

Thank you for choosing Altech Autopage Cellular for meeting your communications needs. We trust that you will be satisfied with our product range and the services that we offer our customers.

Our mission is to build long-term relationships with our valued customers and it is therefore extremely important for us to share the following information with you, in order to make your interaction with us a pleasant and productive one.

Pretoria retail outlets

The following retail outlets are situated in Pretoria and are owned and managed by Paragon Cellular. We guarantee that you will get the same level of service at each one of these stores and that we work together to meet the various needs of our customers and prospective customers.

You will find the address and contact details of each store referenced below and the details of store managers and trading hours below.

Brooklyn Mall

Store Manager: George Hoffman
brooklynmall@autopage.biz

Trading hours:
Mon – Fri: 9:00 – 18:00
Sat: 9:00 – 17:00
Sun: 9:00 – 14:00
Public holidays: 9:00 – 17:00

Centurion Mall

Store Manager: Thomas Yiin
centurion@autopage.biz

Trading hours:
Mon – Thurs: 9:00 – 19:00
Fri: 9:00 – 20:00
Sat: 8:00 – 18:00
Sun: 9:00 – 17:00
Public holidays: 9:00 – 17:00

Glen Village Centre, Faerie Glen

Store Manager: Franscois van der Bank
faerieglen@autopage.biz

Trading hours:
Mon – Fri: 8:30 – 19:00
Sat: 9:00 – 14:00
Sun: Closed
Public holidays: 10:00 – 13:00

Menlyn Park Shopping Centre

Store Manager: Ian Roux
menlyn@autopage.biz

Trading hours:
Mon – Thurs: 9:00 – 19:00
Fri: 9:00 – 21:00
Sat: 9:00 – 19:00
Sun: 9:00 – 17:00
Public holidays: 9:00 – 17:00

www.autopage.biz



Customer Service

Tel: (011) 316 1650/61
Fax: 086 520 0574
customercare@autopage.biz

Repairs

zoma@autopage.biz

Website

www.autopage.biz

Menlyn Park Shopping Centre
shop 13, Lower Ground,
Cavendish Court, Menlyn
Tel: (012) 348 7394/5
Fax: (012) 368 1988

Glen Village Centre
cnr. Hans Strydom
& Olympus Drive
Faerie Glen
Tel: (012) 991 3659
Fax: (012) 991 4756

Parkview Centre
Shop G51
C/o Garsfontein & Netcare
Streets, Moreleta
Tel: (012) 993 3984/3764
Fax: (012) 993 3748

Brooklyn Mall
Shop 102
Fehrsen Street
Brooklyn
Tel: (012) 460 9213/4
Fax: (012) 460 9215

Centurion Mall
Shop 271A
South Street
Centurion
Tel: (012) 663 5157
Fax: (012) 643 0836

Brakpan
41 Carnival Mall
C/o Airport &
Heidelberg Road
Tel: (011) 915 1363
Fax: (011) 915 0199

Benoni
Northmead Square
C/o O'Reilly Merry Street
& 14th Avenue
Tel: (011) 425 6119
Fax: (011) 425 4158

Parkview Centre

Store Manager: Johan Roos
parkview@autopage.biz

Trading hours:
Mon – Fri: 9:00 – 19:00
Sat: 9:00 – 18:00
Sun: 9:00 – 15:00
Public holidays: 9:00 – 15:00

Brakpan and Benoni retail outlets

The following retail outlets are situated in Pretoria and are owned and managed by Paragon Cellular. We guarantee that you will get the same level of service at each one of these stores and that we work together to meet the various needs of our customers and prospective customers.

You will find the address and contact details of each store referenced below and the details of store managers and trading hours below.

Brakpan, Carnival Mall

Store Manager: Marc Chryssanthou
marc@autopage.biz

Trading hours:
Mon – Thurs: 9:00 – 19:00
Fri: 9:00 – 20:00
Sat: 9:00 – 17:00
Sun: 9:00 – 14:00
Public holidays: 9:00 – 17:00

Benoni, Northmead Square

Store Manager: Ewald Overbeek
ewald@autopage.biz

Trading hours:
Mon – Fri: 9:00 – 18:00
Sat: 9:00 – 14:00
Sun: Closed
Public holidays: 10:00 – 13:00

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Out-of-box failures (As per warranty terms and conditions)

which has a manufacturing fault. Please take note that we adhere to the Out-of-box failure policy of Altech Autopage Cellular, which makes provision for a swap out of a faulty handset or other hardware, if the following criteria is adhered to:

- The phone is supplied by Altech Autopage Cellular
- The phone is returned to the store within seven (7) days of the phone invoiced and received
- The phone is returned in the original box, with all the necessary manuals, chargers, batteries and any other items received at time of purchase, such as USB cables, memory cards, etc
- The original invoice (proof of purchase) is presented upon return or in the case of an upgrade the retention agreement, detailing the IMEI number and the date of receipt
- The IMEI number of the phone corresponds with the IMEI number on the box
- The identity document of the purchaser is presented
- No other network's sim card was inserted into the phone
- There are no signs of physical damage, misuse, abuse or liquid damage to either the phone or the packaging

Should you be one of the unlucky customers with such a phone or other hardware, please ensure that you return the stock to the store you have purchased it from within the given time frame and by meeting the above-mentioned criteria.

Take note that this policy will only apply if the above-mentioned criteria is adhered to. Paragon Cellular however will aim to swap out all out-of-box failure units within a reasonable time, in order to get you communicating with your loved ones and business contacts as soon as possible.

Repairs

We are fully aware that having a phone repaired can be viewed as an unpleasant experience or even cause discomfort being without a phone for some time. At Paragon Cellular we take this into account and therefore started our own Level 1 and 2 repair centre at our Menlyn store.

If you would like to speed up the repair process, we would suggest that you go directly to the Menlyn store to hand in your phone, but should this not be possible, then you are more than welcome to hand your phone in at any of the other Paragon Cellular stores.

Take note that some phones may not be repaired at the Menlyn repair centre (Level 3 repairs) and will be sent away to the authorized repair centres. This will definitely impact on the turnaround of the repair, so you need to be aware of this prior to handing in your phone for repairs.

The warranty on a phone may also become null in void if the problem is caused by liquid damage, moisture damage or negligence on part of the customer. This includes any problems caused by the phone being physically dropped, bumped, etc. The phone can still be repaired, but as an out-of-warranty phone with the applicable costs involved being carried by the customer, upon the quotation being accepted.

Please contact your nearest Paragon Cellular store for further information relating to repairs.

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Please take note that your first invoice may seem higher than expected. The reason for this may be due to the following:

- Once-off connection fee
- Pro-rated subscription (If you join half-way through the month, then that period's subscription will be calculated based on the number of days until the end of the month)
- Pro-rated mandatory value added services costs
- Next full month's mandatory value added services costs
- Pro-rated additional value added services costs
- Next full month's additional value added services costs
- Call charges for the pro-rated term (From the time you signed up until the end of the month), as well as the next full month's call charges

Please speak to the Sales Consultant if you are not 100% sure as to what to expect or if you have a query relating to your first invoice.

Account queries

Your first port of call would be anyone of the Paragon Cellular stores, preferably where you signed up. It may be that the Sales Consultant will have to request further information from Altech Autopage Cellular head office in order to solve your account query, which allows for a turnaround time of 36 working hours.

Please be aware that we will do everything possible to solve your query in the quickest possible turnaround time.

Payments

For your convenience, Altech Autopage Cellular supports a monthly debit order from the bank account of your choice. Should it become necessary for you to make a direct payment into Altech Autopage Cellular's bank account, then the following details may be used:

ABSA
Midrand
Account number: 4053721108
Branch code: 537-155

Take note that payments to settle accounts are not accepted at Paragon Cellular stores. You have to make a direct deposit into one of the Altech Autopage Cellular bank accounts, with your cellular phone number as reference. Remember to keep your copy of the deposit slip to be faxed to Altech Autopage Cellular head office for payment allocation to your account (Fax number 011 – 650 1936).

Stolen phones

Should your phone be stolen, there are two important things you should do:

- Blacklist your phone
- Put a hold on your sim card, so that no one can run up costs on your cellular account

You may visit anyone of the Paragon Cellular retail outlets for this purpose. However should this happen at a time falling outside of our trading hours, then you can call the Altech Autopage Cellular Customer Services Call Centre on 0860 23 24 24.

Also take note that neither Paragon Cellular, nor Altech Autopage Cellular is responsible for tracing phones, we merely place a hold on your cellular account and prevent your phone from being used by a third party.

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International roaming

You may want to use your cellular phone to contact family, friends or business Africa.

Due to the high costs involved with international calls, a deposit may be required prior to activating this service. Please enquire from the Sales Consultant at a Paragon Cellular store near you.

Keep the following in mind:

- Apply well in advance (Make provision to activate this service a minimum of two weeks prior to your planned trip)
- Mention to the Sales Consultant which countries you plan to visit
- Enquire about data agreements in the countries you will be visiting, seeing that not all countries support the usage of data on their networks
- Set unconditional diverts before you leave, in order to keep the costs as low as possible (Enquire in-store)
- Obtain any other settings from any Paragon Cellular retail outlet and do the necessary BEFORE you leave the country
- International calls may take a longer time to reflect on your account (up to three to four months), due to the fact that the information is sent from the international network to your network in South Africa to invoice you

Please speak to one of the Sales Consultants to ensure that you understand all hidden costs related to international dialing and roaming and how you can save costs.

Customer Service

Please take note that each individual retail outlet is responsible for servicing any potential customer or existing customer entering the store and we are committed to delivering service levels which you are entitled to.

We know that many retail businesses in South Africa became complacent with regards to service delivery, but we would like to break this mold. Should you not receive the levels of service we claim, please address your query with the relevant people in the following sequence:

- The Sales Consultant who handled your sale
- The Service Consultant who dealt with your query
- The Store manager

Should the Store Manager not be in a position to resolve your query, then he/she will escalate to the relevant party to ensure timeous resolution.

It may happen from time to time that you have an urgent service request during a time that the stores are not trading. Please feel free to use the following as additional service points:

- 086 23 24 24 Altech Autopage Cellular Customer Services Call Centre
- 082 155 Vodacom Customer Care
- 083 173 MTN Customer Care
- 084 140 Cell C Customer Care

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As your needs grow, we would like to encourage you to talk to us. We are eager to service you in order to build the long-term relationship we pride ourselves on building with our customers. Take a look at the following, which may be of value to you in the near future:

- Tariff analysis (After three months we can determine whether you are on the right package and adjust in order to make your service offering as cost effective as possible)
- Additional services, such as data bundles, insurance, sms bundles, etc (Please enquire in-store)
- An upgrade after expiry of your current contract, in order to extend your contract with another 24 month term and to receive a new phone

Technical support

Each retail outlet has been equipped to service you from a technical point of view. Should you have any problems with connectivity or with setting up your modem to speak to your laptop and other communication devices, please do not hesitate to visit one of the five Paragon Cellular stores in Pretoria.

Referrals and additional lines and accessories and cash phones

We wish for you to tell other people about our product and service offering, if your experience with us has been a pleasant one. Please forward any referrals to the respective Store Managers.

We will ensure that your friends, family, colleagues and acquaintances receive the same exceptional level of service that you became accustomed to.

Broadband Do's & Don'ts

Thank you for signing up your broadband data contract with Altech Autopage. We would like to mention a few points to ensure that your internet experience meets your expectations.

You have all heard the line "always on, always available, superfast broadband internet"...

First and foremost you need to be aware that the broadband connection uses bandwidth from the very moment you connect to the internet.

Please note the following when making use of any broadband connection:

- **Please note that Surfing, Listening to Live Music (Audio streaming), Online Video's (You Tube, MetaCafe), Chatting (Facebook, MySpace, MSN, Skype), Online Gaming, Internet Telephony (VOIP), E-mail (Sending and Receiving), Anti-virus (Updating) and any other software (3rd party) updates through the Internet etc. are considered as either downloads/uploads.**
- **Audio and Video streaming both use large amounts of bandwidth – Please monitor carefully.**
- Please keep "Enable Automatic Updates" off in your "Security Centre" in Windows (although not recommended), (e.g. Windows update, Anti-virus update, Driver update) to avoid unexpected high usage.
- Keep your Anti Virus updated (freeware is not recommended, although there are a few exceptions – our Technical Consultant will advise you on the best option) and scan your computer on a regular basis for any threats.
- We recommend logging off from your broadband connection when not in use.
- It is strongly recommended that you check on your daily usage to ensure that you stay within your allotted bandwidth.

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We DO NOT recommend the following:

- Giving out your PIN/Password to anyone, allowing them to access the Internet via you SIM/Modem. Having someone borrow your modem and use it without your supervision.
- Checking your bandwidth manually, i.e. following usage on the various bandwidth monitors included in your broadband software.
- Vodacom 3G/HSDPA – Place the data simcard in your cell phone and dial **1949** for customer care or dial ***111#** to view your remaining data bundle. You can also register your data contract number on www.vodacom4me.co.za for an accurate display of your daily usage.
- iBurst Wireless – Register your account @ www.iburst.co.za to receive a daily update via e-Mail on your bandwidth usage.
- MTN 3G/HSDPA – Dial **083 123 8000** and register your password - Now dial **16202** and follow the voice prompts to listen to your data bundle balance. You can also call Autopage customer care @ **0860 23 24 24** for support or register your data contract number @ www.autopage.co.za under **my.account** (please note that a monthly cost of R21.95 is charged to view full breakdown of data usage).

Please note: Any data contract on any of the networks (excl iBurst) can be registered on my account (as long as you remain an Autopage client).

Important note:

3G/HSDPA data bundles are not capped when data limit is reached and therefore out of bundle rates will apply once data bundle is depleted.

Data Carry Over

- Vodacom/MTN (3G/HSDPA) broadband package – 60 days
- Cell C – No data carry over
- iBurst Wireless (1Mbps) – 30 days.

We hope that this information is useful and will contribute to a better online experience, knowing that you will not receive any unexpected surprises on your account at the end of the month.

Happy browsing

As your needs change, we will be more than happy to re-evaluate your needs and offer you products and services that will help you achieve your individual and business communication goals. Once again, thank you for your support and for choosing Paragon Cellular as your partner in communications.

Sincerely at your service,

MANAGEMENT AND STAFF
PARAGON CELLULAR

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