

# NETSTAR DASHCAM SURVEY

## TERMS AND CONDITIONS

### 1. PROMOTER

The promoter is Netstar (Proprietary) Limited, registration number 1992/001223/07 ("**Netstar**"), a division of Altron TMT (Pty) Ltd.

### 2. ELIGIBILITY

2.1 Open to existing Netstar customers who are South African residents aged 18 years and older.

2.2 Employees, directors, agents, consultants, and immediate family members of Netstar and the Altron Group are not eligible.

2.3 Participants must hold an active Netstar tracking subscription at the time of survey completion and at the time the incentive is applied.

2.4 By completing the survey, participants warrant that all information provided is true and accurate.

### 3. SURVEY PERIOD

3.1 The survey will open on **30<sup>th</sup> of JUNE 2026** and close at 23:59 on **9<sup>th</sup> of JULY 2026** ("the Survey Period").

3.2 Surveys completed outside of the Survey Period will not qualify for the incentive.

3.3 All times and dates are in South African Standard Time (SAST).

### 4. HOW TO PARTICIPATE

4.1 To qualify for the incentive, participants must complete the Netstar Connected Dashcam Survey in full via the official survey link communicated by Netstar during the Survey Period.

4.2 Only one survey submission per customer account will be accepted. Duplicate submissions will be disqualified.

4.3 Incomplete submissions will not qualify.

4.4 Netstar reserves the right to verify submissions and disqualify any entry that is found to be fraudulent, incomplete, or submitted by unauthorised means.

### 5. INCENTIVE

5.1 Completion of the survey in full within the Survey Period will constitute one (1) entry into a random prize draw. The incentive is not guaranteed or awarded to all participants.

5.2 Only participants whose Netstar accounts are fully up to date in payment at the time of the draw will qualify for the Prize. Participants with accounts in arrears, under suspension, or subject to any payment arrangement at the draw date will not qualify to win the incentive on survey completion.

5.3 The incentive has no cash value and is not transferable, exchangeable, or redeemable for any other product or service.

5.5 Netstar reserves the right to substitute the incentive with an offering of equal or greater value if operational circumstances require.

5.6 If a participant's subscription is cancelled, suspended, or in arrears at the time the incentive is due to be applied, the incentive will be forfeited without notice.

### 6. PRIZE DRAW

6.1 One (1) winner will be selected by random draw from all valid, completed survey entries received within the Survey Period.

6.2 The winner will be announced via email on 31 July 2026.

6.3 The winner will receive twelve (12) months free on their current active Netstar tracking subscription ("the Prize"), applied commencing in the month following prize confirmation.

6.4 The Prize applies strictly to the winner's existing active Netstar tracking subscription at the time of winning. It does not extend to any new products or services procured during the Prize period, upgrades, additional services, or accounts held by third parties.

6.5 Credits applied to the winner's account are non-refundable under any circumstances. In the event that the winner cancels their Netstar subscription during the Prize period, any remaining monthly credits not yet utilised will be forfeited immediately upon cancellation. No compensation, cash equivalent, or extension will be offered in lieu of forfeited credits.

6.6 If the winner's account falls into arrears at any point during the Prize period, the remaining free months will be forfeited without notice or compensation.

## **7. GENERAL CONDITIONS**

7.1 Netstar reserves the right to disqualify any participant who provides false or misleading information, submits duplicate responses, or acts in bad faith.

7.2 Netstar's decision on all matters relating to eligibility, verification, and incentive application is final. No correspondence or appeals will be entered into.

7.3 Netstar reserves the right to amend, suspend, or terminate the survey and its associated incentive at any time if circumstances beyond its reasonable control make this necessary. Notice will be communicated via [www.netstar.co.za](http://www.netstar.co.za).

## **8. PERSONAL INFORMATION AND PRIVACY**

8.1 Personal information collected through this survey will be processed in accordance with the Protection of Personal Information Act, 2013 (POPIA) and Netstar's Privacy Policy, available at [www.netstar.co.za/privacy](http://www.netstar.co.za/privacy).

8.2 Survey responses will be used solely for product research and development purposes and to administer the incentive.

8.3 Participants may opt out of marketing communications at any time by clicking the unsubscribe link in any Netstar communication or by contacting [cs@netstar.co.za](mailto:cs@netstar.co.za).

## **9. LIABILITY**

9.1 To the fullest extent permitted by law, Netstar and the Altron Group accept no liability for any loss, inconvenience, or disappointment arising from participation in this survey or the application of the incentive.

9.2 Participants complete the survey and accept the incentive entirely at their own discretion.

## **10. GOVERNING LAW**

10.1 These terms and conditions are governed by the laws of the Republic of South Africa.

10.2 Any disputes shall be subject to the jurisdiction of the competent South African courts.

## **11. CONTACT**

For queries relating to this survey or the incentive, contact:

**Netstar (Proprietary) Limited**

Email: [cs@netstar.co.za](mailto:cs@netstar.co.za)

Telephone: +27 (0)11 207 5500

Website: [www.netstar.co.za](http://www.netstar.co.za)

*By completing this survey, participants confirm they have read, understood, and agree to be bound by these terms and conditions.*

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