



Dial a Nerd Voucher T's & C's

1. Dial a Nerd will only provide this free one hour support service to new iBurst subscribers, subscribers who have had a technology change or when a new modem is requested for a renewal. The voucher can be used for onsite, carry-in or telephonic support; at the discretion of Dial a Nerd.
2. "You" and "Your" means the iBurst Subscriber.
3. The voucher entitles the iBurst Subscriber to one hour of free support service only in respect of iBurst installation and computer related services only. Any additional support work is charged at the normal hourly rate, as per Dial a Nerd's Terms and Conditions as set out in <http://www.dialanerd.co.za/index.php/terms-conditions>
4. "Installation" includes the whole set up process, modem and network configuration to enable the iBurst subscriber to connect to the iBurst internet services subscribed for.
5. External antenna installations over three meters are excluded from this free service for permit and general safety reasons. Dial a Nerd will call a third party which will complete the antenna installation as per a normal quote process.
6. Please go to <http://www.dialanerd.co.za/index.php/contact-us> to see a list of current Dial a Nerd branch locations for carry in support.
7. For You to be assisted by a Dial a Nerd technician, You must either be in possession of the original voucher (that has not expired) or have proof of your iBurst account (iBurst account or ID document). Vouchers expire 3 months after activation of Your modem.
8. One voucher per iBurst connection is allowed. Vouchers cannot be transferred or redeemed for cash.
9. Vouchers not available or redeemable to any address outside South Africa
10. The Subscriber acknowledges that iBurst and Dial a Nerd's terms and conditions apply in respect of these services.