

# Price Increase FAQ



## Why now?

We review pricing carefully and only adjust when operational costs make it necessary to protect service quality.

This timing aligns with annual supplier reviews and infrastructure cost increases.

## Are other providers increasing prices too?

The entire telecoms industry has been affected by rising infrastructure and energy costs.

However, when comparing providers, we encourage you to look beyond price and consider:

- Reliability
- Fault resolution speed
- Support availability
- Network stability during peak times
- Price is important but so is peace of mind.

## Can I cancel?

You remain on a month-to-month agreement, so you have flexibility.

If you're considering cancelling, we'd truly appreciate the opportunity to understand why and explore alternatives first. Many concerns can be resolved with the right solution. The standard terms and conditions apply for cancellations.

# I'm a loyal customer, is there anything you can do?

We value loyalty deeply.

While the adjustment applies across all customers to ensure fairness and sustainability, we are always happy to review your account to make sure you're on the most suitable package.

## Our Commitment to You

We promise to:

- Communicate transparently
- Provide advance notice of changes
- Continue investing in service reliability
- Treat you with respect
- Listen to your concerns
- Your trust matters to us.



### Become a Partner or Reseller

Turn your network into income! Join the PluxNet Fibre family as a reseller and provide fast, reliable internet to your community. Start earning today!

Email: [sales@pluxnet.co.za](mailto:sales@pluxnet.co.za) to sign up or learn more.

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