Parys Internet – Terms of Service

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1. Introduction and acceptance

Parys Internet provides internet access to homes and businesses in Parys, Vredefort and the surrounding rural area over its own wireless and fibre networks and over the Openserve fibre network. These Terms set out what we provide, what you pay, how you may use the Service and how we handle your personal information.

1.1 By accepting a Parys Internet quotation, electronically or in writing, activating a Service or continuing to use a Service, you agree to these Terms.

1.2 You are responsible for all use of your Service, whether by you, your family, employees, guests, tenants or anyone else who connects through your equipment, with or without your permission.

1.3 Where a package carries additional terms (for example a Fair Usage Policy, a minimum contract period or an SLA), those terms apply as well.

1.4 If anything in these Terms conflicts with a signed Service Level Agreement or written contract, the signed agreement prevails to the extent of the conflict.

1.5 **Important clauses.** Clauses that limit our liability, place risk on you or require you to indemnify us are marked IMPORTANT. The Consumer Protection Act requires us to draw these to your attention, so please read them carefully.

2. Definitions

Term	Meaning
Parys Internet, we, us	Parys Internet CC (registration number 2006/055286/23), 54 Dolf Street, Parys.
Customer, you	The person or business named on the quotation and invoices, and anyone using the Service through your connection.
Service	Any internet access, static IP, e-mail, hosting, domain or VoIP service we provide to you.
Network	The towers, high sites, radios, fibre, routers and upstream links owned or used by Parys Internet, including the Openserve network for FTTH services.
CPE	Customer Premises Equipment: the radio, antenna, ONT, cabling, mounting and power supply installed at your premises.
Best-effort service	A shared service where speeds may drop during busy periods. All packages except Fibre over Wireless are best effort.
Dedicated service	Fibre over Wireless: uncontended capacity not shared with other customers, backed by an SLA.
FUP	Fair Usage Policy: a usage threshold after which speed is reduced,

Term	Meaning
	as stated for a specific package.
Spam	Unsolicited bulk or commercial electronic communications sent without the recipient's consent.
Terms	This document, Parts A, B and C, together with your quotation and package terms.
Consumer	A customer protected by the Consumer Protection Act: an individual, or a business with annual turnover or assets below the threshold set under that Act (currently R2 million).
Personal information	Information relating to an identifiable person or existing juristic person, as defined in POPIA.
Reseller partner	A business that sells Parys Internet wireless services under its own brand in terms of a signed partnership agreement with us.

Part A – Terms and Conditions

3. About Parys Internet

The Electronic Communications and Transactions Act requires us to publish the following details.

Full legal name	Parys Internet CC
Legal status and registration number	Close corporation (CC), registration number 2006/055286/23
VAT number	4950314072
Members	JF Havenga, HS Havenga
Physical and postal address	54 Dolf Street, Parys, 9585
ICASA licences	Class ECS 0253/CECS/NOV/2011; Class ECNS 0257/CECNS/NOV/2011
Contact	056 110 0101, support@parysinternet.co.za

Parys Internet has provided service in the area since 1989.

4. Your agreement with us

Your agreement starts when you accept our formal quotation and is in force once the Service is activated.

4.1 **Application.** You apply online or through a reseller partner. Services shown as available online are based on our coverage information and are not guaranteed until our team has completed a manual coverage check.

4.2 **Quotation.** We confirm your address, package and installation requirements, then send a formal quotation. A quotation is valid for [30] days.

4.3 **Acceptance.** You accept the quotation in writing or electronically (for example by clicking accept in the customer portal or replying by e-mail). Electronic acceptance is binding under the Electronic Communications and Transactions Act.

4.4 **Verification (RICA).** The law requires us to verify your identity and physical address before activating a Service. You must provide a copy of your ID or passport and proof of address no older than 3 months; businesses must also provide company registration documents.

4.5 **Capacity.** You must be 18 or older, or have written consent from a parent or guardian. If you accept on behalf of a business, you confirm that you are authorized to bind it.

4.6 **Homeowners and tenants.** The 24-month free-installation option is available to homeowners only and is subject to a credit check and our approval. By applying for it, you consent to us obtaining your credit record from a registered credit bureau; if the application is declined, you may still take the Service month to month with the standard installation fee. Tenants must obtain the owner's or body corporate's written consent for any mast, antenna or cabling.

4.7 We may decline an application, for example where there is no coverage, line of sight cannot be achieved, verification fails or a previous account is in arrears.

5. Installation

We schedule installation once payment has been received; lead times and fees per package are in section 6.1.

5.1 **Site requirements.** Wireless services need clear line of sight to one of our towers or high sites. If our installer finds on site that the quoted installation is not possible or needs extra work (a taller mast, longer cable runs, a different tower), we will tell you before proceeding and quote any extra cost.

5.2 **Access.** You or an adult you authorize must be present and give safe access to the premises and roof. A missed appointment without one business day's notice may be charged at R690.

5.3 **Your property.** Installation may involve drilling, cable runs and mounting a mast or bracket. We take reasonable care but are not responsible for cosmetic damage that is a normal result of installation. Power for the CPE is supplied from your premises at your cost.

5.4 **Ownership.** CPE remains the property of Parys Internet unless your quotation says you bought it. Routers provided by us at an additional charge become your property once paid for. Risk of loss or damage to CPE at your premises passes to you once installed.

5.5 **Openserve fibre.** FTTH installations are done by Openserve and follow its scheduling and network terms. Installation can take up to 30 days after payment.

5.6 **Delays.** Installation times are estimates and are weather permitting. If we cannot install within 30 days of the quoted time for reasons within our control, you may cancel and receive a full refund of amounts paid for the Service.

6. Payment and billing

No Service is installed or activated until the quotation is accepted, banking details are supplied and payment has been received. Keeping your account paid up is a condition of continued use, and non-payment is handled under these Terms like any other breach.

6.1 Before installation

1. Apply online at parysinternet.co.za/application. Banking details are optional when applying.
2. We confirm coverage manually and send a formal quotation. Coverage shown online is not a guarantee.
3. On acceptance of the quotation, you must supply banking details and authorize a debit order before the account can be activated.
4. Installation is scheduled only once payment has been received. Lead times run from the date payment is received:

Package	Installation fee	Installed within (after payment)	Contract
Estate Fibre	R2,000, covered by Parys Internet	7 work days	Month-to-month
Openserve Fibre to the Home	R2,000, covered by Parys Internet	Up to 30 days	Month-to-month
Starter / Home Wireless	R4,000 to R6,000, or free on a 24-month contract (homeowners only)	7 work days	Month-to-month, or 24 months for free installation
Business Wireless	R4,000 to R6,000	7 work days	Month-to-month
Fibre over Wireless	R5,000 to R15,000	14 work days	Minimum 24 months

Source: Pricelist and Application page, as at 10 November 2026. Installation times are weather permitting.

6.2 Debit order and forward billing

A debit order is a non-negotiable prerequisite for all Parys Internet services. We use forward billing: each month's invoice is created at the start of the billing period, so you pay for your service in advance.

- Billing periods always run from the 1st of the month, whichever debit order date you choose.
- Invoices are generated automatically 9 days before the debit order cut-off: on the 23rd in 31-day months, the 22nd in 30-day months, and the 20th in February (21st in a leap year).
- Add-ons such as a static public IP (R90 per month where available) are billed with the monthly fee.

6.3 Your first debit order

Your first debit order includes:

1. Pro-rata internet for the first month, calculated on the number of days the Service was active in that month;
2. Router cost, if you chose to have a router provided by us (routers are not included in the package price and are charged separately); and
3. The subscription for the following month, billed in advance.

6.4 Debit order dates and suspension

Choose one of two debit order dates. The schedule below applies every month.

	Option 1: 1st work day of the month	Option 2: 7th, or the next work day if the 7th falls on a weekend
Invoice becomes overdue	the 8th	the 17th
Payment reminders sent	8th and 9th	17th and 18th
Service automatically suspended	10th	19th

6.5 Failed debit orders and reactivation

1. If a debit order is unsuccessful, the R100 banking penalty/reactivation fee is invoiced to your account.
2. Pay the outstanding amount by EFT, using your account number as the reference, and follow the instructions on the notification.
3. Send proof of payment to support@parysinternet.co.za only. Our staff do not have access to the bank account, so we need proof of payment to reactivate your account.
4. We receive a bank statement every second day to allocate manual payments. If no proof of payment is sent, your account is reactivated only once the money reflects in our account.
5. Three consecutive debit order failures will lead to cancellation of the Service. We may then collect the CPE and recover all outstanding amounts, including reasonable collection costs.

6.6 Installation claw-back

- Estate Fibre and Openserve FTTH: if the Service is cancelled within the first 12 months, R1,000 of the installation cost is clawed back. Termination for non-payment counts as cancellation.
- Wireless on a 24-month free-installation contract, and Fibre over Wireless: early cancellation is subject to the cancellation terms in your contract, as allowed by the Consumer Protection Act.
- Cancellations are requested through the Service Cancellation Request form, with one full calendar month's notice. Fees remain payable until the notice period ends and all CPE is returned.

Example: a full calendar month is the whole month after the month in which we receive your cancellation request. Whether you submit it on 3 March or 28 March, the notice period runs from 1 to 30 April. The Service ends on 30 April, and April's subscription is still payable through your normal debit

order. No invoice is raised for May. Return all CPE by the end of the notice period so that no further charges apply.

7. Contract term, price changes and your rights

Most packages are month-to-month; only the 24-month free-installation wireless option and Fibre over Wireless have a fixed term. How to cancel, the notice period and the installation claw-back are in section 6.6.

7.1 **Fixed-term contracts.** If you are a consumer, you may cancel a fixed-term contract at any time on 20 business days' written notice. We may charge a reasonable cancellation penalty, calculated on the unrecovered installation cost and CPE value for the remaining months, as allowed by section 14 of the Consumer Protection Act.

7.2 **Contract expiry.** We will notify you between 40 and 80 business days before a fixed term ends. Unless you tell us otherwise, the Service then continues month to month on our current pricing.

7.3 **Cooling-off.** If you signed up as a result of direct marketing (for example a sales call or door-to-door visit), you may cancel within 5 business days of the agreement or installation, whichever is later, without penalty. You must make the CPE available for collection.

7.4 **Price changes.** Prices include VAT. We may change prices, usually once a year, on at least 30 days' written notice. If the increase materially prejudices you, you may cancel without penalty before it takes effect.

7.5 **Package changes.** You may upgrade or downgrade at any time through support or the customer portal; changes take effect from the next billing period.

7.6 **Moving premises.** Let us know at least one month before you move. If the new address has coverage, we will quote for relocation; standard installation fees may apply. If it has no coverage, you may cancel under section 6.6 without paying a fixed-term cancellation penalty.

7.7 **Our right to end the Service.** We may end the Service on one calendar month's written notice for any reason, or immediately as set out in section 16 (Enforcement). If we withdraw a Service from your area, you pay no cancellation penalty or installation claw-back.

8. Support, faults and service levels

Check Tower Status first for known outages, then contact us on any of these channels:

Channel	Contact	Available
WhatsApp	056 110 0101	7am to 8pm
Portal ticket	Customer portal or app	Log anytime; attended to during office hours (Mon–Fri, 8am to 5pm)
Telephone	056 110 0101	Mon–Fri, 8am to 5pm
E-mail	support@parysinternet.co.za	Please allow 24 hours for a response

	Best-effort packages	Fibre over Wireless
Target response to a fault	Up to 2 business days	6 business hours
Link monitoring	Business Wireless only	Included
Credit for downtime	None	As set out in the SLA

8.1 Before logging a fault, please restart your router and check that power to the CPE is on. If our technician finds that the fault is on your side (your router, internal network, power or damaged CPE), a call-out fee of R690 applies.

8.2 **Planned maintenance.** We give at least 48 hours' notice of planned work likely to interrupt service, by e-mail, SMS or WhatsApp, and schedule it outside business hours where possible.

8.3 **Openserve faults.** For FTTH, we log faults with Openserve and follow up on your behalf; repair times depend on Openserve.

8.4 **Remote access.** You allow us to access the CPE remotely for monitoring, configuration, firmware updates and fault-finding.

8.5 **What your subscription covers.** Your monthly subscription covers the internet connection up to and including the CPE we installed: keeping the Network running, fault-finding on our equipment, and basic router configuration and changes.
Support beyond that point is charged separately at our current rates, quoted before work starts where possible.

Not included in the monthly subscription	Examples
Call-out fees	Site visits where the fault is on your side (section 8.1), or visits you request for non-network matters
Labour	Time spent on installation changes, relocating CPE, or work on your equipment
Travel costs	Travel to and from your premises for chargeable work, especially rural sites
Replacement hardware	Routers, CPE damaged by lightning, power surges, theft, negligence or tampering, and power supplies or cables you damaged
Additional network points	Extra cabling, Wi-Fi access points, mesh units or network points in your home or office
Advanced network troubleshooting	Faults on your internal network: Wi-Fi coverage, switches, firewalls, VPNs, CCTV, printers, smart devices or port forwarding

Not included in the monthly subscription	Examples
Remote support not related to the internet service	Help with computers, phones, e-mail clients, software, apps or other devices and accounts

Current rates:

- Call-out fee: R690 (includes the first hour of labour and travelling time)
- Labour: R690 per hour (charged after the first hour)
- Travel: R6.00 per km.
  Charges are automatically added to your next invoice and collected with your debit order.

9. Limitation of liability and force majeure

We will provide the Service with reasonable care and skill, but best-effort internet cannot be guaranteed to be uninterrupted or error-free.

9.1 **IMPORTANT – limits on our liability.** To the extent the law allows, Parys Internet is not liable for any indirect or consequential loss, including loss of profit, income, data or business, arising from an interruption, slow speeds or failure of the Service. Our total liability in any 12-month period is limited to the fees you paid for the affected Service in that period. This does not limit liability for our gross negligence, or any right a consumer has under the Consumer Protection Act that cannot be excluded.

9.2 **IMPORTANT – risks you accept.** You are responsible for backing up your data, securing your own devices and network, and the content you access or publish. You carry the risk of loss or damage to CPE at your premises from theft, fire, lightning, power surges or negligence, and we recommend surge protection and that CPE is noted on your household or business insurance.

9.3 **IMPORTANT – indemnity.** You indemnify Parys Internet against claims by third parties arising from your breach of these Terms or unlawful use of the Service, to the extent permitted by the Consumer Protection Act.

9.4 **Force majeure.** We are not liable for failure or delay caused by events beyond our reasonable control, including load shedding or extended power outages at towers, lightning and severe weather, theft or vandalism of network equipment, failures of Openserve or upstream providers, cable cuts, strikes, civil unrest and government action. We will restore service as soon as reasonably possible. If an event prevents the Service for more than 30 consecutive days, either party may cancel without penalty.

9.5 **Third-party services.** We are not responsible for websites, apps, streaming services or equipment supplied by others, or for how they perform over the Service.

10. General

10.1 **Third-party networks.** FTTH runs over the Openserve network, and all traffic passes through upstream providers. Their acceptable use and network rules also apply to your use of the Service.

10.2 **Reseller customers.** If you buy the Service through a reseller partner, these Terms apply to your use of the Parys Internet network, and your partner handles your billing and support. If the partner stops

trading or becomes insolvent, your account may be moved to Parys Internet on these Terms, without a new installation fee, so that your service continues.

10.3 **Complaints and disputes.** Raise any complaint with us first (section 17.3). If it is not resolved within 20 business days, you may refer it to ICASA, the Consumer Goods and Services Ombud or the National Consumer Commission, as applicable.

10.4 **Notices.** We send notices to the e-mail address, mobile number or WhatsApp number on your account, and they are deemed received when sent. Our address for legal notices (*domicilium*) is 54 Dolf Street, Parys; yours is the service address on your account.

10.5 **Collection costs.** If we hand over an overdue account for collection, you are liable for reasonable collection costs and legal fees as allowed by law, and we may report the default to a registered credit bureau after giving you 20 business days' notice.

10.6 **Assignment.** You may not transfer your agreement to someone else without our written consent. We may transfer it to a successor business on notice to you.

10.7 **Whole agreement and severability.** These Terms, your quotation and any signed SLA are the whole agreement. If any clause is found invalid, the rest remains in force. Not enforcing a right immediately does not waive it.

10.8 **Governing law.** These Terms are governed by South African law. You consent to the jurisdiction of the Magistrate's Court for the district of Parys (Ngwathe), even if the amount exceeds its normal limit.

Part B – Acceptable Use Policy

11. Lawful use

You may use the Service only for lawful purposes. Use within South Africa must comply with South African law, including:

- the Electronic Communications and Transactions Act 25 of 2002 (ECTA);
- the Cybercrimes Act 19 of 2020;
- the Protection of Personal Information Act 4 of 2013 (POPIA);
- the Films and Publications Act 65 of 1996;
- the Copyright Act 98 of 1978;
- the Protection from Harassment Act 17 of 2011;
- the Regulation of Interception of Communications and Provision of Communication-related Information Act 70 of 2002 (RICA); and
- the Consumer Protection Act 68 of 2008, where it applies to you.

11.1 You will not knowingly create, store, transmit or distribute any illegal content.

11.2 You will respect copyright, trade marks and other intellectual property rights in everything you download, share or publish.

11.3 You will not send, or promote the sending of, spam.

11.4 Parys Internet respects your constitutional rights to freedom of expression and to privacy. These Terms do not restrict lawful speech.

12. Prohibited activities

The following are not allowed on any Parys Internet Service. The list is not exhaustive; similar conduct is also prohibited.

12.1 Illegal and harmful content

- Creating, possessing, accessing or distributing child sexual abuse material. We will report this to the South African Police Service and the Film and Publication Board immediately.
- Publishing or sharing content that incites violence, constitutes hate speech, or is defamatory.
- Sharing intimate images of a person without their consent.
- Fraud, phishing, scams, pyramid schemes or the sale of illegal goods.

12.2 Intellectual property

- Unauthorized copying, downloading, sharing or streaming of copyrighted material, including pirated software, films, series, music and live sport.
- Selling or distributing illegal streaming devices or services.

12.3 Security and unauthorized access

- Accessing, or attempting to access, any computer, network, account or data without authorization.
- Port scanning, vulnerability scanning or penetration testing of systems you do not own, without written permission.
- Distributing malware, ransomware, viruses or botnet software, or knowingly running an infected device on the Network.
- Intercepting or monitoring other people's communications.
- Spoofing IP or MAC addresses, e-mail headers or caller ID.

12.4 E-mail and messaging abuse

- Sending spam by e-mail, SMS, WhatsApp, social media or any other channel.
- Using purchased, harvested or rented address lists.
- Running an open mail relay or open proxy.
- Hosting or advertising a website or service that is promoted by spam sent from another network.

12.5 Network abuse

- Denial-of-service attacks or any traffic designed to disrupt another network or user.
- Interfering with, tampering with, re-pointing or re-aligning Parys Internet radios, antennas or tower equipment.
- Connecting unapproved radio equipment to our network or using frequencies or towers in a way that causes interference.

- Running open DNS resolvers, open NTP or other services that can be used for amplification attacks.
- Cryptocurrency mining or other sustained automated traffic on best-effort residential packages.

12.6 VoIP abuse

- Toll fraud, call pumping, robocalling or unsolicited bulk calling.
- Failing to secure a PBX or VoIP device so that it is used for fraudulent calls. Charges from such calls remain your responsibility.

12.7 Harassment

- Using the Service to threaten, stalk, bully or harass any person, including our staff and contractors.

13. Fair use and traffic management

Only Starter Wireless has a data-based Fair Usage Policy; every other package is uncapped with no daily FUP. Uncapped does not mean unmanaged: all best-effort packages share capacity, and we prioritise traffic by package as shown below.

Package	Service type	Traffic priority (business hours / after hours)	Daily FUP
Estate Fibre	Best effort	Low / Medium	None
Openserve Fibre to the Home	Best effort	Low / Medium	None
Starter Wireless	Best effort	Low / Low	20 GB to 50 GB per day depending on speed; speed reduced by 50% once exceeded
Home Wireless	Best effort	Low / Medium	None
Business Wireless	Best effort	High / Medium	None
Fibre over Wireless	Dedicated, SLA-backed	High / High	None

Source: Parys Internet Pricelist, as at 10 November 2026.

13.1 Heavy use is not in itself a breach. We will only intervene when use on a best-effort package consistently degrades the service for other customers on the same tower, sector or fibre segment.

13.2 In that case we may first contact you to recommend a more suitable package, and may then apply reasonable speed management to the affected Service until the issue is resolved.

13.3 Starter Wireless daily usage resets at 00:00. The reduced speed applies until the reset.

13.4 Fibre over Wireless capacity is reserved for you and is not managed under this section, except to stop an attack or abuse described in section 12.

13.5 Speeds are not guaranteed on best-effort packages. Weather, line of sight, load shedding at towers and Openserve network conditions can all affect performance.

14. Residential vs business use and reselling

Starter Wireless and Home Wireless are residential packages and may not be used by a business. Businesses must use Business Wireless, Fibre over Wireless, or a fibre package approved for business use.

14.1 Running a shop, office, guesthouse, lodge, internet café, call centre or similar operation on a residential package counts as business use, even from a home address.

14.2 If we find a residential package in business use, we will give you 14 days' notice to move to a business package. If you do not, we may migrate the Service at the business rate or suspend it.

14.3 You may not resell, share for payment, or redistribute the Service to other premises or households (for example by Wi-Fi bridging to neighbours or running a hotspot for paying users) unless you are an approved Parys Internet reseller partner with a signed partnership agreement.

14.4 Free guest Wi-Fi at your own premises is allowed, but you remain responsible for all use by guests under these Terms.

15. Customer responsibilities

15.1 Equipment

- CPE installed by Parys Internet remains our property unless your quotation states otherwise. Do not move, open, re-align or modify it.
- Routers are not included in the package price. We can provide a router at an additional charge, or you may use your own. Either way, you are responsible for securing and maintaining it.
- Provide safe access to your premises and roof during business hours for installation, maintenance and fault repair.
- Report damage, theft or lightning strikes to the CPE promptly. Damage caused by negligence, tampering or power surges on your side may be charged to you.
- On cancellation, make CPE available for collection within 14 days, or pay its replacement value.

15.2 Security

- Change default router and Wi-Fi passwords and use WPA2 or WPA3 encryption.
- Keep devices and router firmware up to date and use antivirus software.
- Secure any server, camera, PBX or remote-access service you expose to the internet.
- If we notify you that a device on your connection is infected or being abused, act promptly to fix it.

15.3 Minors

- Services may only be contracted by persons aged 18 or older. A minor may not open an account without written consent from a parent or guardian.
- Parents and guardians are responsible for supervising children's internet use. Most routers offer parental controls, and family-safe DNS filtering services are available free of charge. Ask our support team for help setting these up.

15.4 Accurate information

- Keep your contact, billing and banking details up to date through the customer portal or by contacting support.

16. Enforcement

We respond in proportion to the breach. Most issues are resolved with a phone call or message; immediate suspension is reserved for serious harm, illegal activity and attacks.

Situation	Typical response
First minor breach (e.g. infected device, residential package used for business)	Notice by e-mail, SMS or WhatsApp with a reasonable time to fix it
Repeated or unresolved breach	Speed management, blocking of the offending port or service, or suspension
Non-payment	Automatic suspension and reactivation as set out in sections 6.4 and 6.5
Attack in progress, spam outbreak, toll fraud or tampering with Network equipment	Immediate suspension of the affected Service, then contact
Illegal content or activity, including child sexual abuse material	Immediate suspension or termination and a report to law enforcement

16.1 Suspension or termination under these Terms does not cancel amounts you owe, including the installation claw-back or contract balance where applicable.

16.2 The indemnity in section 9.3 applies to any breach of this Part B.

16.3 If you believe we acted in error, contact support. We will review the decision and restore the Service promptly if the breach is not confirmed.

17. Reporting abuse, take-down and complaints

Report spam, attacks, unlawful content or any other breach of these Terms to support@parysinternet.co.za, with as much detail as possible (date, time and time zone, IP address, headers or logs).

17.1 We will acknowledge abuse reports within 2 business days and investigate every complaint that is not frivolous, vexatious or in bad faith.

17.2 Where we host content (websites, e-mail, domains), we may remove content we consider unlawful, or that is the subject of a valid take-down notice under section 77 of ECTA. We keep a record of take-down notices for at least three years.

17.3 Complaints about our service go to support@parysinternet.co.za or 056 110 0101.

Part C – Privacy Policy

18. Privacy Policy

We collect only the personal information we need to verify you, provide and bill the Service, protect the Network and meet our legal duties. We never sell it. This policy is our notice under section 18 of the Protection of Personal Information Act (POPIA).

18.1 Responsible party and Information Officer

Parys Internet CC is the responsible party. Our Information Officer is Izané, reachable at support@parysinternet.co.za or 54 Dolf Street, Parys.

18.2 What we collect and why

Information	Examples	Purpose	Lawful basis
Identity and verification	Name, ID or passport number and copy, company registration documents	Verify you before activation; RICA	Legal obligation
Contact and address	Phone, e-mail, WhatsApp number, physical address, GPS location of installation	Coverage checks, installation, support, notices	Contract
Billing and banking	Bank name, account number, debit order mandate, payment history	Debit orders, invoicing, collections	Contract
Technical and usage	IP and MAC addresses, connection logs, data usage, CPE status	Running and securing the Network, fair use, fault-finding	Contract; legitimate interest
Communication-related information	Dates, times and duration of connections	Retention required by RICA	Legal obligation
Support records	Tickets, e-mails, WhatsApp messages, call recordings	Resolving faults and complaints	Contract; legitimate interest
Website data	Cookies, forms you submit on our site	Website function, applications, analytics	Consent

We do not look at the content of your communications (section 18.10).

18.3 Who we share it with

We share personal information only with operators who process it for us under written agreements, or where the law requires:

- our billing and customer management platform and customer portal;
- our debit order provider and bank, to collect payments;
- Openserve, to order and maintain FTTH lines;
- reseller partners, for customers who signed up through them;
- registered credit bureaus, debt collectors and attorneys, for credit checks on 24-month contract applications and for collecting overdue accounts;
- law enforcement, courts and regulators, when legally required.

18.4 Transfers outside South Africa

Some of our service providers store data on servers outside South Africa. We only use providers in countries with adequate data protection laws, or bound by agreements that give your information equivalent protection, as POPIA section 72 requires.

18.5 How long we keep it

Record	Retention
RICA identity and communication-related records	5 years, as required by RICA
Invoices and payment records	5 years (tax law)
Account and support records	5 years after the account closes
Applications that do not become accounts	12 months

After that we delete or anonymise the information.

18.6 Security

We protect personal information with access controls, encrypted connections, restricted staff access and regular backups. If we believe your information has been compromised, we will notify you and the Information Regulator as soon as reasonably possible.

18.7 Direct marketing

We send marketing only to existing customers about similar services, or to people who have opted in. Every marketing message lets you opt out, free of charge. Service and billing notices are not marketing and you cannot opt out of them while you are a customer.

18.8 Your rights

You may ask to see the personal information we hold about you, have it corrected or deleted, or object to processing based on legitimate interest. Some information must be kept while you are a customer or by law. Requests go to the Information Officer.

If you are not satisfied, you may complain to the Information Regulator: complaints.IR@inforegulator.org.za, inforegulator.org.za.

18.9 Children

We do not knowingly collect personal information from children under 18, except where a parent or guardian provides it.

18.10 Monitoring and cooperation with authorities

We do not monitor the content of your communications, and have no general duty to. We do monitor network-level information such as traffic volumes and connection logs to run the Network and detect abuse. We will comply with lawful directions, warrants and court orders, including under RICA, the Cybercrimes Act, the Protection from Harassment Act and the Maintenance Act, and where the law allows, we will tell you that we have received such a request.

General

19. Changes and contact details

We may update these Terms, including the Acceptable Use and Privacy Policies, from time to time. The current version is always published on our website. If a change materially prejudices you, you may cancel without penalty before it takes effect.

Company	Parys Internet CC, registration number 2006/055286/23, VAT number 4950314072
Address	54 Dolf Street, Parys
Phone and WhatsApp	056 110 0101
Support	support@parysinternet.co.za
Customer portal	portal.parysinternet.co.za