

## **Document 1.2: Detailed Trial Period & Hardware Return Regulatory Framework**

**Filename:** REG\_2025\_Buyers\_Remorse\_Framework.pdf

**1.0 STATUTORY RIGHT OF RESCISSION ("BUYER'S REMORSE")** All new service contracts, whether for Mobile (Postpaid/Prepaid) or Fixed Home Internet, are subject to a mandatory trial period. This allows the consumer to test the service in their home or place of work to ensure network coverage meets their requirements.

### **2.0 STANDARD TRIAL PERIOD PARAMETERS**

- **Duration:** 15 calendar days starting from the date of service activation or the date hardware is received (whichever is later).
- **Usage Thresholds:** Customers must not exceed **50% of the monthly data allowance** included in their plan. For "Unlimited" plans, a threshold of **25GB** is applied for the purpose of the trial period evaluation.
- **Condition of Equipment:** All hardware (modems, routers, mobile handsets) must be returned in "like-new" condition. Damage to the screen, water damage, or missing original accessories (chargers/cables) will void the trial period refund.

**3.0 ACCESSIBILITY EXTENSION (PERSONS WITH DISABILITIES)** To ensure equal access to network testing, customers who self-identify as having a disability are entitled to an **Extended Trial Period**:

- **Duration:** 30 calendar days.
- **Usage Thresholds:** **100%** of the monthly data allowance.

**4.0 FINANCIAL OBLIGATIONS UPON CANCELLATION** If a customer cancels within the trial period and meets the usage/condition criteria:

1. The Early Termination Fee (ETF) must be **waived entirely**.
2. The monthly service fee for the days used is still billable, but the **Activation/Connection Fee** must be credited back to the account.