

TELKOM TERMS AND CONDITIONS FOR INTERNATIONAL CALLING AND INTERNATIONAL SMS

Definitions:

International Calling: International Calling is a service that allows you as a Telkom Mobile subscriber to make calls from South Africa to other countries where Telkom Mobile has dialing agreements. Full international Calling destinations and tariffs can be found on: <https://secure.telkom.co.za/today/shop/personal/plans/>

Telkom Mobile also has the International SMS service which enables customers to send international SMS to selected countries which may be found on:

http://www.telkom.co.za/today/media/downloads/International_SMS_Countries_Operators_729A9IN.pdf

GENERAL TERMS AND CONDITIONS: INTERNATIONAL CALLING AND INTERNATIONAL SMS

1. Telkom Standard Terms and Conditions apply (full details may be accessed at <https://secure.telkom.co.za/today/shop/personal/plans/>)
2. Telkom reserves the right to amend this offering's terms and conditions, from time to time. Such amendments will be placed on Telkom's website at the following link: <https://secure.telkom.co.za/today/shop/personal/plans/>; which will be deemed incorporated into the Agreement and bind the consumer from the date that the amendment was listed on the abovementioned site.

International SMS service

International SMS Service is available by default for all customer types. Customers do not need to complete an application form.

3. The standard rate for an international SMS is R1.50.
4. International SMS service i.e. (Sending) is available on the following countries
http://www.telkom.co.za/today/media/downloads/International_SMS_Countries_Operators_729A9IN.pdf

International Calling Service

The International calling service application process will only commence on the presentation of necessary application form except for Prepaid and Hybrid customers. Postpaid customers however, need to apply for this service as consent is required for activation of added services.

5. Telkom shall not be held responsible for failure to access Voice call services at locations where Telkom does not have coverage and the service access and agreements may change from time to time. Therefore, the onus is up to you the customer to verify if the destination you are calling is available on the list. Please visit <https://secure.telkom.co.za/today/shop/personal/plans/> to confirm destinations and rates.
6. Telkom is not liable for any loss or damage to your property or equipment arising out of the provision and use of this service.
7. Telkom will not incur any liability whatsoever for any loss or damage as a result of any use, authorized or unauthorized, resulting from virus attacks, security vulnerabilities or loss of information.

8. Prices may change, please make sure you have checked the latest / current available International calling price list on <https://secure.telkom.co.za/today/shop/personal/plans/> under the International services.

APPLICATION

Postpaid Customers need to apply for International Calling service by:

- o Calling 081180 free from Telkom Mobile phone
- o E-mail enterPEM@Telkom.co.za

Prepaid & Hybrid customers are exempted from this application process as the services are available by default.

ACTIVATION

a) Prepaid & Hybrid

- o International SMS is available by default
- o In cases where the International Calling and International SMS services is removed, customers must reactivate the service by: Visiting the nearest Telkom Mobile store
- o Calling 081180 free from Telkom Mobile phone
- o E-mail roamingsupport@telkom.co.za or TM-SOC@telkom.co.za

b) Postpaid customers

- International SMS is available by default
- Activation of the international Calling service will be done upon receipt of application form
- In cases where the International Calling and International SMS services is removed, customers must reactivate the service by:
 - Visiting the nearest Telkom Mobile store
 - Calling 081180 free from Telkom Mobile phone
 - E-mail roamingsupport@telkom.co.za or TM-SOC@telkom.co.za

BILLING

- c) All International calls and SMS are charged as out of bundle usage (from your airtime account).
- d) International Calls are billed on a per minute billing method except for Smart One-Rate plan.
- e) Smart One rate applies to the following countries only.

Andorra	Finland	Namibia
Angola	Germany	Netherlands
Australia	Greece	New Zealand

Austria	Hong Kong	Nigeria
Bangladesh	Hungary	Norway
Belgium	Hawaii	Peru
Botswana	Iceland	Poland
Brazil	Indonesia	Portugal
Bulgaria	Ireland	Puerto Rico
Bulgaria	Italy	Russian Federation
Canada (Fixed + Mobile numbers)	Ireland	Singapore (Fixed + Mobile numbers)
Chile	Israel	Spain
China	Japan	Swaziland
Croatia	Jordan	Sweden
Cyprus	Luxembourg	Switzerland
Czech Rep.	Macao	Taiwan
Denmark	Malawi	Thailand
Dominican Republic	Monaco	United Kingdom
Estonia	Mozambique	United States of America (Fixed + Mobile numbers)

France		Zambia
		Zimbabwe

MIGRATIONS

Applicable to Postpaid customers

Upon migration (Upward or Downward) the subscriber shall forfeit the International calling service and International SMS service active on the line. Customers will need to request re activation of the service.

EARLY TERMINATIONS OF SUBSCRIBER AGREEMENT

Early terminations refer to scenarios where the subscriber wishes to terminate the subscriber agreement prior to the agreement expiry term.

For postpaid customers, early terminations refer to scenarios where the subscriber wishes to terminate the subscriber agreement prior to the agreement expiry.

- In such scenarios the subscriber shall be liable to pay any outstanding bill incurred after the usage of International Calling.
- The subscriber shall also be liable to pay any outstanding bill incurred after the usage of International SMS service .