

Completely Unlimited FAQs

Who qualifies for the Completely Unlimited plan?

- Approved new and ported contract subscribers to Telkom Mobile qualify for the offer. (Standard credit vetting rules apply.)
- Existing Telkom Mobile Unlimited Voice subscribers can subscribe to the additional benefits of the Completely Unlimited voice offer by contacting the Telkom Mobile call center. These additional benefits will incur no extra charge.

What benefits do I receive on the Completely Unlimited voice plan?

- Unlimited voice calls to any national mobile and fixed line operators in South Africa (i.e. Telkom Mobile, Vodacom, MTN, Cell C, Telkom fixed line and Neotel).
- Unlimited national SMSs, excluding international SMSs, premium rated SMSs and MMSs.
- Unlimited on-net data. On-net refers to data usage on Telkom Mobile's own network infrastructure and excludes Telkom Mobile's roaming partner's data usage.

Where is this promotion available?

- This promotion is only available at participating Telkom stores, Telkom direct sales, and Telkom Mobile contact centers and dealers for a limited period, starting 20 September 2013.

How long will this promotion run for?

- This promotion will be available for a limited period. Please note that Telkom Mobile reserves the right to terminate or extend this promotion without prior notice.

What is the contract duration of the Completely Unlimited voice plan?

- The plan is available on a 24 month SIM-only or a 24 month device deal contract.

How much does it cost?

- The plan has a monthly base subscription rate of R1199.00, including VAT.

Will I be charged for the SIM and connection fee?

- Yes, a SIM and connection fee of R200.00 will be charged, unless specified as being included in a deal.

Is the Completely Unlimited voice plan bundled with a handset?

- The Completely Unlimited voice plan is available on a SIM-only plan or as a deal bundled with a handset.

If I am an existing Unlimited Voice subscriber, what will happen to my 2GB all-net data bundle when I migrate to Completely Unlimited?

- Existing subscribers on the 2GB all-net data Unlimited Voice deal will lose the 2GB all-net data benefit when subscribing to the unlimited data and unlimited SMS benefits of the Completely Unlimited offer. These subscribers will be allowed to change, for whatever reason, back to the 2GB all-net data benefit only once per 24 month contractual agreement.

Does the Telkom Mobile unlimited data benefit apply when roaming on Telkom Mobile's roaming partner's network?

No. It is only available on Telkom Mobile network. You should check that you have Telkom Mobile coverage before opting for this:

1. To check for Telkom Mobile coverage, please go to <http://www.telkommobile.co.za/coverage>.
2. You can also send your street address and suburb or GPS coordinates to 43482. An SMS will be sent back to you confirming if there is coverage or not. (SMS charged at applicable rates.)

Will all voice calls be free of charge?

- Yes, provided they are made to a standard mobile number on any of the four mobile networks (i.e. Telkom Mobile, Vodacom, MTN, Cell C) or to Telkom or Neotel landlines.
- Any other number, be it premium rated, international, VoIP or on any other network is excluded from the promotion. After the 24 months, what happens to the plan?

The agreement will run for the duration of 24 months, after which the service will continue month to month until such time you decide to migrate, convert or terminate the service. (Existing conversion, migration and termination business rules apply.)

What if I want to cancel my contract before the end of the 24 months?

- The normal early termination policy applies. Whether you are on a SIM-only plan or a handset deal, penalty charges will apply.

Will BlackBerry BIS and BES be available on this offer?

- Yes, BIS and BES are available as optional chargeable value added services.

Will airtime transfer be allowed?

- Yes. However, airtime transfer does not come from the unlimited calling benefit, but will be charged in arrears up to your credit limit.

Will voicemail be available on this offer?

- Yes, voicemail retrieval is free on the Telkom Mobile network or from Telkom Mobile's national roaming partner's network. Voicemail forwarding and distribution from your voicemail box will be charged for. Voicemail retrieval while roaming will be billed at outgoing roaming call rates.

Will video calling be available on this offer?

- Yes, video telephony is active by default for all Telkom Mobile subscribers. The use thereof is subject to the handset/device capability and 3G network coverage. Video calling is not included in the unlimited benefit.

What is the Acceptable Usage Policy?

- Telkom Mobile will proactively monitor the traffic on the Completely Unlimited voice SIM for the following deviations:
 - The Completely Unlimited plan and associated benefits may only be used for private and personal use and cannot be used for commercial purposes. The offer is only applicable for person to person usage and the SIM cannot be used for purposes of least cost routing, server hosting, internet cafés, Wi-Fi hotspots, international bypass, payphones or call centers. Failure to adhere to these conditions is a breach of these product terms and conditions and Telkom Mobile has the right to immediately suspend the services.
 - The Completely 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, WASPs or auto-dial devices. Failure to adhere to this condition is a breach of these product terms and conditions and Telkom Mobile has the right to immediately suspend this service.
 - The Completely Unlimited data benefit is only applicable on Telkom Mobile's data network and is governed by a Fair Usage Policy (FUP) of 10GB per month. The speed will be reduced to 128kbps if you reach a data usage soft cap of 10GB before the end of the month. The speed will be reset to the normal speed at the beginning of each calendar month. Alternatively, you can purchase once off or recurring data bundles.
 - The SIM can only be used on the device provided as part of the deal on a 24 month contract or an IMEI supplied at the point of purchase in the case of a SIM-only offer.
 - In cases of high usage and/or abuse of benefits, Telkom Mobile reserves the right to impose a Fair Usage Limit (FUL) on notice to subscribers. Once abuse has been

detected and you have been notified; you will be charged at the then applicable rates for all calls made. Telkom Mobile reserves the right to amend the FUL on notice to subscribers.

- Completely Unlimited benefits may not be used in conjunction with any other promotion included in other Telkom Mobile products to generate additional benefits.

- 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.)

- Telkom Mobile reserves the right to downgrade this service when abuse is detected to a price equivalent service (SmartPlan 500).

- Telkom Mobile reserves the right at any time to terminate this offer without prior notification.

- E&OE