

Product Specific Terms and conditions for Wireless Waya-Waya

1. All current fixed line prepaid customers (PrepaidFone, Waya-Waya prepaid and TopUp) will be impacted by the compulsory migration to the new Wireless Prepaid offer.
2. Customers will be required to pay the R198.00 annual subscription that is currently applicable to Waya-Waya customers.
3. No new customer acquisitions will be allowed. The offer will be for only be for the migration of existing customers.
4. All customers to be migrated will be eligible for a free device. The device comes with a 1 year warranty and supports Voice and SMS. The Subscriber SIM card shall have voice & SMS capabilities only.
5. Customers will retain their prepaid number as well as the balance of their pre-paid airtime.
6. Calls will be charged on a per minute methodology as per the current Waya-Waya product plan. Local SMS will be charged 30c per SMS.
7. The standard set of GSM supplementary services shall be made available to Wireless Waya-Waya subscribers. These services include:
 - Call Forwarding
 - Call Waiting
 - Call Hold
 - Three way calling
 - Call Barring
 - Calling Line Identity Presentation / Restriction
8. Wireless Waya-Waya subscribers will be covered by the Telkom GSM/WCDMA network. Services will not be available where coverage is not available.
9. Customers on the Wireless Waya-Waya service will be able to recharge their accounts through the use of Telkom Mobile vouchers. The traditional Prepaidfone Vouchers will continue to function for subscribers on the existing Prepaid Fixed line Offering (PrepaidFone Conventional, Waya-Waya, TopUp Plan 1 & TopUp Plan 2) as well as at Telkom Direct Stores Point of Sale.
10. Wireless Waya-Waya Services will not be permitted to perform airtime transfer.
11. No international roaming is allowed on the Wireless Waya-Waya service.
12. SIMs and Handsets shall be distributed via Telkom stores and via Home delivery for the duration of the Subscriber Migration process.
13. All SIMs must undergo the RICA process as pre-cursor to the migration of the services.
14. The Wireless Waya-Waya Service is to be activated within +/- 48 hours once the R198 has been paid.
15. Customers not willing to be migrated will be eligible for a refund of unused airtime of a minimum of R10, i.e any unused airtime below R10 will be forfeited.