

Terms and Conditions:

1. This Quote / Service Schedule is entered by VO Connect (Pty) Ltd ("VOC") and the Channel Partner or Client as indicated by the Account description above. The signatory of this document warrants that they are authorized to sign on behalf of the Channel Partner or Client
2. This Service Schedule is read with and forms part of the Master Services Agreement ("MSA") entered between the parties and/ or tabled by VOC with the Channel Partner or Client.
3. VOC shall provide the Services / Products in accordance with applicable laws and on the terms and conditions contained in this Service Schedule / Quote, as well as the MSA.
4. In the event of any conflict, ambiguity or any inconsistency between the provisions contained in the MSA and this Service Schedule / Quote, the provisions contained in the MSA shall prevail, unless it is clearly and explicitly stated in this Service Schedule that the intention of the Parties was to amend or deviate from the provisions of the MSA.
5. Expressions defined in the MSA shall bear the same meaning in this Service Schedule / Quote, including other schedules or appendixes to this Service Agreement which do not themselves contain their own definitions.
6. Timelines given are best estimates and VOC cannot be held to exact dates. Possible reasons for installation delays include (but not limited to): site consent approvalal, stock availability, adverse weather, abnormal or complicated installations.
7. Where applicable, VOC cannot be held responsible for delays in obtaining the necessary installation site approvalal required from Land Owners or Property Management Agencies.
8. The above sites are confirmed to have desktop Line of Site (LOS) feasibility.
9. By signing this document, The Channel Partner / Client authorizes VOC to proceed with a physical Site Survey to assess viability, building structure and possible obstructions.
10. VOC shall, after conducting the Site Survey, prepare a Site Design Document ("SDD"), which shall include a Consent for Installation ("CFI") signoff. Upon signing the CFI or obtaining signature therefore, the Channel Partner / Client agrees that it has given final consent to VOC to proceed with the project and installation.
11. The Channel Partner / Client shall be responsible for timeously obtaining the CFI signoff, from the underlying customer and shall be responsible for any underlying landlord liaison or permission which might also be required in certain circumstances.
12. Should the Channel Partner / Client cancel this Service Schedule / Quote or withdraw from it prior to signing the SDD and CFI, then it shall be liable for the cost of the physical Site Survey.
13. Any cancellations or amendments required after signing off the SDD, shall be subject to the early termination clauses as set out in the MSA.
14. All Customer facing equipment is to be supplied by the Channel Partner / Client.
15. VOC's responsibility for service and equipment shall end with the cable into the server room. The Channel Partner / Client shall be responsible for provision / installation and maintenance of on-site Client Premises Equipment.
16. VOC has the right, at their sole discretion, to charge additional fees, should more than one High Site hop be required.
17. All installed VOC infrastructure and all equipment shall remain the property of VOC.
18. Prices quoted are wholesale and per the prevailing price lists, assuming connectivity within zone 1 and no additional High site Hops, unless expressly stated otherwise.
19. The prices in this Service Schedule are the initial and recurring monthly costs for the Service. If applicable, additional costs may be incurred in arrears and shall be dependent *inter alia* on usage of the Service.
20. Should the Channel Partner / Client upgrade the service(s) and/or subscribe to service(s) in addition to those specified in this Schedule, an Amendment Service Schedule will be prepared to replace this Cost Schedule.
21. All labor costs outside of the agreed terms & conditions will be billed and are payable at the

prevailing VOC rate per hour or portion thereof.

22. Pro-rata charges will be made for the first month of service, if service was delivered for less than a full month.
23. Payment terms are 30 days from invoice.