



By signing-up you and/or any beneficiary of the app agree to accept and keep to the following rules, procedures and requirements as your security is a serious matter to ABC:

1. **What ABC Security will do**

- provide the service to an active registered student who is a beneficiary of the app.
- when you toggle the SOS (emergency button) on the app, ABC will give you a call on the cell number linked to the app to find out why you requested the service.
- if your life is in danger, or there is no answer, ABC will send a response unit to your location and if needed also the SAPS.
- if you need medical attention, ABC will dispatch a medical emergency unit to your location.
- provide assistance at the location within the laws regulating security companies.
- once the SAPS or medical emergency has arrived ABC will leave you in their capable hands.

2. **What ABC Security will not do**

- provide assistance outside of Stellenbosch and its service area.
- get involved in domestic or relationship arguments or bar fights.
- provide medical treatment – this is left to the medical emergency fund's.
- help with you or your mates' ride not starting, flat battery or a flat tyre.
- bring you petrol, food or booze.
- give you or your mates a ride.
- get involved in high speed chases.
- enter into or be involved with any riot, unstable protest or strike situations.

3. **What you must do**

- only toggle the SOS button in real emergencies when your life is in danger or when you need emergency medical attention.
- when speaking to the operator at ABC explain clearly and on point your emergency to allow ABC to send the right help to your location ASAP.
- make sure the location setting on your phone is ON
- makes sure ABC is paid the moola at the beginning of every month to enjoy the benefits of this service.

4. **What you must not do**

- toggle the SOS button when there is no real emergency.
- abuse the service or the friendly staff of ABC.
- test the response time, as the response unit might be needed at a real emergency.

5. **What ABC has no control over**

- the cell phone network.
- the Buzzer app.
- the traffic.
- the weather.
- access onto campus or into any private building or residence.
- the response time of the medical emergency service or response unit.
- the availability of a medical emergency unit.
- any other things beyond the control of ABC that will affect the service.

6. **What ABC is not responsible for**

- the cost of any medical treatment, ambo ride, heli-vac or other emergency services.
- any injuries, damages or losses experienced by you or any other person before or as a result of using the app and you guarantee that you or any other person will not demand this from ABC.
- the things ABC has no control over.

- anything not mentioned herein.

7. **When will the contract start and when will it end?**

- The contract will start on the collection of the first monthly moola with debit order and every month following.
- This is a 12 month contract, and after the first 12 months it will continue on a month to month basis until cancelled by you by giving ABC one full month's notice, but the contract can also be cancelled at the end of your final academic year by giving ABC one full month's notice.
- The service will be suspended at any time without notice if the monthly moola is not received with debit order. It is then your duty to make sure that the moola is paid directly to ABC to activate the service again.
- ABC may remove you from the app after 3 times that you abused the service and not pay back any moola already paid by you.

8. **The payment stuff**

- you pinky promise that the monthly moola can be taken from the bank account details given on the app on the 1st day of every month and that you have the go-ahead to use the account.
- the monthly fee will go up after 12 months by not more than 10%.
- you will pay an extra 500 bucks for every response you requested that is not a real emergency and will be collected with the next debit order.

9. **If we have a beef with each other**

- and we can't square it between us, it will be given to SAIDSA to decide who is right and who is wrong.
- SAIDSA will have the final say, and we will be cool with that.

10. **The whole story**

- this is the whole story between us for the service.
- not what you heard or was told or what you think it is. This is it.
- nothing, nada can be changed to this contract.