

EdelNet Service Terms - Customer Summary

A plain-language, editable summary of the principal service conditions.

Not the final contract

This is a readable customer summary based on EdelNet's existing published terms. The signed quotation, service schedule and full terms prevail. EdelNet should obtain a legal review before replacing its current contractual documents.

Equipment

- Equipment purchased and installed for the customer becomes the customer's property once paid for, unless a written quotation or rental agreement states otherwise.
- Manufacturer warranty conditions apply. Damage caused by storms, misuse, theft or other excluded events may not be covered.
- Call-out or labour charges may apply even where a component is repaired or replaced under a manufacturer warranty.

Billing and payment

- Installation, repair and equipment invoices are payable according to the invoice terms.
- Recurring internet and voice services are generally billed in advance unless the written service schedule states otherwise.
- The customer remains responsible for using the correct payment reference and for any bank charges.
- Late payment may result in suspension and a reconnection charge if provided for in the accepted terms.

Changes and cancellation

- Package changes are subject to availability, technical feasibility and any applicable administration fee.
- A calendar month's written notice may be required to cancel a recurring service.
- Credits due after termination will be handled after account reconciliation and receipt of the required banking details.

Voice services

Telephone numbers and voice services may be affected by prolonged suspension or arrears. Customers should request the current VoIP terms before cancellation or migration.

Faults and service availability

Wireless services can be affected by power, weather, radio conditions, line of sight, equipment failure and planned or emergency maintenance. Faults should be reported promptly through EdelNet's support channels.