

## Product Specific Terms & Conditions

### SmartSaver plans Subject to Product Specific Terms & Conditions

- Telkom Mobile subscriber terms and conditions apply (full details on [www.telkom.co.za](http://www.telkom.co.za)).
- All SmartSaver price plans shall be offered in two variations:
  - SmartSaver Plan Bundled with a device on 24 months contract
  - SmartSaver SIM Only Plan/Bring your own device on month to month contract.
- All local and national voice services on SmartSaver 50, 100 and 150 packages shall be billed on a per-minute billing methodology.
- All local and national voice services on SmartSaver 250, 375 and 500 packages shall be billed on a per-second billing methodology.
- SmartSaver price plans 50, 100 and 150 shall comprise of:
  - Inclusive All-net voice minutes
  - Inclusive All-net data
  - 5 for 50 SMS promotion (excluding MMS)
  - Unlimited access to Wi-Fi for qualifying packages.
  - Acceptable usage policy applies.
- SmartSaver price plans 250, 375 and 500 shall comprise of:
  - Inclusive All-net voice minutes
  - Inclusive All-net data
  - Unlimited SMS (excluding MMS).
  - Unlimited access to Wi-Fi for qualifying packages.
  - Acceptable usage policy applies.
- SmartSaver 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.
- On depletion of inclusive monthly resources, subscribers have the option of topping up with normal Telkom Mobile airtime.
- SmartSaver base plans and deals shall be eligible for free unlimited Wi-Fi every month if free unlimited Wi-Fi access is specified as a feature of the offer or deal.
- 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 Adhoc Bundles.
- 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 SmartSaver price plans are allowed to migrate to other SmartSaver offerings.(The existing Migration business rules apply)
- Subscribers on SmartSaver price plans shall be allowed to convert to Post-paid or Pre-paid plans. Should the subscriber convert to other product offerings, they lose all current promotional benefits associated with SmartSaver 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 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. Subscribers can hang up and dial again. After 59 minutes 59 seconds, the call will be automatically terminated by the network.
- Acceptable usage policy: Telkom Mobile shall proactively monitor the traffic on the SmartSaver 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, WASP's 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 subscriber.)
- Telkom Mobile reserves the right at any time to terminate this offer without prior notification.
- E&OE.

**Declaration**

I have read, understand and agree to be bound by the terms and conditions of SmartSaver product plans.  
The Subscriber acknowledges that he/she accepts full responsibility for the incurred monthly account. The provisions of the subscriber agreement shall be applicable to this annexure as if it is specifically incorporated herein.

Signed at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_.

Witness:

1. \_\_\_\_\_

For and on behalf of

2. \_\_\_\_\_

Print Name