PROMOTIONAL TERMS AND CONDITIONS

STAGE ZERO EXISTING CUSTOMER REFERRAL (ONE MONTH FREE) PROMOTION RULES AND TERMS & CONDITIONS

Promotion Rules

1. Stage Zero offers **all active Stage Zero residential SSEG and UPS Customers** ("Referring Customers") the opportunity to **earn one (1) month free subscription** when they **refer a new customer ("Referred Customer") to Stage Zero** under the Referral Promotion.
2. To qualify, the Referring Customer must have an active, installed, and operational Stage Zero service or an active UPS rental service at the time of referral in order to qualify for this Referral Promotion.
3. This Referral Promotion shall run from the 1st of September until the 31st of December 2026 only.
4. The Referring Customer will receive a unique referral code once their Stage Zero service is installed and active. This code may be shared via a unique URL, QR code, or agent code and can be accessed through the Stage Zero Customer Portal.
5. The Referred Customer must use the Referring Customer's unique referral code when signing up for a Stage Zero service to ensure the referral is successfully tracked and qualified.
6. If the Referred Customer did not use the referral code during sign-up, they must email promotions@stagezero.co.za within fourteen (14) days of sign-up, providing:
    a. Their Stage Zero account number;
    b. The Referring Customer's Stage Zero account number; and
    c. written confirmation that the Referred Customer was referred by the Referring Customer.
7. The one (1) month free subscription will be allocated only once the Referred Customer's service has been installed, activated, and the first month's subscription has been successfully collected by Stage Zero.
8. The value of the free month will be equal to the Referring Customer's current rental subscription amount and shall be applied to the next billing cycle. Credits cannot be deferred or exchanged for cash.
9. If the Referring Customer's account is in arrears at the time of allocation, the free month will be applied once the account is fully paid up.
10. Portable-only customers qualify for a free month on their UPS service if the Referred Customer activates an SSEG product.

11. This promotion applies exclusively to Residential SSEG customers.
    a. Commercial customers and Commercial product referrals are excluded and do not qualify for any referral reward.
    b. Portable-only customers qualify for one month free on their UPS service if they refer a new customer who signs up for an eligible Residential SSEG product.
12. Existing customers may refer multiple premises, including those under the same account, and will receive individual rewards for each qualifying referral.
13. There is no limit to the number of referrals a Referring Customer may make. Free months and credits earned will be logged and applied sequentially across future billing cycles.
14. Referring Customers who are within a cancellation notice period shall still qualify for the free months or credit, provided they remain an active customer when the credit is due to be applied.
15. A Referring Customer referring an additional property or new premises qualifies for the same reward, provided the new service is a new installation at a new address.
16. Stage Zero may only communicate high-level, generic status updates to the Referring Customer (such as "In Progress" or "Active") regarding the Referred Customer's order. Specific order details will not be disclosed.
17. Stage Zero staff with active rental services may participate and will qualify for the same referral benefits as other customers. Staff without active services do not qualify for referral rewards.
18. Stage Zero partners may participate by using their Customer Zone referral code and may choose to receive a free month reward instead of a commission, but not both.

Terms & Conditions

1. This promotion is open to **South African residents aged 18 years or older** who are in possession of a valid South African identity document and are active Stage Zero customers.
2. Stage Zero shall not be held liable for any failure of technical elements relating to this promotion that may result in a referral not being successfully submitted, tracked, or allocated.
3. The referral reward (free month or credit) is not exchangeable for cash and is not transferable to another account or customer.
4. Processing of any customers personal information shall be done strictly in accordance with **Stage Zero's Privacy Policy**, available at: **https://stagezero.co.za/legal/privacy-policy/**
5. Stage Zero reserves the right to request that participating customers consent to images, testimonials, or names being used for publicity purposes in any manner they deem fit, without any additional remuneration. Such consent may be declined.
6. Stage Zero reserves the right to amend or terminate this promotion immediately and without notice for any reason beyond its control requiring this. In the event of such termination or amendment, participants agree to waive any rights they may have and acknowledge that they will have no recourse against Stage Zero, its agents, or staff.
7. Stage Zero reserves the right to disqualify any participant who fails to comply with the promotion rules or who provides false or misleading information.
8. Participation in this promotion constitutes acceptance of the promotion rules and these Terms and Conditions. Customers agree to abide by all such rules.
9. All queries in connection with this promotion or referral redemption should be directed via email to **promotions@stagezero.co.za**, or by contacting the **Stage Zero Support Desk** at **087 162 5000**.