

Terms and Conditions

1. Anniversary Date and Cycle

- 1.1. Definition: Anniversary Date refers to the date on which a subscriber was activated on the Utande and Dandemutande Systems.
- 1.2. The anniversary date will not change but will remain the same as long as the subscriber is still a client on the same service.
- 1.3. All billing issues will only be guided by clauses under the billing date and cycle.
- 1.4. By system design, Utande and Dandemutande cannot align any billing and anniversary dates.

2. Billing Cycle

- 2.1. Definition: Billing date refers to the date when Dandemutande raises an invoice on its billing systems.
- 2.2. All invoices will be raised at least 3 weeks in advance as services are pre-paid.
- 2.3. Automatic Monthly Invoice reminders will be sent 3 times as Reminder 1, Reminder 2 and the final reminder all within and before the end of the month.
- 2.4. Billing is aligned to the calendar month but in case of an activation done inside a month, the 1st invoice will be for 30 days then the 2nd invoice will be pro-rated for the remainder of the days in that month to align with the calendar. The 3rd and subsequent invoices will be due on the 1st of every month. Failure to pay will result in automatic disconnection.

3. Suspension of Services

- 3.1. All unpaid invoices as of the 1st of every month will be automatically suspended and no service will be provided to the client.
- 3.2. A customer will be required to pay the full invoice value for suspended services upon activation
- 3.3. Suspension notices will only be allowed on or before the 10th of each month, any request that comes after this date cannot be affected and the customer will be invoiced for the next month.
- 3.4. Any customer who stays on suspension for more than 60 days consecutively, will have their contract terminated.

4. Equipment Rental

- 4.1.1. By taking the equipment rental option, a customer agrees to be on a 12-month contract, failure of which will be a breach of contract for which the business can sue the client to pay for the whole equipment price.
- 4.1.2. Suspensions will not be permitted for more than 30 consecutive days. Utande reserves the right to decommission the link and collect back the equipment any time after 30 days of suspension
- 4.1.3. No unused data for the previous months can be claimed once the new anniversary cycle starts.
- 4.1.4. A stipulated monthly rental fee will be charged as may be deemed necessary by Utande. This fee caters for malfunctions that are covered by standard IT hardware warranty.
- 4.1.5. Equipment remains Utande' s property and Utande reserves the right to collect it back anytime there is a breach of contract terms and idleness for more 30 days.

5. Termination of Services

- 5.1.1. Definition: Termination refers to the point at which a customer has stopped using services and a contract has been ended with Dandemutande.
- 5.1.2. A Termination notice should be sent on or before the 10 of each month to avoid invoices being raised.
- 5.1.3. For VSAT Services (excluding other services), If a customer chooses to terminate a service before the anniversary date, the termination notice will be served up to the end of the billing cycle or anniversary date (whichever comes first) and this decision forfeits all un-used data upon termination notice execution.
- 5.1.4. Termination is aligned to the billing cycle.

6. Re-activation

- 6.1.1. In case of VSAT Services, any site that is inactive for more than 90 days will attract a reconnection fee.
- 6.1.2. Reactivation of any services that had been terminated will be done at the client's cost in case there is need for a physical visit to the site by technical teams.
- 6.1.3. Reactivations attract reconnection fees which is meant to cover wear & tear, labour costs, tall fees, food and accommodation costs for the field engineers.