

Terms and Conditions for Voice for LTE (VoLTE) and Voice over WiFi (VoWi-Fi)

Terms and Conditions for VoLTE (Voice over the LTE network)

1. Telkom Standard Terms and Conditions and Product Specific Terms and Conditions shall apply (full details may be accessed at www.telkom.co.za).
2. VoLTE (Voice over the LTE network) requires a VoLTE compatible device with a minimum of a 64k SIM card and the VoLTE service provisioned on the SIM card.
3. The VoLTE service will be free of charge to all customers (new and existing). Calls made over the VoLTE network will be charged for at the prevailing price plans applicable call rates. The VoLTE service will be automatically provisioned for customers using compatible devices within 24 hours of the activation of their SIM card in the device.
4. Existing free minutes (such as free on-net minutes), where applicable, can be used to make VoLTE calls.
5. VoLTE will be available on both Telkom Prepaid and Post-paid packages.
6. VoLTE calls will only be available in LTE coverage area; for more information visit the coverage map at www.telkom.co.za/coverage. Alternatively, you can call our customer centre on 081180
7. Calls made to international numbers will be charged for at the applicable prevailing price plan rates for international calling on the plan the customer is on. There are no specific international calling rates for VoLTE.
8. If a customer moves out of an LTE coverage area during a VoLTE call, the call will be switched back to the CSFB (Circuit Switched Fall Back) network, which will then handle the call for the duration of the call that is made while the user is out of the LTE coverage area. VoLTE calls will be charged for at the prevailing price plans applicable call rate regardless of the network being used for the duration of the call.
9. VoLTE calls made to other networks will be possible, network dependant, and will be charged for at the prevailing price plans applicable call rate to other networks regardless of the network being used for the duration of the call.
10. All existing applicable international roaming terms and conditions apply. International roaming terms and conditions can be accessed on http://www.telkom.co.za/today/media/downloads/41584_Telkom_Roaming_Form_20150618_WMWqNnn.pdf
11. All existing applicable price plan, product and LTE terms and conditions apply. LTE terms and conditions can be accessed on <https://secure.telkom.co.za/today/campaign/lte-and-lte-2018/>
12. Telkom reserves the right to amend this offering's terms and conditions, from time to time. Such amendments will be placed on Telkom's website at the following link: [http:// www.telkom.co.za](http://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.

Terms and Conditions for VoWi-Fi (Voice over WiFi)

1. Telkom Standard Terms and Conditions and Product Specific Terms and Conditions shall apply (full details may be accessed at www.telkom.co.za)
2. The VoWi-Fi calling service or feature is only available on Wi-Fi calling enabled devices. The customer is responsible to ensure that their device is enabled with WiFi calling capability.
3. VoWi-Fi calling is purely a voice service. The service will connect to a Wi-Fi network such as public, Telkom hotspots or private hotspots, data to connect to the WiFi connection will consume from the WiFi network at the time.
4. Telkom does not guarantee the strength, quality and availability of the WiFi network at the time of making a call, since the service will work when connected to any Wi-Fi network such as public, Telkom hotspots or private that allows for open internet access.
5. It is important for the customer to ensure the wireless network is secure before attempting to connect to a Wi-Fi network to make use of WiFi calling service. Telkom will not be liable any unauthorised access or loss of data, software and/or personal information may have been incurred when connected to the wireless network.
6. The customer should ensure that the applicable Wi-Fi calling "icon" is displayed on your smartphone, before attempting to use the Wi-Fi calling services.
7. In the event of a weak Wi-Fi network signal or connection, the Wi-Fi calling service may not be available. If a Wi-Fi call is made on a weak signal, the call will automatically switch to over to VoLTE. If not in the VoLTE coverage area, the call will switch to normal cellular network 3GB/2GB.
8. An emergency call made on VoLTE or VoWiFi will automatically switch to circuit switch (3GB or 2GB) network.
9. VoWiFi calling is available to new and existing Voice Post-paid, Hybrid and Prepaid customers with VoLTE and VoWiFi capable smartphones.
10. The VoWiFi call will consume from the inclusive minutes or airtime value on the tariff plan. If the minutes are depleted, the tariff plan Out-of-Bundle rates shall apply.
11. Calls made to international numbers will be charged for at the prevailing price plans applicable international call rate.
12. It is not a pre-requisite to activate International roaming before travelling aboard to make use of VoWiFi calling. As a precaution, the customer is advised to activate international roaming in case the VoWiFi service is not available. The standard international roaming charges will apply should the VoWiFi service not be available at the time on making a call.
13. Telkom may charge Mobile voice rates for calls made on VoWiFi calling whilst overseas. The calls may be treated as per Telkom Mobile voice call rates.
14. Telkom will not be held liable for any charges incurred in the event that a call is made when not connected to a Wi-Fi network/hotspot when abroad. The customer should ensure that the applicable Wi-Fi Calling "icon" is displayed on their smartphone, before attempting to use the Wi-Fi calling services. The standard international roaming charges will apply should a call not be connected to a secure Wi-Fi network.
15. 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: [http:// www.telkom.co.za](http://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.