

Terms and Conditions: Telkom SmartHome Bundles

1. Fixed line bundles

- Offers subject to technology specific infrastructure and customer availability for installation
- Free installation is for new customers only.
- Existing customers may opt for the free ADSL Self-Install Option.
- Standard T&C's for Telkom Calling Plans, Internet, mobile Smart Plans and Telkom Mobile data will apply (visit www.telkom.co.za)
- Bundles may not be customized
- All fixed line service calls in excess of one hour will be billed at the standard per second tariff, for the portion of the call in excess of one hour.
- Mobile data is available on all local networks.
- Visit <http://www.telkom.co.za/coverage/index.html> to see if your area is covered.
- Any inclusive device offered for free shall be subject to availability and can be changed without prior notice.
- Synchronization to the advertised speed cannot be guaranteed.

2. LTE bundles

- Offers are subject to Telkom Mobile LTE/LTE-A coverage availability. These may be viewed at <http://www.telkom.co.za/coverage/index.html>
- Standard Telkom LTE Terms and Conditions apply. These maybe viewed at www.telkom.co.za
- Telkom Mobile subscriber terms and conditions apply. These may be viewed at www.telkom.co.za
- Fair Usage policy will apply on certain inclusive value added services – For example Telkom Internet (TI) Entertainment VAS
 - Access to the LTE service requires an LTE enabled device.
- Offers are only valid while stock last.
- Synchronization to the advertised speed cannot be guaranteed.

3. FTTH/LTE-A

For full terms and conditions please refer to www.telkom.co.za

4. Devices (optional bolt on devices)

- Subject to signing a 24-month contract.
- Offers are only valid while stock last.
- The item advertised is a depiction of the product offered.
- The actual device / item may vary slightly and accessories are excluded”

5. Online channel

- Ordering can be done via online portal

6. Social Networking Add-on

7. General

7.1 Free data on Social Networking URLs (Not available to 1GB customers)

- a) The promotional offer which includes data for use on the following URL's and IM services is available for a promotional period up December 2017: Twitter, Facebook, LinkedIn, WhatsApp, Google Chat (IM only), Yahoo Messaging (IM only), and MSN/Windows Live Messaging (IM only).
- b) Data accessed via links or embedded content (for example YouTube, VOIP, Video Calling, Cloud/Storage services and e-mail via social networking services) will not qualify as free data but will count towards your monthly limit.
- c) Telkom reserves the right to change qualifying websites and services without prior notification during the promotional period. You are therefore advised to check whether the website you wish to access is listed on www.telkom.co.za before attempting to access any website or IM service.
- d) Accessing identified Social Networking services is subject to Telkom Internet Acceptable Use Policy.
- e) Once your SoftCap limit is reached the social networking services will also be subjected to the SoftCap restrictions.
- f) Total usage on identified websites and services can be viewed on by using the Telkom Internet Usage Tracking Tool (<https://secure.telkomsa.net/titracker/>).

7.2 Fixed Line: Telkom Internet

Add-on services (Not available to 1 GB customers)

a) TI Entertainment VAS

The TI Entertainment VAS will only be available to the TI All Access (SoftCap) group of products at a certain price. The VAS will be inclusive in the SmartHome Bundles Premium, Supreme and Infinite.

For LTE bundles a fair usage policy of 10GB shall apply.

- iTunes Streaming change to iTunes Streaming and Downloads
- Samsung Media Hub – All content and protocols
- Zero rate the following:

DSTV Box Office	http://boxoffice.dstv.com/
DSTV Catchup (Old DSTV on Demand)	http://now.dstv.com/
DSTV Self Service / Online	http://selfservice.dstv.com
DSTV Catchup / Online	http://catchup.dstv.com
Apple iTunes SA Store	https://www.apple.com/za/itunes/
Apple iTunes Store	http://store.apple.com

7.3 Telkom Mobile

- Accessing identified Social Networking services is subject to Telkom Mobile Fair Usage Policy (2GB)
- Total usage on the identified websites and services can be viewed on Telkom internet portal.

8. General:

- Free Night Surfer is available on all DSL and FTTH SmartHome from between 12am and 7am. Please note Night Surfer on LTE SmartHome bundles is restricted to Telkom mobile Network.
- Devices will only be inclusive subject to signing a 24 month contract.
- Offers subject to stock availability and can be substituted by similar device(s) at Telkom's discretion.
- SmartHome bundles are offered on fixed term agreement of 24 months.
- Upward and Downward migrations from one SmartHome bundle to another shall not be permissible.
- Early termination prior to end of contract term shall attract applicable penalty fees including free devices that were part of the bundle.
- Products and Services offered as optional shall attract the relevant charge.
- RICA will apply
- Credit vetting will apply

- Prices are correct at the time of going to print
- Errors and omissions excepted (E&OE)