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**DATE 01/06/2026**

**Bothebelele Terms & Conditions**

**FWA**

- The Unlimited FWA packages are provided as prepaid, SIM-only solutions. ETL does not provide hardware unless purchased separately.
- Unlimited FWA packages are Base-Station Locked. The service is intended for use only at the primary location where the SIM was first activated.
- Queries, complaints and concerns will be dealt with in terms of the LCA Consumer Protection Guidelines and Procedure for 2022.

**Fibre**

- Fibre Top-Ups are exclusively applicable to customers currently subscribed to Limited Postpaid Fibre plans or the Unlimited Prepaid package.
- The Unlimited Top-Up data becomes active only after the base contract data is 100% depleted.
- Queries, complaints and concerns will be dealt with in terms of the LCA Consumer Protection Guidelines and Procedure of 2022.

**Migration Rules**

- Upward migration from limited packages is allowed.
- Downward migration will be aligned to the approved terms and conditions. Which means customers who want to downgrade will provide one month written notice failure to do so will be liable to one month subscription

**Termination Rules**

- The customer will be expected to submit a written termination notice and should provide two months' notice.
- Unless terminated by a customer, contracts will automatically be renewed month-on- month after the expiry of the initial term.