies Portal.

7.6. Customer shall inform Grapevine Technologies if Customer has any reason to believe that a User ID used in connection with accessing Grapevine Technologies Portal has or is likely to become known to someone not authorised to use it or is being or is expected to be used in an unauthorised way.

7.7. Grapevine Technologies reserves the right to suspend User ID access to Grapevine Technologies Portal of Customer if at any time Grapevine Technologies reasonably considers, after consulting with Customer whenever practicable, that there has been or is likely to be a breach of security in respect of a User ID. Grapevine Technologies may issue replacement User IDs or cease suspension when Grapevine Technologies is satisfied that the breach of security or threat of breach of security is resolved.

7.8. Customer understands that Grapevine Technologies may amend User ID's periodically to prevent unauthorised access to Grapevine Technologies Portal and Customer will appoint an employee to whom Grapevine Technologies may communicate any such amended IDs.

7.9. References throughout this Agreement to the Grapevine Technologies Portal shall be deemed to include the Grapevine Technologies Mobile Application, customer portal, website support forms, authorised support email addresses, WhatsApp support channels and any other customer service platform made available by Grapevine Technologies from time to time.

8. GENERAL OBLIGATIONS OF EACH PARTY

8.1. In addition to its obligations as set out in the rest of these General Terms, Grapevine Technologies undertakes to:

8.1.1. adhere to the Applicable Law;

8.1.2. exercise the reasonable skill and care of a competent provider of the Services;

8.1.3. uphold and abide by the respective codes of conduct (as amended from time to time) of ISPA and WASPA, available at <http://ispa.org.za/code-of-conduct/> and <http://waspa.org.za/coc/14-3>; and

8.1.4. Maintain and publish its operational policies, including where applicable its Acceptable Use Policy, Privacy Policy, Complaints Procedure and associated policies on its website located at: <https://www.grapevinetechnologies.co.za>

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8.2. In addition to the Customer's specified obligations as set out in the rest of these General Terms, Customer undertakes that it, or where relevant its employees will:

8.2.1. adhere to the Applicable Law;

8.2.2. deal with Grapevine Technologies employees and designated contractors in a courteous, respectful and professional manner and not in any manner act in an abusive way;

8.2.3. raise any issues that it is experiencing through a trouble ticket using the relevant telephonic, email or online facilities and provide Grapevine Technologies with any pertinent information that it may require resolving the trouble ticket; and

8.2.4. Abide by the Grapevine Technologies Acceptable Use Policy available at:
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9. CHARGES AND PAYMENT

9.1. In return for the supply of and access to the Services, the Customer agrees and undertakes to pay Grapevine Technologies the Charges.

9.2. Any invoice will, where applicable, detail the following types of Charges:

9.2.1. installation charge: the installation charge and any other charges levied as a once-off initial charge in respect of the connection of the Services;

9.2.2. reconnection charge: levied, where the Customer's right to use the Services is suspended due to non-payment, and which fee is in respect of any restoration of the Service, is payable in advance, together with any outstanding amounts which are due to Grapevine Technologies;

9.2.3. ad-hoc / time and material charges: levied on each occasion for the provision of miscellaneous services requested by the Customer;

9.2.4. recurring/rental charges: levied periodically, usually monthly – but in any event, as indicated in the Subscriber agreement – in respect of the use and availability of the Services. Recurring charges are payable in advance for the first and any subsequent rental period on the first day of the month, with effect from the Activation Date;

9.2.5. cancellation fee: a fee raised by Grapevine Technologies to place it in the position it would have been had the Customer fulfilled the Contract;

9.2.6. call/usage charges: levied on the use of the Service where such use is metered. Call charges and usage charges are billed to the Customer at the end of each billing period.

9.2.7. anticipatory costs: levied to recover the charges that Grapevine Technologies would have billed for the duration of the Fixed Term Agreement if the Contract had run its full term.

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9.2.8. interest on overdue amounts: any amount due by the Customer to Grapevine Technologies not paid on or before the Due date indicated on the invoice shall bear Interest from the date that an Invoice became due.

9.3. Billing

9.3.1. Grapevine Technologies will periodically provide the Customer, usually monthly, with a statement and an invoice for the amounts payable by the Customer. The invoice will be sent to the Customer by email.

9.3.2. Where there is an event which prevents an accurate determination of the number of units on which the call or usage charges are determined for a billing period, the call charge or usage charges for the period in question shall be set as the average call or usage charges for the preceding 6 (six) billing periods (or lesser billing periods if the Service has been provided for a shorter time).

9.3.3. The invoice sent by Grapevine Technologies to the Customer is on the face of it, and until the contrary is proved, proof of the amount due by the Customer to Grapevine Technologies. The Customer is, however, entitled to query or dispute any part of the invoice per the provisions set out under clause 13. All undisputed portions of the invoice must, however, be paid by the Due date.

9.3.4. If Grapevine Technologies determines that the disputed amount is in error, Grapevine Technologies shall credit the amount incorrectly debited. Should Grapevine Technologies determine and inform the Customer that the disputed amount was billed correctly such payment, together with interest at the Interest Rate shall be paid by no later than the Due date of the next invoice.

9.4. Payments

9.4.1. Unless Grapevine Technologies expressly agrees to the contrary in writing, invoices are payable on presentation by way of a monthly debit order or using a credit card. The first invoice for a Service is issued upon activation of service and payable on presentation.

9.4.2. Invoices and statements are available for download in Grapevine Technologies Portal. Non-receipt of an invoice by the Customer shall therefore not be considered as a valid reason for late or non-payment.

9.4.3. The Customer shall be liable and responsible for payment until payment has been received into Grapevine Technologies's bank account.

9.4.4. The Customer shall be in breach of the Contract by cancelling any debit order without the prior written consent of Grapevine Technologies or where any debit order is returned unpaid or stopped or should any charge card account, or credit card account of the Customer be rejected. In such a case, Grapevine Technologies will have the right to suspend the Customer's account

until such arrears amounts together with interest thereon have been received and paid in full.

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9.5. Changes to Charges

9.5.1. Grapevine Technologies shall be entitled to increase any of the amounts reflected in the Subscriber agreement, which increase will be relative to the Consumer Price Index. Increases linked to the Consumer Price Index usually are done once per year between January and April.

9.5.2. If there is a price increase on components of the Services beyond the control of Grapevine Technologies (for example: foreign exchange fluctuations, increased pricing on third-party products or services like software license fees, surcharges, taxes, import duties, rates or levies, increased charges from other network operators or delay caused by any instruction of Customer), then Grapevine Technologies shall be entitled to increase the Charges of the affected Service in proportion to the increase in cost.

9.5.3. Any increase as per clause 9.5.1 and 9.5.2 will be given to the Customer in writing.

9.5.4. A Consumer will have the right to terminate the Contract without penalty or charge where any such increases render the Service unaffordable to the Consumer, on condition that it gives Grapevine Technologies 20 (twenty) Business days' notice of its election to cancel the Contract. Where a Consumer terminates the Contract as per its rights under this clause 9.5.4 such termination will be without penalty, except where the Consumer has been given or has purchased but not yet paid for Subscriber Equipment. In such a case the Consumer will have a legal duty, and Grapevine Technologies will have a legal right to demand from the Consumer full payment in respect of the Subscriber Equipment less any amounts that have already been paid to Grapevine Technologies in respect thereof before such termination.

9.6. Unpaid accounts – Suspension of Services

9.6.1. Where any amounts due to Grapevine Technologies by the Customer are not paid on Due date, Grapevine Technologies shall give the Customer 7 (seven) days' notice to pay all arrears/outstanding amounts and start charging interest at the Interest Rate.

9.6.2. If the Customer's account remains unpaid or no written agreement is concluded to settle the arrears, Grapevine Technologies shall suspend the Customer's services, and the suspension will stay in place until the Customer has paid all arrear amounts, interest and any applicable reconnection charges or the Contract is terminated by Grapevine Technologies.

9.6.3. If the Customer's account is in arrears, then Grapevine Technologies shall be entitled to suspend all Services linked to the Customer's account, regardless of whether the suspended Services are delivered according to multiple Subscriber Agreements or not.

9.6.4. Related Accounts — Where multiple accounts, services, contracts or subscriptions are held by the same Customer or by entities under common ownership, management, directorship or control, Grapevine Technologies may suspend any or all such Services if any related account remains in default.

9.7. Credit Limit and payment terms

9.7.1. Grapevine Technologies reserves the right to impose a monetary limit on the maximum value of Charges incurred by the Customer during each billing period, and Grapevine Technologies shall be entitled after the Customer has been

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given 20 (Twenty) days' notice of such overspend to which the Customer has not responded, to suspend the Services should the Customer exceed the maximum amount.

9.7.2. If Grapevine Technologies and Customer agree on payment terms that are different to those set out in clause 9.4 and Grapevine Technologies had to provide Customer with a notice in terms of clause 9.6.1 twice in any rolling 12 calendar month period, then Grapevine Technologies shall be entitled to revert to the default payment terms set out in this clause 9.

9.9. Certificate of Indebtedness — A certificate signed by any director, manager, financial manager, credit controller or duly authorised representative of Grapevine Technologies shall constitute prima facie proof of: a) the existence of any indebtedness; b) the amount owing by the Customer; c) the applicable interest; and d) the due date thereof, for purposes of obtaining provisional sentence, summary judgment, default judgment or any legal proceedings.

10. SUSPENSION, WITHDRAWAL OR TERMINATION OF THE GRAPEVINE TECHNOLOGIES SERVICE

10.1. Grapevine Technologies may from time to time, and on notice where this is possible, suspend the Grapevine Technologies Service and where applicable the right to use the Managed Service Equipment, or in its discretion disconnect the Managed Service Equipment from the Grapevine Technologies Network in any of the following circumstances:

10.1.1. for routine maintenance, modifications to, or unplanned maintenance of the Grapevine Technologies Network and/or any other systems involved in the delivery of the Services;

10.1.2. to mitigate against fraudulent or suspected fraudulent use of the Customer's Service;

10.1.3. per clause 9.6 or 9.7.1 above;

10.1.4. because of problems on third parties' infrastructure which has affected or disrupted the Grapevine Technologies Service;

10.1.5. where certain Services are being abused by the Customer; and/or

10.1.6. where the Grapevine Technologies Service or Managed Service Equipment is found to contain a security risk or shortcoming which enables the Customer to exploit the Grapevine Technologies Service to the detriment of Grapevine Technologies;

10.1.7. where the Customer uses Subscriber Equipment that is not approved by ICASA for such use;

10.1.8. Where the Service is removed because of a take-down notice that Grapevine Technologies is obliged to act on.

10.2. The Customer accepts that the right to suspend the Services is necessary to maintain the quality of Services, the integrity of the Grapevine Technologies Network, and to protect the interest of both the Customer and Grapevine

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Technologies and that it will remain liable for all Charges which may be levied by Grapevine Technologies during the period of suspension.

10.3. Grapevine Technologies may from time to time, and on notice where this is possible, and without prejudice to any other claims or remedies which Grapevine Technologies may have in terms hereof or in law, discontinue and/or terminate any part of the Contract, or in its discretion disconnect the Managed Service Equipment from the Grapevine Technologies Network in any of the following circumstances:

10.3.1. where the Grapevine Technologies Service or Managed Service Equipment has reached the end of its lifespan and is uneconomical to maintain or continue;

10.3.2. where there has been an insignificant interest in the use of a Service;

10.3.3. in response to an instruction from ICASA or in terms of the ECA or some other law or any authority competent to issue such instruction;

10.3.4. if the Customer has received the Service because of fraud or misrepresentation;

10.3.5. if the Customer makes or offers to make any arrangement or composition with its creditors or commits any act of insolvency in terms of the Insolvency Act or any other applicable legislation;

10.3.6. if the Customer is using or permitting the use of the Service or any element thereof for any illegal purpose or in contravention of Applicable Law;

10.3.7. for any other reason incidental to 10.3.1 – 10.3.6 inclusive.

11. BREACH AND TERMINATION

11.1. Should the Customer breach:

11.1.1. its payment obligations and have been suspended for non-payment for a period longer than 7 (seven) days; or

11.1.2. any other term of this Contract and fails to rectify the breach within the notice period provided by Grapevine Technologies (which shall be a reasonable period given the circumstances of the breach);

then Grapevine Technologies will have the right to either suspend or to cancel the Contract(s), without diminishing its right to claim any Anticipatory Costs or early termination penalties.

11.2. Should Grapevine Technologies breach any material term of this Contract, then the Customer will have the right to provide Grapevine Technologies with a letter requiring Grapevine Technologies to rectify the breach within a period of 20 (twenty) Business Days. Should Grapevine Technologies neglect or fail to remedy such breach within the 20 (twenty) Business Days' notice period, then the Customer may cancel the Contract without penalty.

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11.3. The Customer shall be liable for all costs, including legal costs on an attorney and client scale, tracing cost and collection commission incurred by Grapevine Technologies in respect of the enforcement of any obligations of the Customer in terms of this Contract.

11.4. Without diminishing any other claims or remedies which Grapevine Technologies may have against the Customer in terms of this Contract or law, Grapevine Technologies may terminate the Contract if the Customer has delayed the installation of the Service for longer than 3 (three) months and hold the Customer liable for Anticipatory Costs incurred by Grapevine Technologies in this regard.

12. SUPERVENING IMPOSSIBILITY

12.1. Charges During Force Majeure — Where Grapevine Technologies is prevented from performing its obligations due to an event contemplated in this clause, the Customer shall remain liable for all recurring Charges, third-party service charges, software licensing fees, cloud service fees and other pass-through costs incurred by Grapevine Technologies unless Grapevine Technologies expressly agrees otherwise in writing.

Except as expressly provided under the Contract, Grapevine Technologies shall not be liable to the Customer for failure to perform any obligation because of any acts of God, government restrictions or prohibitions or any other Government act or omission, any act or default of any supplier, industrial disputes, strikes, lockouts or work stoppages of any kind or any other similar or dissimilar cause, in so far as these were not foreseeable and beyond Grapevine Technologies's reasonable control. Should any event contemplated in this clause prevent the provision of uninterrupted Service for a period exceeding four weeks, the Customer shall be entitled to terminate the affected Service without penalty.

13. CUSTOMER ASSISTANCE, DISPUTES OR COMPLAINTS

13.1. Technical Complaints and Billing Queries

13.1.1. Grapevine Technologies can be contacted for technical support, service assistance and account queries through any of the following channels:

- a) Telephone: 016 001 0004
- b) Email: support@grapevinetechnologies.co.za
- c) Grapevine Technologies Mobile Application
- d) WhatsApp Support: +27 79 530 6222

Support hours may be amended from time to time and shall be published on the Grapevine Technologies website.

13.1.2. If the Customer experiences any trouble with any of the Services or with the Charges, it must bring the problem to Grapevine Technologies's attention by raising a trouble ticket with Grapevine Technologies by telephone, email. The issue will then be logged and detailed, and the Customer will be provided with a reference number.

13.1.3. Grapevine Technologies will use its best endeavors to attend to the trouble tickets as soon as it is possible, which will depend on the complexity and nature of the problem as well as resource availability.

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13.1.4. Should the Customer remain dissatisfied after exhausting Grapevine Technologies' internal complaints and escalation procedures, the Customer may escalate the matter to senior management of Grapevine Technologies. Should the matter remain unresolved, the Customer may refer the complaint to ICASA or any other regulatory body having jurisdiction over the matter.

13.2. Complaints — If the Customer has a complaint that is unrelated to technical support or billing queries, the Customer shall follow the Complaints Procedure published on the Grapevine Technologies website as amended from time to time. The latest Complaints Procedure shall be available at: <https://www.grapevinetechnologies.co.za>

13.3. Single Forum Resolution: The above rights are without prejudice to both Parties' respective rights to pursue a complaint or action in any other forum that has jurisdiction over the matter including the rights to submit the complaint to ICASA, provided that the same complaint shall not be lodged at more than one forum.

14. CONSEQUENCES OF TERMINATION

After termination of the Contract for whatever reason:

14.1. Grapevine Technologies may, on reasonable notice and in the Customer's presence enter the Customer's premises to remove the Managed Service Equipment which is owned by Grapevine Technologies; and

14.1A. Recovery of Unpaid Equipment — Where any equipment, hardware, software appliance, network device or managed equipment supplied by Grapevine Technologies has not been paid for in full, Grapevine Technologies shall be entitled upon reasonable notice to enter the Customer's premises during normal business hours for purposes of inspection, recovery or repossession of such equipment. The Customer shall provide all reasonable assistance necessary to facilitate such recovery and shall be liable for all reasonable costs incurred by Grapevine Technologies in connection therewith.

14.2. Customer will remain liable for and will pay on demand all charges and/or costs outstanding at the time of termination or accrued thereafter because of the termination.

15. LIMITED LIABILITY AND INDEMNITY

15.1. In respect of internet-based services, Grapevine Technologies only provides access to the Internet. Grapevine Technologies does not operate or control the information, services, opinions or other content of the Internet. Grapevine Technologies reserves the right to take measures as may be necessary, in Grapevine Technologies's sole discretion, to ensure security and continuity of service on the Grapevine Technologies Network, including but not limited to identification and blocking or filtering of internet traffic sources which Grapevine Technologies deems to pose a security risk or operational risk or a violation of its AUP. In addition, the Customer understands that Grapevine Technologies does not own or control other third-party networks outside of the Grapevine Technologies Network, and Grapevine Technologies is not responsible or liable for filtering or access restrictions imposed by such networks or for the performance (or non-performance) within such networks or within interconnection points between Grapevine Technologies Network and other third-party networks.

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15.2. The Customer is responsible for maintaining the security of its internal network from unauthorised access through the Internet. Grapevine Technologies shall not be liable for unauthorised access to the Customer's network or other breaches of the Customer's network security. The Customer shall remain fully responsible to Grapevine Technologies for any usage billing billed to Customer's account up to 30 minutes after Customer had logged an official support ticket with Grapevine Technologies requesting suspension of the Services impacted by unauthorised access to the Services.

15.3. Grapevine Technologies assumes no responsibility for the integrity, correctness, retention or content of electronic data transported via the Grapevine Technologies Network.

15.4. Subject to the provisions of clause 15.6 below, Grapevine Technologies shall not be liable to the customer or to any third party for claims that arise or occur because of the customer's use of the services, whether such claim, action or damage is direct or indirect, consequential or contingent. Grapevine Technologies shall not be liable for any loss of life; injury; medical expenses; support; financial loss or financial support; loss of earnings; loss of profit and/or income; loss of revenue; loss of business or goodwill; any other special damages; or any general damages – regardless of whether it was foreseeable or flowed naturally from the use of the Services.

15.5. Customer indemnifies Grapevine Technologies against any claim or action which may be brought by any third party arising out of Customer's use of the Services or out of the use of the Customer's Services.

15.6. Where a Consumer suffers any loss or damages because of the use of the Grapevine Technologies Service, the Consumer, in this case, will be allowed to avail itself to the provisions housed under section 61 of the CPA, but subject always to the defences and exceptions permissible and available to Grapevine Technologies and its service providers under section 61 of the CPA.

15.7. The limitation on liability set out above is in addition to any limitation of liability set out elsewhere under the Contract.

15.7A. Limitation of Liability — Notwithstanding anything to the contrary contained in this Agreement, and to the maximum extent permitted by law, the total aggregate liability of Grapevine Technologies arising from or in connection with any claim, cause of action, breach, event or series of related events shall not exceed the total amount paid by the Customer to Grapevine Technologies in respect of the affected Service during the twelve (12) months immediately preceding the event giving rise to such claim. This limitation shall apply regardless of the legal basis of the claim, whether in contract, delict, negligence, statute or otherwise.

16. PROCESSING OF PERSONAL INFORMATION, RIGHTS TO PRIVACY AND RICA

16.1. Grapevine Technologies reserves the right to make general credit reference enquiries about the Customer and to check the correctness of the information that has been supplied. Grapevine Technologies shall also be entitled to furnish any information relating to the Customer's account and compliance with these conditions to any registered credit bureau.

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16.1A. Credit Approval — Grapevine Technologies reserves the right to refuse service, require a deposit, impose spending limits, amend payment terms, request security or guarantee, or terminate a pending service application where a credit assessment reveals an unacceptable credit risk in the sole reasonable discretion of Grapevine Technologies.

16.2. The Customer warrants and represents that all information supplied by it is accurate, correct and complete.

16.3. Grapevine Technologies shall process the Customer's Personal Data lawfully, reasonably and only for legitimate business, service, billing, support, security and regulatory purposes, in accordance with POPIA, RICA, the ECA and any other Applicable Law.

16.4. Customer will provide Grapevine Technologies with all required Personal Data and other details which Grapevine Technologies is required to obtain from the Customer in terms of section 39 or 40 of RICA.

16.5. Customer shall not transfer the Service to another person, other than a family member or dependent.

16.6. The Customer acknowledges and accepts that where the Customer does not comply with these provisions, it will amount to a material breach by the Customer of the Contract.

16.7. Grapevine Technologies' Privacy Policy and POPIA Compliance Policy are published on the Company's website.

16.8. Customers acknowledge that personal information may be collected, stored and processed in accordance with applicable legislation and such policies.

16.9. The latest version of the Privacy Policy and POPIA Compliance Policy shall be available at:
<https://www.grapevinetechnologies.co.za>

16.10. By applying for or using any Service, the Customer expressly consents to Grapevine Technologies collecting, storing, processing, transferring and using personal information for the purposes of: a) providing Services; b) account administration; c) billing and collections; d) customer support; e) compliance with legal and regulatory requirements; f) fraud prevention and security monitoring; and g) communication regarding products and services.

16.11. Grapevine Technologies shall process personal information in accordance with applicable legislation, including the Protection of Personal Information Act ("POPIA"), and the Privacy Policy published on the Company's website.

16.12. Where necessary for the provision, administration, billing, support, security, licensing or operation of the Services, the Customer consents to Grapevine Technologies disclosing or transferring Personal Information to authorised employees, contractors, suppliers, distributors, licensors, software vendors, cloud providers, network operators and other third-party service providers, whether located within or outside the Republic of South Africa. Any cross-border transfer of Personal Information shall be undertaken in accordance with POPIA, including Section 72 where applicable, and shall be subject to appropriate safeguards, contractual protections or other lawful transfer mechanisms where required.

17. GENERAL

17.1. Cession, delegation, assignment: Neither Party may cede, delegate, assign, charge, transfer or otherwise dispose of this Contract or any rights or obligations therein in whole or in part, without the written consent of the other Party. Such consent shall not be unreasonably withheld or unduly delayed. Notwithstanding the foregoing, Grapevine Technologies may assign any and all of its rights and obligations hereunder: (i) to any Grapevine Technologies affiliate (as defined the Companies Act, 71 of 2008; (ii) to a third party pursuant to any sale or transfer of substantially all the assets or business of Grapevine Technologies or a Grapevine Technologies affiliate; or (iii) to a third party pursuant to any financing, merger, or re-organisation of Grapevine Technologies or a Grapevine Technologies affiliate.

17.2. Applicable laws and Jurisdiction: This Contract will be interpreted and governed by the laws of South Africa.

17.2A. Jurisdiction — The Customer consents in terms of Section 45 of the Magistrates' Courts Act to the jurisdiction of any Magistrates' Court having jurisdiction over the Customer, notwithstanding that the amount claimed may exceed the ordinary monetary jurisdiction of such Court. Nothing herein shall prevent Grapevine Technologies from instituting proceedings in any Court having competent jurisdiction.

17.3. Variation and Amendment: Subject to and save where the right to amend the Contract, has been mentioned explicitly under the Contract, neither party may vary the terms of the Contract unless the other party agrees to such variation and the variation is reduced to writing and signed by both parties.

17.4. Consumer status: Certain rights have been granted to a Customer who is a Consumer. Grapevine Technologies reserves the right to withhold any of these rights and/or resultant benefits until the Customer can prove to Grapevine Technologies, which proof may be in the form of a set of Financial statements or an identity document, that it is a Consumer (and in the case of a right which it wants to exercise under section 14 of the CPA, that it is an Individual Consumer). Where the Customer is unable to show that it is a Consumer or Individual Consumer, Grapevine Technologies reserves the right to reverse or call for a refund of any rights or benefits which are permitted under the CPA and which the Customer has unlawfully taken advantage of.

17.5. Customer details and changes thereto: The Customer agrees to supply Grapevine Technologies with such information, documentation and signatures that Grapevine Technologies may reasonably require at the time that the Contract is concluded, to give effect to the payment arrangements of the Contract. Any subsequent changes that affect the information supplied to Grapevine Technologies such as bank account or legal service address must be brought to the immediate attention of Grapevine Technologies in writing.

17.6. Whole Contract: The Contract contains the sole and entire record of the agreement between the Parties. No Party shall be bound by any express or implied term, representation, warranty, promise or the like not recorded in writing and signed by both Parties or otherwise created by operation of law. For clarity, where it appears from the context of multiple Subscriber Agreements concluded between the Parties that they are intended to be read as one Contract, then the Subscriber Agreements shall not be deemed to constitute separate and divisible Contracts, and in such event, conflicting provisions of General Terms shall be resolved with the ordinary rules of interpretation.

17.7. Indulgences: No indulgence, leniency or extension of time which either Party ("the grantor") may grant or show to the other, shall in any way prejudice the grantor or preclude the grantor from exercising any of its rights in the future. Any indulgence or the relaxing of the provisions of the Contract by the grantor shall not prejudice the right of the grantor to insist on the strict compliance by the defaulting Party of its undertakings and obligations in terms of the Contract.

17.8. Severability: In the event of any one or more of these terms and conditions being unenforceable, the offending clauses will be severed from the remainder of the Contract, which will nevertheless continue to be binding and enforceable.

17.9. PERSONAL SURETYSHIP

17.9.1. Where the Customer is a company, close corporation, trust, partnership or other juristic entity, the individual signing the Subscriber Agreement, Credit Application, Service Order, Quote Acceptance, or any other contractual document on behalf of the Customer ("the Surety") hereby binds himself or herself jointly and severally as Surety and Co-Principal Debtor in solidum with the Customer in favour of Grapevine Technologies (Pty) Ltd for the due, punctual and complete performance by the Customer of all obligations owed to Grapevine Technologies.

17.9.2. The Surety expressly undertakes to pay to Grapevine Technologies any amount which the Customer may owe now or in the future arising from:

- a) Services supplied;
- b) Hardware sales;
- c) Software licensing;
- d) Cloud services;
- e) Microsoft licensing;
- f) Managed services;
- g) Internet services;
- h) Cancellation fees;
- i) Early termination charges;
- j) Recovery costs;
- k) Legal costs; and
- l) Any other obligations arising from this Agreement.

17.9.3. The liability of the Surety shall not be affected by:

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- a) Any extension of time granted to the Customer;
- b) Any variation of this Agreement;
- c) Any compromise or arrangement between Grapevine Technologies and the Customer;
- d) The Customer entering business rescue, liquidation, deregistration, sequestration, judicial management or any analogous process.

17.9.4. The Surety renounces all benefits arising from the legal exceptions of excussion, division and cession of action, the meaning and consequences of which the Surety acknowledges and understands.

17.9.5. The Surety agrees that Grapevine Technologies may proceed directly against the Surety without first instituting proceedings against the Customer.

17.9.6. This Suretyship shall remain in force until all obligations owed by the Customer to Grapevine Technologies have been settled in full.

17.9.7. The Surety chooses the same domicilium address as the Customer for purposes of all notices and legal proceedings arising from this Suretyship.

17.9.8. This Suretyship shall be governed by the laws of the Republic of South Africa and shall continue notwithstanding any amendment, renewal, extension, substitution or replacement of this Agreement.

18. LEGAL ADDRESS FOR SERVICE

18.1. The Parties choose the addresses set out below as their chosen place to receive legal notices:

18.1.1. Grapevine Technologies at 3 Delville Street, Duncanville, Vereeniging 1939. Notices must also be emailed to admin@grapevinetechnologies.co.za.

18.1.2. the Customer at the physical or residential address specified in the Subscriber Contract. Where Customer has entered into multiple Subscriber Contracts, then the physical address specified in the Subscriber Contract most recently signed by the Customer or its authorised representative.

18.2. All notices given in terms of this Contract shall be in writing. General notices that do not commence legal proceedings shall be sufficiently provided to either Party by way of email, or where applicable by any other electronic messaging service.

19. CANCELLATION PROCESS

19.1. Business Customers

19.1. Unless Grapevine Technologies expressly agrees otherwise in writing, Business Customers must provide at least ninety (90) calendar days' written notice of cancellation before the expiry of the Initial Period or Renewal Period.

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19.1.1. If a Business Customer terminates a Service before expiry of the applicable contract term, the Customer shall remain liable for: a) all remaining monthly subscription charges for the balance of the contract term; b) any installation subsidies granted; c) any hardware subsidies granted; and d) any cancellation charges, penalties, clawbacks or termination fees imposed on Grapevine Technologies by upstream suppliers, network operators, licensors, distributors or service providers.

19.1.2. Recovery of Third-Party Charges — Any penalties, cancellation fees, clawbacks, subscription commitments, early termination charges, licensing obligations or supplier costs imposed on Grapevine Technologies by third-party licensors, distributors, software vendors, network operators, cloud providers or carriers shall constitute a direct loss suffered by Grapevine Technologies and shall be recoverable from the Customer on demand.

19.2. Residential Customers

19.2. Residential Customers must provide at least one (1) full calendar month's written notice of cancellation. To ensure that the following calendar month is the final month of service, written notice of cancellation must be received by Grapevine Technologies at least forty-eight (48) hours before the first day of that month. For example, if a Customer submits a cancellation request on 18 October, the service will terminate on 30 November. If a Customer wishes November to be the final month of service, the cancellation request must be received by Grapevine Technologies no later than forty-eight (48) hours before 1 November. Cancellation requests received after this deadline may be processed with effect from the end of the subsequent calendar month.

19.2.1. Where a Residential Customer terminates a fixed-term agreement before expiry of the contract term, Grapevine Technologies may charge a reasonable cancellation charge as contemplated in Section 14 of the Consumer Protection Act and its associated regulations. Such reasonable cancellation charge may include: a) outstanding subscription charges; b) installation subsidies granted; c) equipment subsidies granted; d) reasonable costs incurred by Grapevine Technologies due to the early termination of the agreement; and e) any applicable charges imposed by upstream service providers. Such cancellation charges shall be calculated in accordance with applicable law and shall not exceed what is reasonably permitted under the Consumer Protection Act.

19.3. Cancellations must be submitted through: a) the Grapevine Technologies Portal; b) the Grapevine Technologies Mobile Application; c) email to admin@grapevinetechnologies.co.za; or d) any other cancellation method approved by Grapevine Technologies.

19.4. Cancellation requests must include: a) Customer Account Number; b) Customer Name; c) Service Description; d) Installation Address; and e) Requested Cancellation Date.

19.5. Grapevine Technologies shall not be deemed to have received a cancellation request unless written acknowledgement of receipt has been issued.

19.6. Grapevine Technologies may provide notice of any financial obligations, penalties or remaining contractual liabilities before processing cancellation.

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19.7. Customers shall remain liable for all Services, Charges and Fees until the cancellation has been completed and confirmed by Grapevine Technologies.

20. MANAGED SERVICES

20.1. Grapevine Technologies may install and operate Remote Monitoring and Management (“RMM”) software on Customer devices.

20.2. The Customer expressly authorises and consents to: a) continuous monitoring of device health; b) monitoring of software performance and security status; c) automated alerting and incident generation; d) collection of technical system data; e) remote access by authorised Grapevine Technologies personnel; and f) remote maintenance and remediation activities.

20.3. The Customer confirms that it has authority to grant access to all devices enrolled into the Managed Services platform.

20.4. Grapevine Technologies shall take reasonable measures to secure remote access sessions.

20.5. Grapevine Technologies shall not be liable for service interruptions, software conflicts or performance degradation resulting from third-party applications, unsupported systems or customer-owned devices.

20.6. Removal of RMM agents during an active contract term shall not relieve the Customer of its payment obligations.

21. SOFTWARE LICENSING AND CSP SERVICES

21.1. Software, licensing and subscription services are provided subject to the terms and conditions imposed by the relevant software vendor.

21.2. Software subscriptions, cloud services and licensing products including but not limited to Microsoft 365, Microsoft CSP subscriptions, software licenses, hosted PBX licenses, domain hosting, web hosting, cybersecurity subscriptions, backup services, RMM subscriptions and cloud services shall be subject to the minimum commitment period determined by the applicable vendor programme, manufacturer, distributor, service provider or licensing model unless otherwise agreed in writing.

21.3. All software subscriptions and licenses are non-refundable.

21.4. Cancellation before expiry of the applicable commitment period shall not relieve the Customer from liability for any remaining contractual commitments, subscription fees, vendor charges or licensing obligations applicable to the relevant product or service.

21.5. Grapevine Technologies may adjust pricing where software vendors, distributors or licensors increase pricing.

21.6. Grapevine Technologies shall not be responsible for vendor decisions relating to feature modifications, service changes, licensing changes or service discontinuations.

21.7. Subscription-based services may automatically renew where required by the applicable vendor programme, distributor terms, product terms or service agreement, unless cancelled in accordance with this Agreement and any applicable vendor requirements.

22. CYBERSECURITY SERVICES

22.1. Grapevine Technologies may provide cybersecurity services including SentinelOne, MDR, XDR and managed security services.

22.2. No cybersecurity solution can guarantee complete protection from cyber threats.

22.3. Customers remain responsible for: a) password management; b) multi-factor authentication; c) user awareness training; d) credential security; and e) compliance with security recommendations.

22.4. Grapevine Technologies shall use commercially reasonable efforts to detect and respond to incidents within the purchased service scope.

22.5. Grapevine Technologies shall not be liable for losses resulting from customer negligence, compromised credentials, user actions, social engineering attacks or third-party failures.

23. BACKUP AND DISASTER RECOVERY

23.1. Backup retention periods shall be determined by the selected backup service.

23.2. Customers remain responsible for confirming that critical data is included within backup selections.

23.3. Customers shall periodically test recovery procedures.

23.4. Grapevine Technologies shall use reasonable efforts to maintain successful backups but does not warrant uninterrupted backup operations.

23.5. Grapevine Technologies shall not be liable for data loss arising from: a) corrupted source data; b) malware; c) ransomware; d) customer deletions; e) third-party system failures; or f) retention periods selected by the Customer.

23.6. Recovery requests may be subject to reasonable service fees where not covered by an existing support agreement.

24. HARDWARE SALES

24.1. Hardware supplied by Grapevine Technologies is subject primarily to the manufacturer's warranty.

24.2. Grapevine Technologies acts as reseller unless otherwise expressly agreed in writing.

24.3. Dead-on-arrival claims must be reported within seven (7) calendar days of delivery.

24.4. Returns shall be subject to supplier approval and any applicable restocking fees.

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24.5. Risk in goods shall pass to the Customer upon delivery.

24.5A. Retention of Ownership — Ownership of any hardware, equipment, software licenses or other goods supplied by Grapevine Technologies shall remain vested in Grapevine Technologies until all amounts owing in respect thereof have been paid in full. Until ownership passes to the Customer, Grapevine Technologies shall be entitled upon reasonable notice to recover possession of such goods if the Customer fails to make payment when due.

24.6. Hardware purchased under a contract term remains payable for the duration of the contract irrespective of cancellation of associated services.

25. HOSTED SERVICES

25.1. Hosted Services may include: a) Microsoft 365; b) Hosted PBX; c) Cloud Servers; d) Virtual Private Servers (VPS); e) Domain Hosting; f) Email Hosting; and g) Cloud Infrastructure Services.

25.2. Availability of Hosted Services is dependent upon upstream providers and supporting infrastructure.

25.3. Grapevine Technologies shall not be liable for interruptions caused by upstream providers, data centres, software vendors or telecommunications carriers.

25.4. Hosted Services are subject to a minimum commitment period determined by the applicable vendor programme or service provider unless otherwise agreed in writing.

25.5. Hosted Services may automatically renew where required by vendor, distributor or provider terms and conditions unless cancelled in accordance with this Agreement.

25.6. Early termination shall not relieve Customers of their remaining contractual obligations.

26. THIRD-PARTY SERVICES

26.1. Certain Services supplied by Grapevine Technologies rely upon third-party vendors, software publishers, licensors, carriers, network operators, cloud providers and distributors.

26.2. Grapevine Technologies shall not be liable for service interruptions, licensing changes, feature changes, discontinuations, pricing changes or other actions imposed by third parties.

26.3. Grapevine Technologies shall use reasonable efforts to communicate material third-party changes to Customers.

26.4. The Customer acknowledges that certain services remain subject to the terms and conditions of applicable third-party providers.

26.5. The performance and availability of certain Services may be dependent upon third-party infrastructure, vendor platforms or external service providers beyond the reasonable control of Grapevine Technologies.