

# Terms and Conditions

- These Terms and Conditions are applicable to all customers who choose to subscribe to the SIM-SONKE tariff plan offering.
- Standard RICA rules and processes shall apply
- The SIM card must be RICA'd by the subscriber.
- Should the customer transfer or in any manner provide the SIM to any person other than a family member, the customer shall be obliged to notify Telkom and provide such information in respect of such person to Telkom as per legislative requirements.
- All prices are inclusive of VAT and are subject to the in-store activation of a SIM-SONKE starter pack.
- SIM-SONKE customers who recharge with Telkom Mobile airtime will receive the full value of the Telkom Mobile airtime recharged, and may be entitled to receive benefits in accordance with the terms and conditions of the product. Full details are available on [www.telkommobile.co.za](http://www.telkommobile.co.za).
- Existing Telkom Mobile prepaid (per second/per minute) customers can migrate to the Telkom More offering.
- This offer is available nationwide.
- International calls will be charged at applicable international call rates.
- The offer will be available at participating channels.
- SIM-SONKE subscribers will pay 29 cents per minute on-net calls, (Telkom Mobile to Telkom Mobile).
- SIM-SONKE subscribers will pay 75 cents per minute off-net to other mobile networks in SA, including Telkom and Neotel fixed lines.
- SIM-SONKE shall be available to new prepaid customers and existing Telkom Mobile Prepaid customers.
- Existing Telkom Mobile customers per second and per minute price plans shall be allowed to migrate to SIM-SONKE, however they will not be able to move backwards.
- Customers on SIM-SONKE and Telkom More shall have the option to move back and forth between these tariff plans once per month.
- Customers on SIM-SONKE shall be able to purchase once off data bundles that are on the Telkom Mobile network and all networks.
- Customers on SIM-SONKE shall be able to purchase Telkom Mobile SMS bundles.
- Mobile number port-ins shall be supported.
- Customers are required to recharge to qualify for benefits, promotional and permanent.
- Telkom Mobile airtime can be used to recharge Telkom Mobile SIM-SONKE.
- Customers will only receive benefits for individual qualifying recharges.
- SIM-SONKE offers free on-net SMS on recharge:

- Customers who recharge with R5 to R19.99 will get 5 free on-net SMSs valid for the same day of recharge. The benefit will expire at 23:59
- Customers who recharge with R20 or more will get 20 free on-net SMSs valid for 7 days from date of recharge. The benefit will expire on the 7th day at 23:59
- Order of consumption for SMS: Free SMSs shall be consumed before paid-for SMSs.
- Customers on SIM-SONKE shall be able to participate on Telkom Mobile Bring a Buddy promotion (see website for full terms & conditions)
- For any queries related to Telkom Mobile SIM-SONKE , customers can send an SMS to 180 from their Telkom Mobile cellphone.
- Should a SIM-SONKE customer phone into the call centre, they may not be assisted immediately. They can make use of the available self service options to answer the most common queries.
- Telkom Mobile is entitled to discontinue any promotions or benefits allocated on this offer in its sole discretion and will notify customers if it chooses to do so.
- For details on all other charges and services visit [www.telkommobile.co.za](http://www.telkommobile.co.za) or contact Telkom Mobile customer care on 180 for voice and data, free from your Telkom Mobile phone.
- SIM-SONKE subscribers agree that Telkom Mobile may communicate with them via any channel.
- In so far as it is necessary, required by law or beyond the reasonable control of Telkom Mobile, Telkom Mobile reserves the right to vary the nature of this offering or these terms and conditions. Changes will be published on [www.telkommobile.co.za](http://www.telkommobile.co.za) or in another appropriate medium.
- Promotional Offers:
- In addition to the above mentioned terms and conditions the SIM-SONKE product will have additional benefits in the form of promotions for a limited period. The period will be at the discretion of Telkom Mobile.
- Unlimited FREE Evening Calls Promotion: (7pm-7am)
- (Effective 30th November 2013)
- SIM-SONKE to Telkom Mobile SIM
- Customers who recharge with R5 will get free evening calls to other Telkom Mobile numbers, valid from 7pm until 7am on the following day.
- Customers who recharge with R20 will get free evening calls to other Telkom Mobile numbers, valid for 7 days from date of recharge, the benefit will be valid from 7pm and expire on the 8th day at 7am.
- If recharge is done before 7pm, the benefit starts from the very same day at 7pm.
- If recharge is done after 7pm before midnight, you will get the benefit immediately.
- If recharge is done after midnight, you will get the benefit from 7pm that evening.
- The benefit is only for the primary customer who recharged (benefit cannot be transferred with airtime).
- All other destinations will be charged at normal calls rates, including all other Telkom Mobile and Telkom fixed line destinations as well as all other national and international destinations.

- Any calls that fall outside of the promotional time periods shall be charged at normal rates.
- Promotional free calls shall have a maximum duration of 1 hour, after which the call will be disconnected. Customers may redial to continue the conversation.
- Any portion of a free promotional call that exceeds the end of the promotion time window will be charged at standard rates. These calls may not be cut off after 1 hour.
- Customers will get an announcement at the beginning of promotional free calls.
- Unlimited Day Calls Promotion (purchase via USSD menu \*180#)
- Customers who purchase the R5 Unlimited Day Calls promo via USSD will get unlimited day calls to other Telkom Mobile numbers, valid for one day until midnight.
- Customers who purchase the R20 Unlimited Day Calls Promo via USSD will get unlimited day calls to other Telkom Mobile numbers, valid for 7 days from date of purchase.
- A customer shall not be allowed to purchase another promo before the expiry of any active day calls promo.
- The benefit applies from the day of purchase.
- The benefit is only for the primary customer who purchased the free day calls.
- All other destinations will be charged at normal calls rates, including all other Telkom Mobile and Telkom fixed line destinations as well as all other national and international destinations.
- Any calls that fall outside of the promotional time periods shall be charged at normal rates.
- Promotional free calls shall have a maximum duration of 1 hour, after which the call will be disconnected. Customers may redial to continue the conversation.
- Any portion of a free promotional call that exceeds the end of the promotion time window will be charged at standard rates. These calls may not be cut off after 1 hour.
- Customers will get an announcement at the beginning of promotional free calls.
- Airtime transfer recharges will not attract the promo benefits.