

# Terms and Conditions for SmartBroadband Wireless:

1. Telkom Standard terms and conditions apply (full details on [www.telkom.co.za/terms](http://www.telkom.co.za/terms)).
2. Telkom reserves the right to amend these offerings and terms and conditions from time to time. Telkom will give notice to each Consumer of such amendments and will place the amended terms and conditions on Telkom's website at the following link:<http://www.telkom.co.za>; which will be deemed incorporated into the Agreement and bind the Consumer from the date that the amendment was listed on the abovementioned site.
3. RICA shall apply.
4. The Telkom's SmartBroadband Wireless offers shall be available on a 24 month contract that includes an LTE Wi-Fi router, and month to month for SIM only contracts
5. Subscription to Telkom's SmartBroadband Wireless service is subject to the availability of its LTE network coverage within the specified location and the subscriber will not be able to roam on MTN's 3G network. A Sales agent will be able to assist you with checking if your address is in coverage Or alternatively you can do it online at <http://www.telkom.co.za/coverage/> or send an SMS with your address to 43482
6. The SmartBroadband Wireless service is provided as a fixed wireless broadband service for use in a fixed location and should a subscriber relocate, Telkom cannot guarantee and be held liable for lack of network coverage, reliability and throughput outside its specified LTE coverage areas
7. Should a subscriber use his SmartBroadband Wireless service for mobility purposes Telkom shall not be liable for lack of LTE coverage or throughput outside of its LTE coverage areas
8. 3G failover to Telkom Mobile's 3G network only will be supported on the SmartBroadband Wireless service.
9. Telkom shall endeavour to ensure that LTE coverage is available where Telkom stipulates it has LTE coverage. Telkom shall not, however, be held responsible for customers' failure to access the Internet in areas that are not eligible for LTE.
10. A compatible device is required to use Telkom's LTE services. The maximum speed that can be experienced by the subscriber is dependent on the speed specification of the device
11. Telkom's LTE network currently supports voice calls, however, a subscriber will be required to contact Support on 081180 through any means of communication available to them to request that the voice capability be enabled on their service
12. A flat rate of R 2.75 on per second billing basis will apply for any voice call on SmartBroadband Wireless service, with exception of emergency services (10111, 10177 and 112) and Telkom helpdesk 081 180 which are free from a Telkom Mobile SIM card.
13. SMS is enabled for normal usage, notification and balance enquiry

14. SMS charge is set at 50c/SMS and MMS charge is set at 50c/MMS.
15. The out-of-bundle rate of R29c (twenty nine cents) /MB applies
16. Once-off and recurring data bundles will expire at the end of the next calendar month from the date of activation
17. Inclusive data bundles will expire at the end of the current calendar month
18. No carry-over shall apply to the Inclusive Data
19. Night Surfer Data shall be valid between 12am – 7am.
20. SmartBroadband Wireless subscribers shall be required to link a secondary mobile device to their plan via their My Telkom Mobile account in-order to consume the free Wi-Fi bundle which can only be consumed at a Telkom public Wi-Fi hotspot
21. Telkom's LTE network supports downlink speeds of up to 90Mbps and uplink speeds of up to 25Mbps.
22. Subscribers will receive a LTE Wi-Fi route which supports up to 64 wireless device connections.
23. A compatible device is required to use Telkom SmartBroadband Wireless service. The maximum speed that can be experienced by the subscriber is dependent on the speed specification of the device.
24. Porting in or out shall be allowed.
25. Telkom's LTE network is supported on the 2300MHz TDD Radio frequency spectrum and the experience may vary depending on the wall thickness at your premises.
26. Telkom is not liable for any loss or damage to your property or equipment arising out of the provision, installation or maintenance and use of the service.
27. Telkom will not incur any liability whatsoever for any loss or damage as a result of any use, authorised or unauthorised, resulting from virus attacks, security vulnerabilities, or loss of information.
28. Prices are valid at date of print. E&OE.