

one2one Abbreviated Terms and Conditions (www.one2one.co.za)

April 2020

1. You have subscribed to a 24 month package. You have the right to cancel your package within 5 business days after activation, and no cancellation fee will be charged. You can cancel your package 6 months after activation without paying a cancellation fee provided your TFG account is up to date. If you cancel in the first 6 months you will pay a cancellation fee equal to 3 times your monthly subscription fee.
2. The subscription fee will be billed to your TFG account monthly.
3. The full terms and conditions for your package are available on www.one2one.co.za. They will also be sent to you via SMS upon activation of your package.
4. When your package is activated, you will not receive your full monthly airtime, data or minutes allocation (whichever is relevant), you will only receive a pro rata portion for the days remaining between activation and your next billing date, at which point you will receive your full monthly allocation.
5. If your package is cancelled because your TFG account is in arrears, you may be charged a cancellation fee.
6. Failure to pay your TFG monthly instalment in full could lead to your SIM being softlocked (you can receive calls but not make calls). In such an event, any value-added services that you have requested will be cancelled or subsequently switched off.
7. We will debit your TFG account retrospectively for any services that you register for with third parties where usage amounts are not deducted directly from your airtime balance by the third party. This includes, but is not limited to, handset insurance, music downloads, content subscriptions and other services.
8. Unused airtime and data carries over to the following month (subject to MTN T&Cs).
9. You are contracting with Foschini Retail Group (Pty) Ltd, a registered credit provider. Our company registration number is 1988/007302/07 and our VAT registration number is 4210187250. We are located at Stanley Lewis Centre, 340 Voortrekker Road, Parow East, 7500.