

## Product Specific Terms and Conditions: Social 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 [www.telkom.co.za](http://www.telkom.co.za)). The Social bundle shall be available from the 1 October 2019.
2. By taking up the Social bundles offer, customers accept the terms and conditions that govern the use of these Social data bundles.
3. The Social bundles shall be available to new and existing Postpaid, TopUp and Prepaid Telkom customers.
4. The Social bundles will allow access to the following Social Media platforms namely Facebook, Messenger, Instagram, WhatsApp, Twitter, Pinterest, LinkedIn, Snapchat and TikTok. Any other Social Media platforms will consume from the customer's normal data allocations or allowances.
5. The Social bundles are accessible on Telkom Mobile network and while roaming on the partner's network.
6. The Social 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 Social bundle of 250 MB purchased on the 5 July and will valid for 7 days from the date of activation.
7. The Social bundles shall be available for purchase as once-off or recurring bundles.
8. Recurring bundles are only available for the monthly Social bundles and not on daily and weekly bundles.
9. The Social bundles shall be available for purchase as daily, weekly and monthly bundles.
10. Daily bundles shall be valid for 24 hours from the date of activation. No carry over will be allowed.
11. Weekly bundles shall be valid for 7 days from the date of activation. No carry over will be allowed.
12. Monthly bundles shall be valid for 31 days from the date of activation. No carry over will be allowed.
13. Any unused Social bundle data shall be forfeited at the end of the applicable validity period.
14. Transfer of data on Social bundles shall not be permitted.
15. The Social Bundles data usage threshold notifications will be sent to customers when reaching the applicable threshold. The final notification will be sent when Social bundle data has been depleted.
16. Once the Social 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.
17. Telkom depends on the Social Media partners to alert us of any IP (Internet Protocol) partner changes. Note that Social 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.
18. 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.
19. International data roaming usage shall not deplete any of the Social bundles data.
20. Telkom reserves the right at any time to terminate this offer without prior notification.
21. All prices are subject to change, subscribers shall be notified in advance of such change in prices before it has been implemented.

22. 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.
23. 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.