

Terms and conditions

General terms

- The installation and activation fees are prescribed by the last-mile provider, not Bluedot Data.
- All packages are for residential signups only. Businesses, unfortunately, cannot sign up for these packages.
- Although we endeavor to keep our coverage data as accurate as possible, we are reliant on the maps provided to us by our last-mile partners, which may sometimes have slight inaccuracies.

1 - Installation, cabling and lead times

- The installation fee includes cabling up to 15 metres. If your installation requires additional cabling, a site survey will be done, after which you will receive a quote from the applicable last-mile provider. Should you choose to proceed, you will be liable for any additional costs incurred. The additional cabling is directly payable to the applicable last-mile provider.
- Installation lead times are a guide based on averages and will vary. Line activation and connection times need to be added for full turnaround estimation.
- TT Connect will do a pre-installation survey to calculate the amount of extra cabling required for your installation. TT Connect will bill you directly if additional cabling is required. This quote needs to be signed by you and paid directly to TT Connect.
- Any Cabling post 15 meters will be charged at R149.00 per meter.

2 - Activation fees

- Activation fees are also applicable on-line migrations (when you move from one ISP to another).

3 - WiFi router

- A free to use WiFi router is included with selected providers only.

Shaping and prioritization

- Pure Fibre packages are uncapped, unshaped and unthrottled - There are no usage thresholds so you can use as much data as you like, whenever you like. No throttling or shaping will be applied.

Delivery

- A delivery fee of R249.00 will be charged for all router deliveries.
- For new Fibre installations, router delivery will only be dispatched once the last-mile provider has confirmed your Fibre installation order has been placed.

Cancellation policy

- Should you cancel your Pure Fibre less than 6 months from activation, or your account falls into arrears, you will be charged a cancellation fee of R1500.00.

FTTH call out charges

FTTH CALL OUT FEE	R 575,00
RE-SPLICE	R 575,00
REFLOAT	R 2 300,00
ONT REPLACEMENT	R 2 472,50
PSU REPLACEMENT FOR ONT	R 345,00

- FTTH call out chargers are billed directly from TT Connect. Prices have no additional markups from the ISP.