



Dear Ctrack Customer,

The purpose of this leaflet is to supply you with answers to typical questions you may have and in no way replaces the standard terms and conditions of the agreement. Please ensure that you discuss these and any other questions you may have, with your sales consultant. Kindly retain a copy of this Information Leaflet, your application form with the Terms and Conditions as well as the Installation Certificate (issued with installation).

If I pay for the unit upfront, am I still bound to a contract?

Yes, all our contracts are for a fixed period of 36 months and apply to monthly subscriptions for services provided.

After 36 months, will the contract be automatically cancelled?

No, you will receive a call from our Renewal Department and you will be provided with all your renewal options. Should you decide to end your contract, one calendar month's notice will apply.

If I decide to cancel my contract before the expiry thereof, will there be a settlement amount?

Yes, a settlement amount will be determined by multiplying the monthly subscriptions by the number of months remaining. Any unpaid arrears will also be included into the settlement amount.

Does my subscription stay the same throughout the 36 months?

No, an annual escalation of 10% applies as per any standard service contract.

How will I be billed?

You will be billed a month in advance via debit order on the date selected by yourself on the application form. Should there be a pro-rata amount it will be debited along with the first month's subscription. Any excess airtime not included in your agreed upon package will also be debited with the relevant month's subscription.

What happens if I sell my car during the 36 months?

You could follow one of two options: Should the new owner of your vehicle be prepared to take ownership of the remainder of the contract, we will gladly assist with this process, however, the responsibility remains yours and you will be held liable for payment until the transfer has been completed. You may also choose to de-install the unit from your vehicle and have it re-installed into your new vehicle. We advise you to speak to your sales consultant regarding the costs involved.

Is there a warranty on the unit?

Our hardware carries a warranty of 12 months. During these 12 months repairs will be free of charge but call-out fees will still apply.

Is there any way I could extend the warranty?

We offer the option of an Extended Warranty at an additional R20 per month. Should you select this at the beginning of your contract it would mean that all repairs will be paid by us. If you did not select this option you will be liable to pay for all out-of-warranty repairs. Please discuss the minimum repair fee with your sales consultant.

What happens if the unit is damaged beyond repair?

We offer the option of Replacement Insurance at an additional R14 per month. Should you select this at the beginning of your contract and anything should happen that would require us to install a new unit, the cost would be covered by us. If you did not select this option you will be liable to pay for a replacement unit. We advise you to discuss the replacement cost with you sales consultant.

How do I poll my vehicle from my cell phone?

Enter you cell tracking number (noted on your installation certificate) into your cell phone as a contact. Go to the SMS function on your cell phone and create a new SMS. If you have an Insure unit type in the letter T (Capital T), and send it to your Ctrack cell tracking number. If you have a Secure Plus unit type in the letter P (Capital P) and send it to your Ctrack cell tracking number. The location and status of the vehicle will be returned as a text message to your cell phone. We advise you to test your unit on a weekly basis to confirm that it is functioning correctly.

When I poll my vehicle, how long will it take before I receive the SMS?

All cell phone status reports and notifications are network-dependent but normally take between 60 and 120 seconds to be delivered. Please discuss the cost of SMS's with your sales consultant and note that you own Service Provider will also be charging standard rates.

How does the BodyGuard™ service work?

This service is offered at an additional amount of R10 per month. Should your vehicle break down in an unsafe area and you are waiting for your towing service to arrive, you may call our Support Centre to request a BodyGuard™. A security officer will be sent out to secure the safety of all the occupants in the vehicle and will remain on the scene for a period of 2 hours. After 2 hours you will be charged R600 per hour.

If I decide to cross the border to a neighbouring country, do I have to request for International Roaming to be activated on the SIM card in my unit?

International Roaming is already active on all our SIM cards. Please note that should you cross the border, the fees of the Service Provider in the other country will be payable. Please always inform us when one of your vehicles will be crossing the border.

Will I be charged for a recovery?

Only false alarms will be billed.

Will a helicopter be sent out automatically and will I be billed?

An air recovery will only be activated if value will be added by sending out a helicopter. If the decision is made by us it will be at no cost to you.

Can I be 100% sure that my vehicle will be recovered if stolen?

While we apply the "best effort" principle, we do not guarantee the successful recovery of your vehicle.

Customer Acknowledgement

I acknowledge that I have read, understood and that I agree with the above information.

Authorised Signatory Name

Signature

Date