

Telkom Product Specific Terms and Conditions: Telkom Chat Bundles

1. Telkom Standard Terms and Conditions and Product Specific Terms and Conditions for the provision of electronic communication services and products shall apply- full details may be accessed at <https://www.telkom.co.za/>
2. The Chat Bundles shall be available from 3rd October 2021.
3. By taking up the Chat Bundles, customers accept the terms and conditions that govern the use of these bundles.
4. The Chat Bundles will be available to all Telkom Mobile customers, Mobile voice, Mobile Data (Postpaid and TopUp) and prepaid customers will be able to purchase these bundles.
5. The Chat bundles shall be available to new and existing Postpaid, TopUp and Prepaid Telkom customers.
6. The Chat bundles will allow access to the following Chat Media platforms namely; WhatsApp, WeChat, Facebook Messenger, Telegram, Viber, LINE, Signal and Threema.
7. Any other Chat Media platforms not mentioned above will consume from the customer's normal data allocations or allowances.
8. The Chat bundles are accessible on Telkom Mobile network and while roaming on our national roaming partner's network.
9. The Chat bundles are not pro-rated. Full data bundle allocation will be valid for the prescribed validity period e.g. the customer will receive full weekly Chat bundle of 250 MB purchased on the 5 July and will valid for 7 days from the date of activation.
10. The Chat bundles shall be available for purchase as once-off or recurring bundles.
11. Recurring bundles are only available for the monthly Chat bundles and not on daily and weekly bundles.
12. The Chat bundles shall be available for purchase as daily, weekly and monthly bundles.
13. Daily Chat bundles shall be valid for 24 hours from the date of activation. No carry over will be allowed.
14. Weekly Chat bundles shall be valid for 7 days from the date of activation. No carry over will be allowed.
15. Monthly Chat bundles shall be valid for 31 days from the date of activation. No carry over will be allowed.
16. Any unused Chat bundle data shall be forfeited at the end of the applicable validity period.
17. Transfer of data on Chat bundles shall not be permitted.
18. The Chat Bundles data usage threshold notifications will be sent to customers when reaching the applicable threshold. The final notification will be sent when Chat bundle data has been depleted.
19. Once the Chat bundle data has been depleted, the data will automatically consume from normal data allocations or allowance. Should the customer's normal data be depleted, the customer will be charged the applicable out-of-bundle data rate.
20. Telkom depends on the Chat Media partners to alert us of any IP (Internet Protocol) partner changes. Note that Chat Media IP address might change at times, should that happen Telkom endeavours to effect these changes at the earliest possible time on the Telkom network.

21. Telkom shall not be held responsible for failure to access internet at locations where Telkom does not have coverage and the service experience may change from time to time.
22. International data roaming usage shall not deplete any of the Chat bundles data.
23. Telkom reserves the right at any time to terminate this offer without prior notification.
24. All prices are subject to change, subscribers shall be notified in advance of such change in prices before it has been implemented.
25. Telkom reserves the right to suspend the service to customers who misuse or abuse the service. Failure to adhere to these conditions shall be a breach of these product terms and conditions and Telkom shall have the right to immediately suspend the service.
26. Telkom reserves the right to amend this offerings terms and conditions, from time to time. Such amendments will be placed on Telkom's website at the following link: <https://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.
27. Telkom will not incur any liability whatsoever for any loss or damage as a result of any use, authorized or unauthorized, resulting from virus attacks, security vulnerabilities or loss of information.

E&OE.