



## Deal of the month Terms and Conditions:

### Telkom Mobile Product Specific Terms & Conditions: Smart One-Rate

Telkom Mobile subscriber terms and conditions apply (full details on <http://www.telkom.co.za>)

- Smart One-Rate price plans shall be offered in two variations:
  - Smart One-Rate Plan Bundled with a device on 24 months contract;
- Smart One-Rate price plan shall include no bundled allowances like voice minutes, data or SMS bundles.
- Smart One-Rate subscribers will qualify for Free Unlimited Wi-Fi. All International and premium rated SMS's / MMS's shall be excluded and charged at the applicable out of bundle or standard rate.
- All premium rated voice calls shall be excluded, these calls shall be billed at the applicable out of bundle rate.
- All International Calling and International Roaming shall be charged on a per-minute billing methodology and according to the associated per minute tariffs. International calls to specific countries are available at promotional rates, full details and list of countries available at <http://www.telkom.co.za>).
- Smart One-Rate is only available on either a post-paid contract plan or a Top-up plan.
- For Smart One-Rate Top-up, the monthly base plan subscription will not be used as airtime – after depletion of the monthly re-curring airtime bundle, customers have to top-up via existing channels.
- Smart One-Rate is a standalone voice plan – it cannot be combined with the Smart Voice or Internet plans.
- Qualifying voice calls shall be billed on a pure per-second billing basis.
- Subscribers on Smart One-Rate shall be allowed to convert to SmartPlan, SmartSaver and Pre-paid plans. Should the customer convert to other product offerings, they will lose all current promotional benefits associated with Smart One-Rate price plan. (The existing Conversion business rules apply).
- All existing processes w.r.t. activation/de-activation as well as migration rules to apply.
- Carry over rules shall not apply, since no bundled allowances like minutes, data or sms bundles are included with Smart One-Rate.
- Multi-SIM is not available on Smart One-Rate, although Unlimited Value Added Services can be added to Smart One-Rate.
- Standard Credit Vetting / RICA to apply.
- Port-in numbers are supported on this product offer.



- All voice calls are network restricted to 59 minutes 59 seconds. After 59 minutes 59 seconds, the call will be automatically cut by the network. Customers can dial again.
- Acceptable usage policy: Telkom Mobile shall proactively monitor the traffic on the Smart One-Rate for the following deviations:
  - The SMS benefit and rate is only applicable for person to person SMS and is prohibited for person to machine, machine to person or machine to machine usage, as found in, but not limited to, WASP's, content providers or Auto-dial devices. Failure to adhere to this condition shall be a breach of these product terms and conditions and Telkom Mobile shall have the right to immediately suspend this service.
  - SMS's may not be used as part of any bulk SMS sending service for commercial or business purposes. If the SIM is used to send bulk SMS's to multiple numbers from a fixed geographic location Telkom Mobile shall have the right to immediately suspend this service.
- Telkom Mobile will regard the above as fraudulent activity and suspend the service immediately pending an investigation. (Note: Telkom Mobile reserves the right to suspend/terminate this service when any fraudulent activity is suspected without any notice to the customer).
- Telkom Mobile reserves the right at any time to terminate this offer without prior notification.
- Telkom Mobile reserves the right to vary these terms and conditions at any time, without notice or reason. Such changes will be posted on the Telkom website and will be deemed to have been accepted by you if you continue using the services. The obligation therefore is on you to review these terms and conditions at regular intervals.
- The Deal bundled with the LTE Mi-Fi is inclusive of 5GB Telkom data per month (i.e. Telkom coverage area's)

### **SmartInternet 500MB Terms and Conditions:**

- The SmartInternet is a post-paid data package and is available with a device on a 24 months contract.
- The package includes All Network anytime data and the out of bundle data rate is charged at R0.29 per MB. The voice service is charged at R2.75 per minutes on per second billing. Customer need to call the call centre to enable the voice service.
- Free Unlimited Wi-Fi bundle with a fair usage cap of 10GB per month shall apply. The Free Unlimited Wi-Fi Access speed shall be throttled to 128kbps if a subscriber reaches a data usage of 10GB via Wi-Fi access before end of the month. The Wi-Fi access speed shall be reset to normal speed at the beginning of each month.
- The package is eligible to purchase Telkom Mobile Wi-Fi ad-hoc bundles by dialling \*180# or from My Telkom self-service portal.
- To consume your Free Unlimited Wi-Fi bundle follow the EAP-SIM setup instructions highlighted on the following link: [www.telkom.co.z1a/wifi](http://www.telkom.co.z1a/wifi)
- Inclusive All Network anytime Data: 500MB



- 24 month contract.
- Device included is HUAWEI MEDIAPAD T1 PRO TMB LTE + Micro SD Card 8GB.
- FREE SIM & Connection fee.
- National coverage giving access to both Telkom Mobile 3G network and MTN 3G roaming network

## SmartPlan Terms & Conditions

- Telkom Mobile's standard terms and conditions apply (full details at <http://www.telkommobile.co.za/terms/>).
- All SmartPlan price plans shall be offered as follows:
  - SmartPlan Bundled with a device on 24 months contract.
- All local and national voice services on SmartPlan 50,100 and 150 packages shall be billed on a per-minute billing methodology.
- All local and national voice services on SmartPlan 250,375 and 500 packages shall be billed on a per-second billing methodology.
- SmartPlan price plans 50, 100 and 150 shall constitute:
  - Inclusive all network voice minutes
  - Inclusive all network data
  - Unlimited Telkom Mobile to Telkom Mobile voice calls for the first 12 months (subscribers shall be able to purchase unlimited Telkom Mobile to Telkom Mobile calls as an optional chargeable VAS after the 12 months)
  - 5 for 50 SMS promotion (excluding MMSs): Subscribers who send 5 SMS's per day at a charge of 50c per SMS shall receive 50 free SMS's to use for that day. These 50 free SMS's expire on the same day at 23:59.
  - Unlimited access to Wi-Fi depending on the choice of plan
  - Acceptable usage policy applies.
- SmartPlan price plans 250,375 and 500 shall constitute:
  - Inclusive all networks voice minutes
  - Inclusive all networks data
  - Unlimited Telkom Mobile to Telkom Mobile voice calls for the first 12 months (subscribers shall be able to purchase unlimited Telkom Mobile to Telkom Mobile calls as an optional chargeable VAS after the 12 months)
  - Unlimited SMS (excluding MMS)
  - Free calls to 1 nominated Telkom landline number
  - Unlimited access to Wi-Fi depending on the choice of plan
  - Acceptable usage policy applies
- Contract subscribers will only qualify for Free Unlimited Wi-Fi every month if Free Unlimited Wi-Fi access is specified as a feature of the offer or deal.
- Only one Unlimited Wi-Fi access shall be allowed per rate plan.
- If Free Unlimited Wi-Fi is not a feature of the offer, subscribers can get access to Telkom Mobile Wi-Fi service by purchasing time-based Wi-Fi ad-hoc bundles.
- All international and premium rated SMSs shall be excluded from the unlimited SMS benefit.
- All premium rated voice calls shall be excluded from the bundles minutes. These calls shall be billed at the applicable out of bundle rate.
- All international calling and international roaming shall be charged on a per-minute billing methodology and according to the associated per minute tariffs.



- Port-in numbers are supported on this product offer.
- Subscribers on SmartPlan price plans are allowed to migrate to other SmartPlan offerings. (The existing migration business rules apply.)
- Subscribers on SmartPlan price plans shall be allowed to convert to saver and prepaid plans. Should the customer convert to other product offerings, they will lose all current promotional benefits associated with SmartPlan price plans. (The existing conversion business rules apply.)
- Carry over shall permit the subscriber to accumulate a maximum of 6 months' worth of unused voice bundle allocation(s) before the first-in first-out rule is applied towards forfeiting the unused voice bundle allocation(s).
- Carry over shall not be permitted on data bundle allocation(s).
- All voice calls are network restricted to 59 minutes 59 seconds. After 59 minutes 59 seconds, the call will be automatically cut by the network. Customers can dial again.
- Acceptable usage policy: Telkom Mobile shall proactively monitor the traffic on the SmartPlan SIM for the following deviations:
  - Unlimited SMS benefit is only applicable for person to person SMSs and is prohibited for person to machine, machine to person or machine to machine usage, as found in, but not limited to, WASPs or auto-dial devices. Failure to adhere to this condition shall be a breach of these product terms and conditions and Telkom Mobile shall have the right to immediately suspend this service.
  - Free Unlimited Wi-Fi with a fair usage cap of 10GB per month shall apply. The Free Unlimited speed shall be throttled to 128kbps if a subscriber reaches a data usage of 10GB via Wi-Fi access before end of the month. The speed shall be reset to normal speed at the beginning of each month.
- Telkom Mobile will regard the above as fraudulent activity and suspend the service immediately pending an investigation. (Note: Telkom Mobile reserves the right to suspend/terminate this service when any fraudulent activity is suspected without any notice to the customer.)
- Telkom Mobile reserves the right at any time to terminate this offer without prior notification.
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