

Service Delivery Policy

1. EM-i.t will make all its services and products available to you in accordance with the provisions of its Code of Conduct and Service Charter.
2. EM-i.t will use reasonable endeavors to make its services available to its Subscribers, and to maintain the availability thereof for use by its Subscribers. However, we provide the services “as is” and “as available” and we do not make any express or implied representations or warrant or guarantee the quality or security of the services or that the services will at all times be free of errors or interruptions, be always available, fit for any purpose, not infringe any third party rights, be secure and reliable, or will conform to your delivery timeline requirements subject always to the provisions of the CPA where applicable.
3. EM-i.t will use its best endeavors to notify you in advance of any maintenance and repairs, which may result in the unavailability of a service, but cannot always, guarantee this. We are committed to provide you with uninterrupted services. However, we cannot guarantee that service and the allocated capacity will always be available.
4. We can terminate the service at any time if we decide to discontinue the service offering for any reason whatsoever, without any further liability to you.
5. Client sign and agree that if any changes are made to existing package that they acknowledge to all changing details explained by service provider on the new package chosen. Any queries after signed contract to new package will be explained beforehand.
6. It is the client’s responsibility to keep their contact number / email / address up to date with our offices / Emit keeps all their clients in tact with any important need to know updates about our business.
7. During a standard / nonstandard install, technicians have limited time; they are professionally trained to do their job. All technicians have job cards, which need to be signed off after the installation. Technicians are not to be questioned about any other factors than what they are busy doing. They are Emit technicians who does not help with any PC tech issues / queries. The client has to get their own PC technician or log a call with Em-i.t PC Tech to assist with any PC hardware or software problems.
8. If support technician found the fault lies EM-i.t’s network side. No fee will be charged for any repairs.
9. All our network traffic (performance) are monitored 24/7. Any client who abuses their right to use our network in as states in our policy. We have the right to remove our equipment, disconnect and discontinue your internet connection. All support technicians are professionally trained by Emit. All support technicians have the right to discontinue / disconnect your service for any reason whatsoever.
10. *EM-i.t’s service deliver ends at the network cable, which is plugged into the “Lan” port of the “PoE” (Power over Ethernet) adapter.* If our support technician found that, your internet connection from your “CPE” (Customer Premises Equipment) a.k.a. antenna to our High Site is functional and an internet connection is in order. It is the client’s responsibility to what happens from your indoor Wireless Router. Standard callout fee & labor fee will be charged for a technician to come to your premises to fix it.
11. EM-i.t strives to deliver the best service therefore we have a SMS system in place to notify you of any important changes, updates or payment reminders from time to time. This is an effort by EM-i.t, to always keep you informed. However, this is not required by EM-i.t to remind the client to pay their monthly installment. It is highly recommended that you subscribe to this sms system by agreeing to the contract.
12. EM-i.t employees are available during business hours. We do have after hours support but limited to it. Please email to support@em-it.co.za and we will attend to your query asap.