

## Terms and Conditions for Telkom Mobile Wi-Fi Service

### A. General Terms and Conditions

- You will be able to connect to Telkom Mobile's Wi-Fi access network if you are within range of a Telkom Mobile Wi-Fi Hotspot. The range of Wi-Fi signal also depends on the location of the Access Point and the environment surroundings e.g. Access Point is placed behind concrete walls.
- A Wi-Fi compatible device or a device that supports Wi-Fi connectivity must be used to connect to the Telkom Mobile Wi-Fi access network. The device must support the IEEE 802.11b, g, or n wireless LAN technology standard in order to connect to Telkom Mobile Wi-Fi network.
- You will not be able to connect to Telkom Mobile Wi-Fi access network if your device does not support wireless LAN technology.
- Telkom Mobile reserves the right to throttle all traffic types consumed using the Telkom Mobile Wi-Fi network that we deem to be abusive traffic.
- The Telkom Mobile Wi-Fi Service is available at various hotspots in South Africa, please visit the site: <http://www.telkom.co.za/coverage/> to find where the hotspots are located or dial USSD code \*120\*8686# to locate the nearest Wi-Fi Hotspot location. Telkom Mobile will endeavor to make Wi-Fi access available where Telkom Mobile claims to have Wi-Fi Hotspot, however there might be access restrictions to customers imposed by the venue operator.
- Telkom Mobile will endeavor to provide uninterrupted access to the Wi-Fi Service and also inform customers in advance whenever there is interruption with the service. However, Telkom Mobile still maintains the right to suspend, modify Telkom Mobile Wi-Fi Services or any part of it without giving you notice for emergency technical repairs. Telkom Mobile shall not and cannot be held accountable or responsible for the non-functioning of Wi-Fi services as this will be offered on a best effort service bases.
- Telkom Mobile shall not and cannot be held responsible for security of your information which includes, without limitation, data you transmit on the Telkom Mobile Wi-Fi network, nor is Telkom Mobile responsible for the accuracy, completeness or timeliness of any information obtained through the Service from the Internet.
- You need to have a valid Cellphone number from any of the South African mobile operators, and the Cellphone number needs to be active on the respective mobile operator's network.
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- You need to be in the vicinity of a Telkom Mobile Hotspot to access Telkom's Wi-Fi service.
- Telkom Subscribers are required to connect to 1 Telkom Connect SSID once they are within a Telkom Mobile Hotspot to use the service
  - Telkom subscribers will be required to setup their device to connect via EAP-PEAP authentication if the device supports EAP-PEAP to connect to Telkom's Wi-Fi

- Or add their device MAC address on Telkom's Self-service portal to connect to Telkom's Wi-Fi using MAC authentication
- Non-Telkom subscribers are required to connect to 1Telkom Guest SSID once they are within a Telkom Mobile Hotspot to use the service
  - Non-Telkom subscribers will be redirected to the Wi-Fi portal landing page where they will be required to register an account if they are a new user or login to their account via user name and password if they are an existing user to use Telkom's WI-FI.

## **B. Acceptable usage policy:**

- Telkom Mobile shall proactively monitor the traffic on the Wi-Fi network for the following deviations:
  - The sending of excessive numbers of e-mails or excessively large files which, in Telkom Mobile's sole opinion, negatively affects the performance of the network or any server on the network.
  - You may not provide network services from your account (for example, you may not use your account to operate as an FTP server).
  - You may not employ automated electronic or mechanical processes designed to defeat network inactivity time-outs. Such tools include, but are not limited to, repetitive pinging the host.
  - You may not use resource-intensive programs which negatively impact other customers or the performance of Telkom Mobile systems or networks. e.g. P2P.
  - Reselling of bandwidth from the Wi-Fi service will be regarded as fraud.
- 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.
- Telkom Mobile reserves the right at any time to terminate the Wi-Fi data session and Wi-Fi trial without prior notification.