

Paying your bill

Your bill must be paid on time to Broadlink or your Service Provider by the date specified on your contract.

Unable to pay

Non-payment of bills can result in disconnection/suspension of your services and may result in legal proceedings against you. If you are unable to pay your monthly charges, please contact your Service Provider immediately.

Alternate payment arrangements can be entered into at the discretion of your Service Provider. Full payment of all amounts owing remains your contractual responsibility.

Reconnection of Service

In the event that your services are disconnected/suspended because of non-payment, a reasonable fee may be charged by the Service Provider to reconnect you once the arrear amount has been paid and your account has been brought up to date. If you believe you have been wrongfully disconnected or charged for reconnection, please call us to explain the circumstances on 087 727 0000.

Reconnection fees are contractual fees levied by the Service Provider in accordance with the Terms and Conditions of the contract. These are not subject to a tariff filed with ICASA.

ISPA MEMBERSHIP

As an Internet Service Provider Broadlink is a member of the Internet Services Provider's Association (ISPA) and abides by ISPA's code of conduct which can be found on www.ispa.org.za.

CONTACT DETAILS

BROADLINK HEAD OFFICE

TEL: 087 727 0000.
ADDRESS: 30112 A, William Nicol Drive
Bryanston
Johannesburg

POSTAL ADDRESS: P.O BOX 651921

Benmore

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BROADLINK NOC

TEL: 087 727 0911.

Fax: 086 270 0001

Email: noc@broadlink.co.za

BROADLINK SALES

TEL: 087 727 0000.

FAX: 086 270 0001

EMAIL: sales@broadlink.co.za

BROADLINK ACCOUNTS

TEL: 087 727 0000.

FAX: 086 270 0001

EMAIL: bl_finance@broadlink.co.za