

These terms of use govern your use of the SoftISP internet billing platform system. By accessing or using the system, you agree to follow the commitments outlined below.

### 1. System Access and Renewal

Access to SoftISP is postpaid and to keep enjoying its benefits, you'll need to renew your access on or before the expiry date. If a renewal slips your mind, we'll send reminders; if payment remains outstanding, we'll temporarily revoke access to the account administrator until arrears are paid.

Need to see a demo or trial? please contact our customer support to show you a demo and avail you some product briefs.

### 2. Charges

- 2.1. **First time account setup;** is FREE but only remote support, if you require on-site technical support, we shall quote separately considering distance, manhours to be covered, per diem etc. This fee shall be payable in advance.
- 2.2. **Hotspot/Wi-Fi usage;** we charge 5% of total sales/revenue collected per week/month. There is no limit on how many customers or internet users in your account
- 2.3. **PPPoE usage;** we charge 3% per collection (customer payment)
- 2.4. **Technical assistance;** for Hotspot and PPPoE router configuration or setup is generally FREE under remote support or when you come to our offices but, where a customer requires on-site technical support, this shall be available at a fee.

### 3. Support and Issue Resolution Timelines

We acknowledge support requests/issues within 12 business hours. How fast we resolve requests/issues will depend on complexity, integration with other business systems etc.

Note, our aim is resolving system issues as fast as possible but this at times may depend on other business partners we integrate with and this may affect how fast we work. These timelines pause whenever we are waiting for information, approvals, or access permission.

Severity Level	Response Time	Resolution Time
<b>Critical issues</b> e.g. MM payments, Platform performance	30 minutes	12 hours
<b>Standard issues</b> e.g. account creation, adding another location/router	2 hours	1-2 days
<b>Information</b> e.g. product info, training	1-2 hours	1-5 days

#### **4. Proprietary Rights**

All materials contained in the SoftISP system and Website ("the Contents"), including without limitation text, images, music, computer programmes and all other kinds of works, are protected by applicable copyright, trademark and/or other intellectual property laws. All titles, rights and/or interests in the Contents are owned by, licensed to or controlled by Zabbuli Systems Ltd, you shall NOT copy or duplicate the system.

#### **5. Payment Responsibility and Indemnification**

You are solely responsible for verifying the accuracy of account or mobile numbers and payment instructions when sending us fees or when remitting payments to anyone through the system. You agree to indemnify, defend, and hold Zabbuli Systems Ltd harmless from any claims, charge-backs, penalties, or losses that arise from payments sent to an incorrect or unauthorised account or mobile number, whether caused by user error or by third parties acting on your behalf.

#### **6. Few Disclaimers**

We strive to provide a reliable system, but we offer it "as is" and cannot guarantee perfection. We disclaim any warranties, express or implied, including merchantability, fitness for a particular purpose, or non-infringement. We cannot be held responsible for internet downtimes, router malfunctions, or issues caused by you, 3<sup>rd</sup> party agents, your employees, or third-party equipment.

#### **7. Being a Responsible User**

You're responsible for maintaining the security of your account and password. Any activity that occurs under your account falls under your responsibility. You agree to use the system for lawful purposes and in accordance with these Terms of Use.

#### **8. Keeping Things Going Smoothly**

We reserve the right to terminate your access to the system and these terms at any time, for any reason, with or without notice. You may also terminate these terms by discontinuing your use of the system.

#### **9. Understanding Our Limitations**

In the event of issues arising from your use of the system, we won't be liable for any damages, including direct, indirect, incidental, consequential, or punitive damages.

### **10. Governing Laws and Agreements**

These terms are governed by and construed in accordance with the laws of the Republic of Uganda, without regard to its conflict of law's provisions. They constitute the entire agreement between you and us regarding use of the system.

### **11. Keeping Up with Changes**

We may modify these terms at any time and will keep you informed by posting the revised terms on the system or our website. Your continued use after changes are posted signifies your agreement to the revised terms.

### **12. Questions? Or need support!**

If you have any questions about these terms, or need support with the SoftISP platform, please contact us at [support@softisp.ug](mailto:support@softisp.ug) or WhatsApp **+256 778 199120**

*Last Updated: January 2026*

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Zabbuli System Limited

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