

Telkom Smart Satellite services

Terms and Conditions

1. Telkom Standard terms and conditions for the provision of electronic goods and services apply (full details on <http://www.telkom.co.za/today/terms/>).
2. Telkom reserves the right to amend these offerings and terms and conditions from time to time.
3. The amended terms and conditions will be placed in Telkom's website at the following link: <http://www.telkom.co.za>; which will be deemed incorporated into the Agreement and bind the Customer from the date that the amendment was listed on the abovementioned site.
4. Subscribers shall be able to upgrade to a higher plan at any time in the contract. Note that in certain upgrade requests, additional monthly costs as well as a new 24-month contract may apply.
5. Upgrades will be processed during office hours on Monday to Friday between 7:30am – 16:00pm, public holidays are excluded.
6. Customers will be notified of the upgrade once the order is completed via SMS, Email or phone call.
7. Pro-ration of data and billing shall apply once the upgrade is done.
8. If a contract was activated in the middle of the month, pro-ration of recurring charges and data shall be calculated and billed.
9. Customers can contact the call centre support team on **0861 478 728** for all their support queries.
10. Setup cost includes – installation cost, connection cost and satellite equipment (dish, radio and modem).
11. This deal is subject to the Telkom Smart Satellite Service remaining active for a period of 24-months.
12. Offer is subject to credit vetting and Rica and while stock lasts.
13. The satellite equipment (dish, radio and modem) remains the property of Telkom until the 24 months contract has lapsed.
14. Line speeds quoted are best effort and represent 'up to' speeds. Telkom reserves the right to enforce its Fair Usage Policy "FUP", as set out below

15. The Fair Usage Policy is stipulated below:

Telkom Satellite Pricing						
Plan	DL	UL	Allowance (GB)	First throttle	Second throttle	Third throttle
Smart Satellite service 5Mbps	5	2	Unlimited	3Mbps@100GB	1.5Mbps@150GB	1Mbps@200GB
Smart Satellite service 10Mbps	10	3	Unlimited	5Mbps@150GB	3Mbps @250GB	<u>1.5Mbps@300GB</u>
Smart Satellite service 20Mbps	20	6	Unlimited	10Mbps@200GB	5Mbps@350GB	2Mbps@400GB

16. Should the subscriber cancel the contract anytime during the 24-month period, the remaining balance of the setup cost and Customer premised equipment CPE" (dish, radio and modem) becomes due immediately.

17. Additional travel costs may apply for distances over 60km to travel.

18. The Ka-Band, broadband satellite service technology is used to provide high-speed internet connectivity to users.