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HEXABYTE (PTY) LTD

CUSTOMER REFERRAL PROGRAM

TERMS & CONDITIONS

Effective Date: 1 December 2025

1. Introduction

These Terms & Conditions govern participation in the **Hexabyte (Pty) Ltd Customer Referral Program** (“the Program”).

By submitting or participating in a referral, the referrer agrees to be bound by these Terms & Conditions.

2. Definitions

- “**Hexabyte**” means Hexabyte (Pty) Ltd.
- “**Program**” means the Hexabyte Customer Referral Program.
- “**Referrer**” means any individual or business (customer or non-customer) submitting a referral.
- “**Referred Customer**” means a new customer introduced to Hexabyte through the Program.
- “**Referral Reward**” means the once-off incentive payable in terms of this Program.

3. Program Overview

The Program rewards referrers with a **once-off referral reward equal to fifteen percent (15%) of the referred customer’s monthly subscription fee**, subject to successful installation and receipt of the first subscription payment.

This Program does not create any employment, partnership, agency, commission, or affiliate relationship.

4. Eligibility

4.1 The Program is open to:

- Existing Hexabyte customers; and
- Non-customers.

4.2 The Referred Customer must:

- Be a new customer to Hexabyte; and
- Not have had a previous active Hexabyte service.

4.3 Self-referrals are strictly prohibited.

5. Referral Requirements

A referral will only be deemed successful if:

- The referral is declared at the time of sign-up;
- Installation is completed successfully;
- The service is activated; and
- The first monthly subscription payment is received by Hexabyte.

6. Referral Reward

6.1 The Referral Reward:

- Is a **once-off payment equal to 15% of the referred customer's monthly subscription fee**;
- Is calculated on the standard monthly service fee only;
- Excludes installation fees, equipment costs, discounts, and promotional pricing.

6.2 No recurring, residual, or ongoing payments apply.

7. Payment of Rewards

7.1 Referral Rewards are paid:

- As account credit or EFT for existing customers; or
- As EFT payment for non-customers.

7.2 Rewards are paid within **30 (thirty) days** of receipt of the first successful subscription payment.

7.3 Hexabyte reserves the right to withhold or reverse payment if:

- The service is cancelled;
- Payment is reversed or unpaid; or
- Fraud, misrepresentation, or abuse is suspected.

8. Tax Responsibility

Referrers are solely responsible for declaring and paying any applicable taxes arising from Referral Rewards received.

9. POPIA & Data Protection

9.1 Hexabyte processes personal information in accordance with the **Protection of Personal Information Act, 2013 (POPIA)**.

9.2 By submitting a referral, the referrer confirms that they have obtained consent from the Referred Customer to share their personal information with Hexabyte.

9.3 Personal information is used solely for:

- Processing the referral;
- Service provisioning; and
- Referral-related communication.

10. ICASA Compliance

10.1 Hexabyte operates as a licensed electronic communications service provider in accordance with **ICASA regulations**.

10.2 Participation in this Program does not constitute resale, representation, or unauthorised provision of electronic communications services.

11. Fair Use

Hexabyte reserves the right to:

- Decline referrals;
- Limit participation; or
- Disqualify referrers engaging in misleading, unethical, or abusive practices.

12. Changes to the Program

Hexabyte reserves the right to amend, suspend, or terminate the Program or these Terms & Conditions at any time without prior notice.

13. Limitation of Liability

Hexabyte shall not be liable for any indirect, incidental, or consequential loss arising from participation in the Program.

14. Governing Law

These Terms & Conditions are governed by the laws of the **Republic of South Africa**.

15. Contact Information

For queries regarding the Customer Referral Program, please contact:
sales@hexabyte.co.za; info@hexabyte.co.za;