

## Telkom Mobile Product Terms and Conditions

### Completely Unlimited Promotion

- Telkom Mobile subscriber terms and conditions apply (full details are available on [www.telkommobile.co.za/terms](http://www.telkommobile.co.za/terms)).
- The Completely Unlimited Voice product offering will be available as a new 24 month post-paid plan.
- The product will only be available at participating Telkom Stores, Telkom direct sales, Telkom Mobile contact centres and Dealers for a limited period only, starting 20 September 2015 to 31 March 2016. (Note: Telkom Mobile reserves the right to terminate or extend this promotion without prior notice.)
- The Completely Unlimited Voice offering is based on a SIM only plan (No device included) and is also available on handset deals.
- The Completely Unlimited Voice offering shall only be available on a 24 month contract. Once the contract has matured, the service shall continue to run month to month until such time the customer decides to migrate, convert or terminate the service. (The existing Conversion, Migration and Termination business rules apply).
- This offer is available to all new and existing Telkom Mobile customers as a new service; and supports Mobile Number Port-ins.
- Existing Unlimited Voice subscribers can add the benefits (Unlimited SMS & Unlimited Data), at no extra charge, by calling the call centre. By appending these benefits, Unlimited Voice subscribers agree to abide by the terms and conditions of the Completely Unlimited Offer.
- The package has a 24 month agreement with a monthly subscription rate of R999.00 (SIM only) including VAT during the promotional period.
- Multi-SIM shall not be allowed on the Completely Unlimited Product.
- The package offers the following benefits:
  1. Unlimited voice calling to any national mobile network including Telkom fixed line and Neotel fixed line. Calls to any other service provider are not included in the unlimited voice calling benefit.
  2. Unlimited SMSs.
  3. Unlimited Data. Data usage is applicable on Telkom Mobile's own network infrastructure as well as Telkom Mobile's roaming partner.
  4. All International and premium rated calls shall be excluded from the unlimited calling benefit.
  5. All International, premium rated SMSs, MMSs & international MMSs shall be excluded from the unlimited SMS benefit.
  6. All International roaming rates apply in International roaming situations.
  7. Includes calls to selected international destinations at R0.79
  8. Includes calls to Telkom non-geographic numbers. (e.g. 0800, 0861, 0860)
  9. All existing once off/recurring internet data bundles are available for purchase on the Completely Unlimited Voice plan.
- Telkom Mobile shall not be liable for charges incurred where the subscriber dials non qualifying numbers. Qualifying numbers include all numbers that are serviced by National Mobile Operators, including Telkom fixed and Neotel fixed.
- Subscribers should ensure that the numbers dialled belong specifically to National Mobile Operators, including Telkom fixed and Neotel fixed.
- Acceptable usage policy applies : Telkom Mobile shall proactively monitor the traffic on the Completely Unlimited Voice SIM for the following deviations:
  - The Completely Unlimited and associated benefits may only be used for private and personal use and cannot be used for commercial purposes. This offer is only applicable for person to person usage and the SIM shall not be used for purposes of least cost routing, Server hosting, Internet Cafés, Wi-Fi Hotspots, international bypass, payphones or call centres. Failure to adhere to these conditions shall be a breach of these product terms and conditions and Telkom Mobile shall have 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, WASP's or Auto-dial devices. Failure to adhere to this condition shall be a breach of these product terms and conditions and Telkom Mobile shall have the right to immediately suspend this service.
  - The Completely Unlimited Data benefit is governed by a Fair Usage Policy (FUP) of 15GB per month. The speed shall be throttled to 128kbps if a subscriber reaches a data usage soft cap of

15GB before the end of the month. The speed shall be reset to normal speed at the beginning of each calendar month alternatively subscribers can purchase once off or recurring data bundles.

- The SIM shall only be used on the device provided as part of the deal on a 24 month contract or IMEI supplied at a point of purchase in case of BYO/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 subscribers notified; subscribers shall 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's 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.