



## **Terms and Conditions - Telkom Smart Satellite services**

1. Telkom Standard terms and conditions for the provision of electronic goods and services apply (full details may be accessed at: <http://www.telkom.co.za/today/terms/>).
2. Telkom reserves the right to amend these offerings and terms and conditions from time to time. 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 service Agreement and bind the customer from the date that the amendment was listed on the abovementioned site.
3. Telkom is offering its Smart Satellite services unlimited as an alternative way to connect to the internet where copper lines will not be replaced and /or where Telkom has no coverage and /or infrastructure for ADSL, LTE or Fibre service offers.
4. Rica shall apply for the Telkom Smart Satellite service.
5. Customer applying for Smart Satellite services who do not have a Wi-Fi Router can add it to the Telkom account at an additional cost per month for a period of 24month or purchased privately. The Wi-Fi router must be onsite at the premises where the installation will take place before the Satellite installation can commence.
6. The Ka-Band, broadband satellite service technology is used to provide high-speed internet connectivity to users.
7. The Telkom Smart Satellite service is available to new to franchise customers who did not previously have access to Telkom products, do not have coverage of ADSL, LTE or Fibre services and it is also available to existing Telkom customers who do not have ADSL, LTE or Fibre service coverage.
8. Customers 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.
9. New to franchise customer applications will be processed during office hours on Monday to Friday between 7:30am – 16:00pm, public holidays are excluded.
10. Customers will be notified of the applications outcome/ progress/ status once the order is completed via SMS, email or phone call.

11. To receive support on the Satellite product the following options are available to customers:
  - Number to call:
    - **0860 478 728** for internet and Voice
  - For Voice Services Log via
    - <https://apps.telkom.co.za/logafault>
  - Billing
    - [10210@telkom.co.za](mailto:10210@telkom.co.za)
12. Setup costs includes – installation cost, connection cost and satellite equipment (dish, radio and modem) but not the Wi-Fi router. Agents must advise customer to purchase Wi-Fi enabled device (router) prior to the installation
13. The satellite equipment (dish, radio and modem) remains the property of Telkom until the 24-months contract has lapsed.
14. Telkom Smart Satellite service is subject to remain active for the duration of a period of 24-months contract.
15. Should the customer cancel the contract anytime during the 24-months period, the remaining balance of the setup cost and Customer premised equipment CPE” (dish, radio and modem) becomes due immediately.
16. Telkom Smart Satellite service offer is subject to credit vetting and while stock lasts.
17. Additional travel costs may apply for distances over 60km to travel from the installation partner and the sales agent will be able to provide an estimate cost.
18. 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.

Telkom Smart Satellite Service Fair Usage Policy						
Plan	DL	UL	Allowance (GB)	First throttle	Second throttle	Third throttle
Smart Satellite service 5Mbps	5	3	Unlimited	3Mbps@100GB	1.5Mbps@ 150GB	1Mbps@200GB
Smart Satellite service 10Mbps	10	3	Unlimited	5Mbps@150GB	3Mbps@ 250GB	1.5Mbps@300GB
Smart Satellite service 20Mbps	20	4	Unlimited	10Mbps@200GB	5Mbps@350GB	2Mbps@400GB

19. It is important to note that online gaming does not work over satellite internet services due to transmission latency. “Turn-based” games, such as casino games, and strategy games, such as chess, will work fine as will popular Facebook games like Candy Crush. You will be able to download games and game updates and use the streaming video and music services offered through your gaming system.