

## MO'NICE TERMS & CONDITIONS

1. Mo'Nice is a campaign available to Prepaid and Post-paid Telkom Mobile customers
2. Mo'Nice offers can only be bought on \*123# via the Telkom Mobile USSD
3. Mo'Nice offers are tailor made for individual customers and therefore offers and prices may vary for each customer
4. The offers are valid for a specified number of days, customers need to check the validity of each offer prior to purchasing any offer and confirm that they agree to the purchase by selecting the "confirm" option on the USSD platform
5. The validity of each offer will be clearly stated on the USSD menu and will also be stated/confirmed in the provisioning SMS after each successful purchase
6. Customers' need to have the required airtime balance(Prepaid) or sufficient spend limit (Post-paid customers) (cost of the offer as stated in the USSD) to successfully purchase any offer on \*123#
7. Prices of offers are clearly stated on the \*123# USSD platform
8. Once selected, the offer will be provisioned and the amount which is the price of the offer on the \*123# USSD will be deducted from the customers' airtime or added to the bill
9. *a) Prepaid:*

If the purchase is unsuccessful due to insufficient funds, an SMS will be sent to the customer. This SMS will state how much is in their wallet balance and ask the customer to recharge and to try purchase the offer again on \*123#

*b) Post-Paid:*

If the purchase is unsuccessful due to a spent limit that is too low, an SMS will be sent to the customer. This SMS will inform the customer on how to adjust their spend limit using \*180#. The customer can then re-try purchasing the offer.
10. There may be different themes attached to the Mo' Nice campaign and these themes may vary.
11. There is no charge associated with accessing the USSD (\*123#), Customers will only be charged if they buy an offer.
12. **Weekend Bundles:** This bundle can be purchased at any time, but it will only be available for use on the weekend, from Saturday 00:01 until Sunday 23:59.
13. **Telkom Night data:** The usage period for this bundle will be 00:00 midnight to 07:00 daily
14. The Night Surfer Promo (5GB & 450GB) on Mo'Nice is only available to customers who are on the SmartBroadband Prepaid Wireless tariff plan.
15. The 5GB night surfer promo bundle available to customers on the SmartBroadband Prepaid Wireless plan can only be bought twice a day.

16. The 450GB night surfer promo bundle available to customers on the SmartBroadband Prepaid Wireless plan has no restriction on the number purchases per day.
17. There will be no carry over once the bundle expires.
18. Promotional airtime can be used to make calls, send SMS's and access the internet
19. Promotional items/offers cannot be transferred
20. Promotional airtime cannot be used to purchase bundles, access premium rated services or call international numbers
21. Telkom reserves the right to cancel the promotion at any time, if deemed necessary in its opinion or if circumstances arise that are outside of its control, and will not be liable to customers in such event for any cause or action whatsoever

Variety of offers available for purchase:

- **TM night data**= Telkom Mobile night data from 00:00 to 7:00am (coverage dependent)
- **5GB & 450GB Night surfer data**= Telkom night data available on the SmartBroadband Wireless Prepaid plan and can be used from 00:00 to 7:00am (coverage dependent)
- **TM/Telkom minutes**= Telkom Mobile minutes (call only Telkom numbers & Fixed landline numbers)
- **All net data**= All network data (data that is not coverage dependent)
- **TM/Telkom data** =Telkom Mobile data (data that must be used in Telkom coverage)
- **All net min**= All network minutes (all net minutes- used to call any SA network)
- **YouTube data**= Data to be used on the YouTube platform only
- **WhatsApp data** = Data to use for WhatsApp