

Current Promotions: 1 July 2024 - 30 November 2024

Free to use Router Offer

- All new clients and new lines receive a free-to-use router.
- If the router is not returned within 5 days of service cancellation, a fee of R699 will be debited from the client's account. The router needs to be delivered to the Connected Space office.
- Clients who do not sign a debit order must pay R699 upfront for the router during installation, thereby owning the router.

Router Upgrade

- Upgrading an existing router costs R699.
- All installations, whether for new clients, new lines, or router upgrades, must be connected to power.
- Clients who opt not to run the router to power must pay R1850 for a different model suitable for the installation type, including new installations, existing setups, and router upgrades.

Promotion Terms and Conditions

General Information

Effective immediately, all previous promotions are discontinued. This includes:

- Refer a Friend
- 6 Months Free
- Any other 3-month free promotions

Three Months Free Promo

Validity Period: 1 May 2023 - 1 August 2023

Eligibility:

- Applicable only to new lines (defined as a new Connected Space line entering the specified unit).

- Not available for existing lines or current users.

Conditions:

- The promo code must be entered at the time of signup. Promo codes cannot be applied retroactively.
- Users must purchase a Connected Space router, which is required to deliver the services.

Free Service Period:

- Free services commence from the month of activation and are not based on a rolling calendar month. For example, if activation occurs on 17 April, the free months are April, May, and June.

Fraud Prevention:

- Connected Space reserves the right to cancel the promotion if fraudulent signups are detected.

Refer a Friend Promo

Validity Period: 1 May 2023 - 1 August 2023

Eligibility:

- Only new lines and new clients who use the referral code are eligible.
- The referral code must be entered at the time of signup and cannot be applied retroactively.

Installation Requirements:

- For installations after 1 June 2020:
 - Clients must purchase a Connected Space router with their installation.
 - Clients can choose from three router options.
 - The router fee is non-refundable.
 - Services will not be provided if the account balance is outstanding.
- For installations before 31 May 2020:
 - A one-time activation fee of R969 applies, which includes an access point that remains the property of Connected Space.

- Upon service cancellation, the tenant has 48 hours to return the access point to Connected Space.
- Users who paid a deposit fee will be refunded for the router, provided:
 - The router is delivered to the Connected Space office on the last working day of the month of cancellation.
 - If a technician is required to uninstall the equipment, a R450 call-out fee will be charged.
 - No refunds will be issued until the account is fully paid up.