



TERMS & CONDITIONS

Customer terms for KUUH internet services

Month-to-month, prepaid internet services in supported buildings and developments.

STAY KUUH-NECTED

KuuH Internet Services (Pty) Ltd

Support: info@kuuh.co.za

Complaints: complaints@kuuh.co.za

Website: www.kuuh.co.za



Keeping you connected to the world with quality internet.

Inside these terms

[STAY KUUH-NECTED](#)

A clear, customer-facing guide to the terms that apply when you use KUUH internet services.

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NOTE

Please read these Terms carefully. They explain the basis on which KUUH provides internet services and how billing, support, equipment, cancellations, privacy and complaints are handled.

Full Terms & Conditions

About These Terms

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These Terms and Conditions explain the basis on which Kuuh Internet Services (Pty) Ltd ["KuuH", "we", "us" or "our"] provides internet services to customers ["you" or "your"].

These Terms apply to Kuuh internet services provided in supported buildings and developments, including managed building Wi-Fi services, and to any related equipment, services, support, billing, credits, cancellations, complaints, privacy, and access to information.

By signing up for or using Kuuh's services, you agree to these Terms and Conditions.

If Kuuh agrees separate written terms with you for a specific service, those separate written terms will apply to the extent of any conflict.

Key Service Rules at a Glance

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2.1	KuuH services are provided on a month-to-month, prepaid basis unless Kuuh agrees otherwise in writing.
2.2	Your service renews on your monthly billing date.
2.3	Your billing date is selected on your account and recorded on your customer profile.
2.4	Your service will auto-renew each month if payment is received.
2.5	You may cancel at any time during your billing cycle through Kuuh's Official Channels. Standard Cancellation Policy Terms apply.
2.6	A service pause must be requested before the start of the next billing cycle.
2.7	Some equipment remains Kuuh's property unless Kuuh tells you in writing that ownership has transferred.
2.8	Customers may be required to pay a device fee for an eligible service device. The device must still be returned unless the full ownership price has been paid.
2.9	Charges may apply for damage, no-show call-outs, customer-caused faults, or advanced support for customer-owned routers/devices.
2.10	Credits may apply for qualifying downtime caused by Kuuh network outages.
2.11	KuuH may restrict, suspend, or disconnect service if payment is not received by the billing date or within any grace period Kuuh may allow.

This summary is for convenience only. The full Terms below apply.

Definitions

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3.1	Account Holder: the registered customer on Kuuh's records who signed up for the service and provided the required onboarding information and confirmations.
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3.2	App / Portal: Kuuh's customer platform, website tools, app features, ticketing system, or other official digital customer-access channel used for support, account access, billing interaction, or service-related communication.
3.3	Billing Date: the customer's selected monthly billing date recorded on Kuuh's systems.
3.4	Customer / You / Your: the person or legal entity contracting with Kuuh for the service.
3.5	Equipment: any device, hardware, or service-related equipment used in connection with the service, including an ONT, router, patch lead, connector, or other installation item, whether Kuuh-owned or customer-owned.
3.6	Installation Address / Premises: the unit, apartment, office, room, or other physical location where the service is installed or used.
3.7	Official Channels: Kuuh's approved communication channels, including Kuuh's WhatsApp support line, official email addresses, the Kuuh App/Portal, the Kuuh website, and any other channel expressly communicated by Kuuh as an official customer communication channel.
3.8	ONT: the Optical Network Terminal installed at the premises to terminate the fibre service and convert the fibre signal into an Ethernet/network connection. An ONT is not a Wi-Fi router.
3.9	Pause: a temporary suspension of service requested by the customer and approved by Kuuh in terms of these Terms.
3.10	Planned Maintenance: scheduled work, upgrades, tests, repairs, or other maintenance carried out by Kuuh or its service providers that may affect service availability.
3.11	Qualifying Downtime: service downtime caused by a Kuuh network fault or outage that qualifies for consideration for a credit under these Terms. It excludes planned maintenance, power failures outside Kuuh's control, customer device issues, customer-caused damage, internal building electrical issues, and third-party failures outside Kuuh's reasonable control.
3.12	Service: the internet service or related connectivity service provided by Kuuh.
3.13	Supported Building / Development: a building, estate, complex, development, or premises where Kuuh has network availability and is able to provide services.

Service Availability and Coverage

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4.1	Kuuh provides service only where network availability, building access, infrastructure, and capacity allow.
4.2	Service availability may vary depending on building infrastructure, network capacity, power availability, interference, third-party infrastructure, physical access, and factors beyond Kuuh's reasonable control.
4.3	Kuuh may carry out Planned Maintenance from time to time.
4.4	Where reasonably possible, Kuuh will provide advance notice of Planned Maintenance or planned interruptions through Official Channels.
4.5	Kuuh does not guarantee uninterrupted or error-free service at all times.
4.6	Kuuh may decline to install, activate, move, upgrade, or continue a service where doing so is not technically feasible, commercially reasonable, lawful, or operationally possible.

Billing and Payment

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5.1 General billing model

- 5.1.1 Kuuh services are provided on a month-to-month, prepaid basis, unless Kuuh agrees otherwise with you in writing.
- 5.1.2 Your service renews monthly on your Billing Date.
- 5.1.3 Unless your service is cancelled, paused, or otherwise ended in accordance with these Terms, your service will continue from month to month.

5.2 How billing works

- 5.2.1 Your account renews on your Billing Date each month.
- 5.2.2 Payment is due on or before your Billing Date for the upcoming service period.
- 5.2.3 Kuuh may send invoices, reminders, statements, payment prompts, or account notices before, on, or after your Billing Date through Official Channels.
- 5.2.4 Reminder notices are provided as a convenience only. You remain responsible for paying on time even if you do not receive or read a reminder.
- 5.2.5 If your payment is received, your service will continue for the relevant prepaid billing cycle.
- 5.2.6 If your payment is not received on time, Kuuh may restrict, suspend, or disconnect your service.

5.3 Grace periods and late payment

- 5.3.1 Kuuh may, in its discretion, allow a grace period for payment from time to time.
- 5.3.2 Any grace period is not guaranteed and may be changed, withdrawn, or refused by Kuuh.
- 5.3.3 A grace period granted once does not mean Kuuh must grant it again.

5.4 Reconnection after suspension

- 5.4.1 If your service is restricted, suspended, or disconnected for non-payment, Kuuh may restore the service once your account has been brought up to date.
- 5.4.2 Reconnection is not always immediate and may depend on payment confirmation, fraud or payment verification checks, support hours, operational processing times, and technical availability.

5.5 Changing a billing date

- 5.5.1 A customer may ask Kuuh to change the Billing Date.
- 5.5.2 Kuuh may approve or decline a billing date change at its discretion.

5.5.3 Changing a Billing Date may result in a pro-rata charge or adjustment for the period between the old Billing Date and the new Billing Date.

5.5.4 Kuuh will explain any pro-rata effect before or when the change is processed.

5.6 Payment methods

5.6.1 Kuuh may accept payment through the methods it makes available from time to time, including electronic payment methods and supported cash-based payment methods.

5.6.2 Payment options may vary by channel, account type, or location.

5.6.3 Kuuh may require proof of payment or additional verification before allocating or releasing a payment.

5.7 Responsibility for payment

5.7.1 The Account Holder remains responsible for all amounts due on the account unless Kuuh agrees otherwise in writing.

5.7.2 Payment by a third party does not transfer ownership of the account or give the payer authority over the account unless Kuuh agrees otherwise in writing.

Equipment

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6.1 Kuuh-owned equipment

6.1.1 Unless Kuuh clearly states otherwise in writing, Kuuh-owned equipment remains Kuuh's property.

6.1.2 Kuuh-owned equipment may include the ONT and any Kuuh infrastructure, fibre termination equipment, connectors, or other network-related items installed at or for the premises.

6.1.3 You may not sell, lease, tamper with, alter, remove, relocate, dispose of, or allow unauthorised third parties to interfere with Kuuh-owned equipment.

6.2 Eligible service device fee and ownership

6.2.1 Kuuh may require a customer to pay a once-off device fee for an eligible service device supplied for use with the service.

6.2.2 Where Kuuh charges a device fee of R200 for an eligible service device, that R200 is not the full purchase price of the device and does not by itself transfer ownership of the device to the customer.

6.2.3 Unless Kuuh confirms in writing that ownership has transferred, legal ownership of the eligible service device remains with Kuuh until the full ownership price has been paid.

6.2.4 Where the full ownership price of the eligible service device is R850, the customer's R200 device fee forms part of that amount and the remaining balance for ownership is R650, unless Kuuh communicates a different amount in writing before collection or payment.

6.2.5	If the customer discontinues the service, the customer must return the eligible service device to Kuuh unless the customer has paid the full ownership price or Kuuh agrees otherwise in writing.
6.2.6	If the eligible service device is returned in acceptable condition, fair wear and tear excepted, Kuuh will pay the customer R200 for that returned device, subject to the verification and payment rules in clause 6.3.
6.2.7	Kuuh may treat the R200 return payment as a buy-back amount, return incentive, or repurchase amount. It is not a cash deposit held on behalf of the customer.

6.3 Return payment, retention, loss, theft, and damage

6.3.1	Kuuh will only pay the R200 return amount if the eligible service device is returned to Kuuh, reasonably identifiable as the device supplied by Kuuh, and in acceptable condition, fair wear and tear excepted.
6.3.2	The person claiming the R200 return amount must be the Account Holder or a person accepted by Kuuh as authorised to act for the Account Holder.
6.3.3	Kuuh will only make the R200 return payment by EFT into a bank account in the Account Holder's name.
6.3.4	The Account Holder must provide proof of banking details reasonably acceptable to Kuuh before any return payment will be processed.
6.3.5	Kuuh will not make cash payments for returned devices.
6.3.6	If the customer elects to keep the eligible service device and not return it after discontinuing the service, the customer must pay the remaining ownership balance then applicable before ownership transfers.
6.3.7	At the Effective Date of these Terms, where the full ownership price is R850 and the customer has already paid R200, the remaining ownership balance is R650.
6.3.8	If an eligible service device is lost, stolen, not returned when required, or damaged beyond fair wear and tear, the customer may be charged the then-current replacement amount for that device. At the Effective Date of these Terms, Kuuh's replacement charge for such a device is R850.
6.3.9	Where the customer has already paid the R200 device fee and the device is lost, stolen, not returned, or damaged beyond fair wear and tear, that R200 is not refundable and the total customer cost may therefore be R1,050, being the R200 already paid plus the R850 replacement charge.
6.3.10	Kuuh may request a case number, affidavit, photographs, inspection findings, or other reasonable supporting information where theft, loss, or damage is reported.
6.3.11	Kuuh may refuse the R200 return payment if the device is not returned, the device is not identifiable as an eligible Kuuh device, the device is damaged beyond fair wear and tear, the Account Holder cannot be verified, the banking details cannot be verified, or fraud, tampering, or abuse is reasonably suspected.
6.3.12	Kuuh may inspect the returned device before approving any return payment and will process an approved EFT usually within 5 to 10 business days after inspection and all required verification have been completed.

6.4 Customer responsibilities for all equipment

6.4.1	You must take reasonable care of all equipment used in connection with the service.
6.4.2	You must keep equipment safe, dry, and protected from damage or unauthorised access.

6.4.3 You must provide reasonable access to Kuuh or its technicians where required for installation, maintenance, fault diagnosis, repair, replacement, or collection of Kuuh-owned equipment.

6.4.4 You must not interfere with Kuuh infrastructure or allow others to do so.

6.5 Tampering and interference

6.5.1 Unauthorised interference with Kuuh-owned equipment or infrastructure may result in repair or replacement charges, suspension or restriction of service, and further action where necessary to protect the network or other customers.

6.6 Customer-owned routers and devices

6.6.1 If you own your router or other device, you are responsible for setup, configuration, passwords, firmware updates, security, and the performance of your own devices.

6.6.2 Kuuh may help determine whether a problem is service-related.

6.6.3 If you ask Kuuh to troubleshoot, optimise, or configure your own router or device, Kuuh may charge its standard support rate.

6.6.4 Kuuh will not perform chargeable support work without first informing you that charges may apply.

Support, Faults, Visits, and Charges

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7.1 How to get help

7.1.1 WhatsApp support.

7.1.2 Email.

7.1.3 The Kuuh App/Portal.

7.1.4 Any other contact method Kuuh publishes as an Official Channel.

7.2 What Kuuh will assist with

7.2.1 Managed building Wi-Fi or network access issues.

7.2.2 Fibre or infrastructure-related faults where applicable.

7.2.3 Damaged patch leads, termination points, connectors, or similar service-side faults.

7.2.4 Service activation issues.

7.2.5 Account-access issues.

7.2.6 General service-related troubleshooting.

7.3 What Kuuh will not usually assist with

7.3.1	Laptops and computers.
7.3.2	TVs or streaming devices.
7.3.3	Printers.
7.3.4	CCTV systems.
7.3.5	Alarm systems.
7.3.6	Smart-home devices.
7.3.7	Unrelated third-party networking equipment.
7.3.8	Kuuh may provide limited best-effort guidance, but Kuuh is not responsible for the setup, repair, compatibility, or performance of those devices.

7.4 Remote support and site visits

7.4.1	Kuuh will usually troubleshoot remotely first.
7.4.2	If needed, Kuuh may schedule a technician visit.
7.4.3	You must ensure that the correct address is provided, access is available at the agreed time, a person able to give access is present or reachable, and pets, hazards, or access restrictions are properly managed.

7.5 Call-out and no-show charges

7.5.1	Kuuh does not usually charge a standard call-out fee where a visit is properly scheduled, access is provided, and the visit relates to a service-side issue.
7.5.2	Kuuh may charge a no-show or failed-visit fee where you confirm an appointment and are unavailable, access is not provided, the technician cannot complete the visit because of customer unavailability, or the visit is wasted due to incorrect or incomplete customer arrangements.
7.5.3	Kuuh may also charge where the fault is caused by customer equipment, customer damage, or customer misuse and an on-site visit was reasonably required.
7.5.4	Any applicable charges will be charged at Kuuh's standard rates published from time to time, made available on request, or communicated to you through Official Channels before or when the charge is applied, where reasonably possible.

7.6 Damage assessment and repair costs

7.6.1	If a fault is caused by network-side issues or factors outside your control, repairs will generally be done at no charge.
7.6.2	If a fault is caused by household or customer-side factors, you may be charged, including for physical damage, accidental breakage, liquid damage, power surges from internal wiring, tampering, misuse, negligence, pets, or other non-network causes.

7.6.3	Kuuh may inspect, test, or assess the issue before deciding whether charges apply.
7.6.4	Kuuh will determine the cause of the fault and whether charges apply based on technician findings, available evidence, and the circumstances of the case, acting reasonably and in good faith.
7.6.5	Where reasonably possible, Kuuh will explain the nature of the issue and any expected charge before doing chargeable work.
7.6.6	Kuuh may carry out immediate work without prior customer approval where this is reasonably necessary to protect the network, prevent further damage, ensure safety, or restore service to the building or network.

7.7 Support hours and response times

7.7.1	Kuuh may publish support hours from time to time.
7.7.2	Customers may log faults at any time through Official Channels.
7.7.3	If a fault is logged outside support hours, Kuuh will respond as soon as reasonably possible when support is available.
7.7.4	Response times may vary depending on severity, number of affected customers, support volume, parts availability, access, weather, safety considerations, and operational availability.

Service Credits and Refunds

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8.1 Credits for qualifying downtime

8.1.1	If Kuuh's network goes offline unexpectedly, Kuuh may consider a pro-rata credit for Qualifying Downtime.
8.1.2	Credits apply only to downtime that is caused by a Kuuh-side fault or outage, materially affects the service, and is not excluded under these Terms.
8.1.3	Qualifying Downtime does not usually include Planned Maintenance, customer-owned device issues, internal building electrical or wiring issues, third-party outages outside Kuuh's control, load shedding or power failures outside Kuuh's control, vandalism, or force majeure events.
8.1.4	Kuuh may require you to log a support ticket or credit request through Official Channels.
8.1.5	Kuuh may also apply credits proactively for major outages.
8.1.6	Any credit approved will usually be applied to your account and not paid out in cash.

8.2 Refunds

Refunds are generally limited because Kuuh services are prepaid and delivered month to month.

Refunds or credits may be considered where:

8.2.1	A duplicate payment was made.
8.2.2	An incorrect payment was made.

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| 8.2.3 | Kuuh accepted payment in error. |
| 8.2.4 | Kuuh cannot activate the service within a reasonable time for reasons within Kuuh's control. |
| 8.2.5 | A refund is required by law. |

8.3 Refund conditions

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| 8.3.1 | Kuuh may require proof of payment, account verification, banking verification, and any supporting information reasonably needed to process a refund. |
| 8.3.2 | Refunds, where approved, may be paid by EFT only. |
| 8.3.3 | Kuuh may refuse cash refunds. |
| 8.3.4 | Kuuh may delay or refuse a refund, credit, or device buy-back payment where fraud, misrepresentation, verification concerns, or other reasonable compliance or security concerns arise. |

Package Changes

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9.1 Upgrades

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| 9.1.1 | Customers may request a package upgrade through Official Channels. |
| 9.1.2 | Upgrades are subject to package availability, network capacity, building support, technical feasibility, and payment being up to date. |
| 9.1.3 | Kuuh may apply upgrades immediately, from a specified date, or from the next billing cycle, depending on operational and billing requirements. |
| 9.1.4 | Where an upgrade is applied during a billing cycle, Kuuh may charge a pro-rata amount for the upgraded service. |

9.2 Downgrades

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| 9.2.1 | Customers may request a package downgrade through Official Channels. |
| 9.2.2 | Downgrades are subject to package availability and technical feasibility. |
| 9.2.3 | Kuuh may apply downgrades immediately or from the next billing cycle, depending on operational and billing requirements. |
| 9.2.4 | Unless Kuuh agrees otherwise, a mid-cycle downgrade does not automatically entitle you to a refund or credit for the unused portion of the higher-priced package already paid for. |

9.3 General package-change rules

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| 9.3.1 | The requested package is not available at your premises. |
| 9.3.2 | Your account is in arrears. |

9.3.3 Technical limitations apply.

9.3.4 The requested change cannot reasonably be implemented at that time.



Cancellation

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10.1 How to cancel

You may cancel your service at any time through Kuuh's Official Channels, including by logging a cancellation through the Kuuh App/Portal or sending written notice through an approved Kuuh channel.

10.2 When cancellation takes effect

10.2.1 Because Kuuh services are prepaid, cancellation will usually take effect at the end of the billing cycle already paid for, unless Kuuh agrees otherwise in writing.

10.2.2 Cancellation stops future renewals. It does not automatically create a refund for the current prepaid billing cycle.

10.2.3 Kuuh may confirm the effective cancellation date in writing.

10.3 Amounts still due

10.3.1 Any amounts already due.

10.3.2 Any approved chargeable support or repair fees.

10.3.3 Any damage or replacement charges for Kuuh-owned equipment.

10.3.4 Any other lawful amount properly charged to the account.

10.4 Equipment and device return on cancellation

10.4.1 Kuuh-owned equipment must be returned or made available where required.

10.4.2 Eligible service devices must be returned unless the full ownership price has been paid or Kuuh agrees otherwise in writing.

10.4.3 Any R200 return payment will be handled in accordance with clause 6.



Pause Requests

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11.1 Customers may request a temporary Pause of service.

11.2 A Pause is not automatic and is subject to Kuuh approval.

11.3 A Pause request must be submitted before the start of the billing cycle in which you want the Pause to begin.

11.4 Because services are billed per billing cycle, Kuuh does not usually apply Pauses in the middle of a current paid billing cycle.

11.5	Kuuh may approve a Pause for up to one month.
11.6	If a customer requests a longer Pause, Kuuh may decline the request, treat it as a cancellation, treat it as an extended suspension, or require return or recovery of Kuuh-owned equipment.
11.7	Kuuh may, in its discretion, apply credits, discounts, reconnection conditions, or other adjustments in connection with a Pause, but these are not guaranteed unless confirmed in writing.

Account Holder, Tenants, and Shared Occupancy

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12.1	Kuuh deals with the Account Holder reflected on its records.
12.2	The Account Holder remains responsible for all charges and payments on the account, ensuring occupants or sub-tenants use the service lawfully and in line with these Terms, and requesting changes, cancellations, or account actions through Official Channels.
12.3	If a unit is shared, sublet, or occupied by more than one person, Kuuh provides service to the premises or connection point and is not responsible for private arrangements between the occupants.
12.4	Kuuh is not a party to disputes between owners, tenants, sub-tenants, occupants, agents, or other third parties about payment, access, account use, private agreements, or equipment possession.
12.5	Kuuh may require verification, proof of authority, and supporting documents before changing or transferring an account.
12.6	If the Account Holder leaves the premises without cancelling or transferring the account, the account may remain active and billable until Kuuh receives a valid request and satisfactory verification.

Authority for Account Actions and Notices

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13.1	Kuuh may rely on instructions, requests, consents, approvals, and confirmations given by the verified Account Holder.
13.2	Kuuh may refuse to make changes or disclose account information where the requester is not the Account Holder, the requester cannot be verified, the requester does not have acceptable authority, or fraud, impersonation, privacy, or security concerns arise.
13.3	If someone acts on behalf of the Account Holder, Kuuh may require written authority, identification, or any other reasonable proof before acting on that instruction.

Communications and Notices

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14.1	Kuuh may communicate with customers through Official Channels, including WhatsApp, email, the Kuuh App/Portal, SMS where used, website notices, and any other channel Kuuh has told customers it uses officially.
14.2	Notices, reminders, approvals, appointment messages, support responses, billing communications, and service updates sent through Official Channels will be treated as valid communications from Kuuh.

14.3	Unless the law requires otherwise, a notice will be treated as received on delivery through the App/Portal, when sent to the last email address or mobile number provided by the customer, when delivered through WhatsApp to the customer's last provided mobile number, or when published through an official customer account or platform that the customer is expected to access.
14.4	You must keep your contact details accurate and up to date.
14.5	Kuuh is not responsible for missed notices caused by outdated, incorrect, inaccessible, blocked, or unattended customer contact details.

Non-acceptable Use

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15.1	For unlawful purposes.
15.2	To commit fraud.
15.3	To send spam or abusive communications.
15.4	To interfere with the network.
15.5	To harm other users.
15.6	To bypass security controls.
15.7	To distribute malware or harmful code.
15.8	To infringe the rights of others.
15.9	In any way that damages, disrupts, overloads, or misuses Kuuh systems or services.

Kuuh may restrict, suspend, or disconnect service where unlawful, abusive, harmful, or prohibited use is reasonably suspected, subject to applicable law.

Privacy and Data Protection

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16.1	Kuuh processes personal information in accordance with the Protection of Personal Information Act, 2013 ("POPIA").
16.2	Kuuh may collect and process personal information for purposes including onboarding, identity and contact verification, service activation, support, billing and collections, fraud prevention, regulatory compliance, and service administration.
16.3	Subject to applicable law, customers may have rights to request access to personal information, correction of personal information, deletion of certain information, objection to certain processing, and further information about Kuuh's processing practices.
16.4	Kuuh's Privacy Notice may provide more detail about the categories of information processed, purposes, sharing, retention, and customer rights.

Access to Information

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Kuuh makes certain information available in accordance with the Promotion of Access to Information Act, 2000 ("PAIA").

Kuuh's PAIA Manual sets out the categories of records held by Kuuh and the process for requesting access and is available on the Kuuh Website.

Complaints and Escalation

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| 18.1 | Customers may lodge complaints through Kuuh's Official Channels. |
| 18.2 | Kuuh will investigate complaints and respond within a reasonable time. |
| 18.3 | If a complaint is not resolved through normal support channels, the customer may ask for escalation through Kuuh's complaints process. |
| 18.4 | If a complaint remains unresolved, the customer may approach an appropriate regulator, ombud, consumer body, or forum where provided for by law. |

Limitation of Liability

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| 19.1 | To the extent permitted by law, Kuuh is not liable for service interruption, delay, failure, or damage caused by factors beyond Kuuh's reasonable control, including power failures, load shedding, vandalism, theft, third-party infrastructure failures, building-side issues, weather, force majeure, or customer device failures. |
| 19.2 | Kuuh's liability is limited to the extent permitted by law. Nothing in these Terms excludes or limits rights that cannot lawfully be excluded or limited. |

Changes to These Terms

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Kuuh may update these Terms and Conditions from time to time.

Where changes materially affect customers, Kuuh will communicate the updated Terms through reasonable Official Channels.

The latest version may be made available through Kuuh's customer channels or website.

General

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| 21.1 | If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions will continue to apply. |
| 21.2 | These Terms are governed by the laws of the Republic of South Africa. |
| 21.3 | A failure or delay by Kuuh to enforce any right does not amount to a waiver of that right |



Contact Details

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Support WhatsApp	+27 82 397 6799
Support Email	info@kuuh.co.za
Complaints Email	complaints@kuuh.co.za
PAIA Request Email	compliance@kuuh.co.za
App / Portal	https://portal.kuuh.co.za/portal/dashboard
Website	www.kuuh.co.za



FAQ Appendix

Common customer questions, formatted for easy website reading.

1

Is there a contract?

Kuuh services are provided on a month-to-month, prepaid basis and are governed by these Terms and Conditions. This means there is no fixed-term or long-term contract unless Kuuh agrees otherwise in writing.

2

When must I pay?

You must pay on or before your monthly Billing Date.

3

What happens if I do not pay on time?

Kuuh may restrict, suspend, or disconnect your service. A grace period may sometimes be allowed, but it is not guaranteed.

4

Can I cancel at any time?

Yes. You can submit a cancellation request at any time through Kuuh's Official Channels. Because services are prepaid, your cancellation will usually take effect at the end of your current paid billing cycle. If your cancellation requires service beyond your current billing cycle Kuuh may extend your service for that period and charge a pro-rata amount for the additional days. Please contact support to arrange your cancellation date, device recovery, and any applicable pro-rata billing.

5

Can I pause my service?

Yes. You can request a Pause, but the request must be made before your next billing cycle starts. Because Kuuh services are prepaid, any billing cycle that has already been paid for cannot be paused or refunded. Your Pause will take effect from the start of the next billing cycle once approved.

6

Do I own the ONT?

Not usually. The ONT generally remains Kuuh's property unless Kuuh tells you otherwise in writing. However, certain devices may be purchased where Kuuh offers that option.

7

What is the R200 device fee?

It is not the full purchase price of the device. It gives you access to use an eligible service device, but the device must still be returned unless you pay the full ownership price.

8

Will Kuuh pay me if I return the device?

Kuuh may pay the Account Holder R200 by EFT if an eligible device is returned in acceptable condition and the banking details can be verified.

9

What if I want to keep the device?

You must pay the remaining ownership balance before ownership transfers. At the Effective Date of these Terms, that remaining balance is R650 where the full ownership price is R850.

10

What if the device is lost or damaged?

If the device is lost, stolen, not returned, or damaged beyond fair wear and tear, Kuuh may charge the replacement amount. At the Effective Date of these Terms, the replacement charge is R850, and the R200 already paid is not refundable.

11

Will Kuuh pay cash for a returned device?

No. Kuuh will only pay by EFT into a bank account in the Account Holder's name.

12

Can someone else manage my account for me?

Only if Kuuh is satisfied that they are authorised. Kuuh may refuse to act on instructions from unverified people.

13

Will I get a credit if the network goes down?

Possibly. Kuuh may consider a pro-rata credit for Qualifying Downtime caused by a Kuuh-side outage.

14

Does Kuuh support my TV, CCTV, printer, or laptop?

Not generally. Kuuh supports the internet service and Kuuh-managed infrastructure, not unrelated third-party devices.

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