



**Zomerlust
Systems
Design**

(CK1997/001363/23) trading as ZSD

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30 May 2012

Notice of Revised Standard Terms of Contract

ZSD has been trading since 1997. We still are owned by the original ownership and managed by the original management. Until very recently we were still using the original standard contract terms and conditions, that we have used since we were founded.

However there have been many changes in legislation in the meantime, including the Telecommunications Amendment Act, Consumer Protection Act, Electronic Communications and Transactions Act, Films and Publications Amendment Act and the Regulation of Interception of Communications and Provision of Communication-related Information Act. In addition to this ICASA has taken over the regulation of the Internet Service Provider Industry and has issued a number of regulations that all ISP's must adhere to.

As a result of this, ZSD has been obliged to review our Standard Terms of contract. The new terms have been designed to comply with all of the above legislation and regulations. They are also designed to balance your rights as a customer with the rights of ZSD as a provider.

Unfortunately, in the process, the Standard Terms have grown from a single page to over 20 pages. They are also supported by a whole library of documents which defines everything from our Code of Conduct to our Complaints Procedures. A copy of the new Standard Terms is attached to this notice. All of the supporting documents can be downloaded from our website.

However the good news is that these Standard Terms are not designed to be more onerous on our customers in any material respect than our original contract terms, they merely reflect the manner in which we have been conducting our business for many years.

The new Standard Terms came into effect for new customers with effect from 1 May 2012. They will apply to existing customers with effect from 1 July 2012. In terms of our new contract framework, it is assumed that customers who continue to use our services after this date accept the new Standard Terms.

If you have any queries with regards to the new terms please contact ZSD. We will be happy to explain the new terms and to discuss any concerns that you may have.

Ian Forbes
(General Manager)