

## SmartBroadband Wireless Unlimited Business Hours

### July LTE Data Big Deal Terms and Conditions:

1. Telkom Standard terms and conditions apply (full details on [www.telkom.co.za/terms](http://www.telkom.co.za/terms))
2. Telkom reserves the right to amend this offerings terms and conditions, from time to time. Telkom will place the amended terms and conditions on Telkom's website at the following link: <https://secure.telkom.co.za/today/campaign/live-from-home/> which will be deemed incorporated into the Agreement and bind the Consumer from the date that the amendment was listed on the abovementioned site.
3. RICA shall apply for the SmartBroadband Wireless Unlimited Business Hours.
4. The price for the SmartBroadband Wireless Unlimited Business Hours SIM Only shall be available for the period from 1<sup>st</sup> July 2021 until 31<sup>st</sup> July 2021.
5. A R99 Once-Off SIM and Connection activation fee shall apply for a SIM Only offer.
6. The SmartBroadband Wireless Unlimited Business Hours shall be available on a 24-month or offer as a SIM only offer.
7. The SmartBroadband Wireless Unlimited Business Hours applies the Standard Fair Usage Policy (FUP) which is on the 1st of each month customers will receive 250GB of data that allows for an up to 10Mbps speed and once the 250GB is depleted then an additional 50GB of data is provided at an up to 4Mbps speed and once the 50GB/4Mbps bundle has been depleted the service then provides unlimited data at an up to 2Mbps speed for the remainder of the month. Peer to peer and NNTP type protocols are further speed restricted.
8. The SmartBroadband Wireless Unlimited Business Hours product will provide service strictly between Midnight – 19:00 pm 7 days per week during the duration of the 24months contract. The service will not operate from 19:01pm to 23:59:59am.
9. The LTE/LTE-A Once-Off data bundles can be purchased to access service beyond the standard times of operation. LTE/LTE-A Once-Off bundles purchased to provide service and be utilized from 19:01pm to 23:59:59 am to allow internet access.
10. The LTE/LTE-A Once-off data bundles which expire within 61 days for Anytime data and within 31 days for Night Surfer data from the date of activation. For the LTE/LTE-A Once-Off data bundle on 2GB + 2GB\* shall expire in 14 days for both Anytime and Night Surfer bundles.
11. Subscription to Telkom's SmartBroadband Wireless Unlimited Business Hours services is subject to the Telkom Mobile LTE network coverage and network availability strictly within the LTE coverage which can be found on Telkom's website at the following URL [www.telkom.co.za/today/ucm](http://www.telkom.co.za/today/ucm).
12. The SmartBroadband Wireless Unlimited Business Hours service is a fixed wireless broadband service and subscribers will be required to use the service within the location of the physical address supplied during the application process.
13. SmartBroadband Wireless Unlimited Business Hours service operate on shared radio resources and Telkom reserves the right to apply restrictions on an unlimited account if a customer's behaviour is determined to be affecting the user experience of other customers on Telkom's mobile broadband network. Such restrictions include but are not limited to throttling a customer's throughput speeds to an appropriate proportion of the actual port speed and / or shaping a customer's bandwidth to limit the use of bandwidth intensive protocols and applications. Telkom will inform abusive subscribers via chosen customer means of communications.
14. A subscriber may not provide network services from their account (for example, you may not use your account to operate as an FTP server).
15. Telkom's LTE network operates a radio-controlled core network which is a shared radio resource and could from time to time become strained due to radio resource intensive programs. This impacts negatively on other user's broadband experience and/or the performance of Telkom systems or networks. In such instances; Telkom reserves the right to limit such activities should the need arise.
16. Telkom reserves the right to terminate a user from its network if he/she is found to be causing harmful interference to Telkom's network through using jamming devices or equipment violating the type approval Telkom Network standards.
17. A subscriber may not employ automated electronic or mechanical processes designed to defeat network inactivity time-outs. Such tools include, but are not limited to, repetitively pinging the host.

18. The SmartBroadband Wireless Unlimited Business Hours can only be used within the borders of South Africa.
19. The SmartBroadband Wireless Unlimited Business Hours SIM shall not be used for purposes of Server hosting or international bypass. Failure to adhere to these conditions shall be a breach of this product's terms and conditions and Telkom will have the right to immediately suspend the service.
20. The SIM shall only be used on the device provided as part of the deal on a 24-month contract except in such instances as the device is under repair or being replaced by Telkom and is substituted by another Telkom network approved device.
21. Telkom reserves the right to suspend/terminate this service when any fraudulent activity is suspected to have occurred.
22. Telkom reserves the right to terminate these offers at any time without prior notification, however Telkom shall endeavour to publish prior notice on its website informing consumers of such decisions.
23. The Multi-SIM and Data Multi-SIM Service will not be allowed on the SmartBroadband Wireless Unlimited Business Hours Wireless plans
24. No carry-over to the following calendar month shall apply to the SmartBroadband Wireless Unlimited Business Hours service and all-inclusive benefits shall reset at the beginning of each calendar month.
25. Data transfer will not be allowed on the SmartBroadband Wireless Unlimited Business hours.
26. Telkom's LTE network currently supports voice calls and is activated by default to make and receive voice calls using the standard Plain Old Telephone Service (POTS) handset plugged into voice port (RJ-11) at the back of the LTE/LTE-A WiFi Router.
27. The voice calling out of bundle rate of R0.70 cents per minute (per -second billing) to all-networks applies
28. SMS is enabled for normal usage, notification and balance enquiry.
29. SMS charges shall be set at 50c/SMS and MMS charges shall be set at 50c/MMS
30. The SmartBroadband Wireless Unlimited Business Hours will be available across all LTE TDD 2300 MHz base stations nationally and only where the Telkom coverage map states that this LTE service is available.
31. No SmartBroadband Wireless Unlimited Business Hours products will be supported out of the coverage of the Telkom Mobile LTE TDD 2300 MHz network.
32. Telkom reserve the right to withdraw any of its LTE base stations at any stage from the coverage map. The coverage map shall be updated accordingly on the Telkom website at the following URL [www.telkom.co.za/today/ucm](http://www.telkom.co.za/today/ucm).
33. It must be stressed that the SmartBroadband Wireless Unlimited Business Hours service is a fixed wireless service which must be used in a fixed location and not for mobility. The SmartBroadband Wireless Unlimited Business Hours subscribers shall not be able to roam on Vodacom network.
34. Telkom cannot guarantee service to customers that utilize the SmartBroadband Wireless Unlimited Business Hours offers beyond a fixed location and within the Telkom Mobile LTE TDD network footprint.
35. Telkom shall endeavour to ensure that LTE coverage is available where Telkom stipulates it has LTE coverage. Telkom shall not, however, be held responsible for customers' failure to access the Internet in areas that are not eligible for the SmartBroadband Wireless Unlimited Business Hours Wireless service.
36. Telkom is not liable for any loss or damage to your property or equipment arising out of the provision, installation or maintenance and/or use of the service.
37. Telkom's LTE network is supported on the 2300MHz TDD Radio frequency spectrum and the experience/speed may vary according to a number of dependencies such as the wall thickness at your premises, the number of users on the base station, signal strength, terrain (line of sight to tower) and the type of service being accessed on the internet.
38. The SmartBroadband Wireless Unlimited Business Hours products utilize a wireless radio network to provide Broadband service and as such no speeds are guaranteed and service is provided in a strict best effort manner. Factors such as those in point 37 above prevail.
39. Prices are valid at date of print. E&OE.