

Telkom Mobile Product Terms and Conditions

Telkom/ Smart Advance (Pty) Ltd Handset Finance Solution

1. Telkom Standard Terms and Conditions apply and can be accessed at www.telkom.co.za.
2. These Terms and Conditions are applicable to all Telkom customers who choose to finance a prepaid mobile handset using the Telkom/ Smart Advance handset financing service. The Smart Advance handset financing service provides customers with an ability to purchase a mobile handset and finance it over a set period of time.
3. The Terms and Conditions specific to the finance contract between the customer and Smart Advance (Pty) Ltd can be found at www.smartadvance.solutions.co.za
4. The option to purchase a prepaid handset via the finance solution will be available to both new and existing prepaid customers.
5. All handsets purchased will be dispatched with an activated Telkom prepaid SIM card. In a case of new customers (customers who do not have an active Telkom SIM card), all RICA process requirements will be adhered to allow activation of a prepaid SIM card.
6. Should the customer wish to upgrade their services any time after receiving the handset (e.g. from prepaid to a SIM-only deal), the upgrade will be allowed as long as the customer meets the minimum requirements of the Telkom deal they are interested in.
7. Customers will qualify for only one prepaid handset finance deal at a time and will not be eligible for another handset finance while another contract is in place and has not been settled/ paid in full.
8. Telkom consultants at the stores will not have a capability to initiate a new prepaid handset finance application for the customer at the store kiosk. The customer should complete the application online before visiting the store.
9. The consultant will only process a transaction up to the maximum amount of what the customer has qualified for. The consultant will not process a handset with a price higher than what the customer has qualified for.
10. Telkom shall communicate the handset models which qualify for prepaid handset finance during the POC period and the handset models and offers will change on a monthly basis.
11. Telkom is entitled to discontinue, amend, alter and/ or change the devices which qualify for the prepaid handset finance POC in its sole discretion.

Telkom SA SOC Limited: Reg no 1991/005476/30

Directors: JA Mabuza (Chairman), SN Maseko (Group Chief Executive Officer), DJ Fredericks (Chief Financial Officer), S Botha, G Dempster, T Dinga, N Kapila*, I Kgaboesele, K Kweyama, K Mzondeki, RN Njeke, F Petersen, R Tomlinson, LL Von Zeuner.

Company Secretary: E Mothamme

*India

12. In so far as it is necessary, required by law or beyond the reasonable control of Telkom Mobile, Telkom Mobile reserves the right to vary the nature of this offering or these terms and conditions. Changes will be published on www.telkommobile.co.za or in another appropriate medium.
13. Telkom shall process the customers personal information in compliance with the Protection of personal information Act (POPIA).
14. For details on all other charges and services visit www.telkommobile.co.za or contact customer care on 180.
15. Standard RICA rules and processes shall apply.

Telkom SA SOC Limited: Reg no 1991/005476/30

Directors: JA Mabuza (Chairman), SN Maseko (Group Chief Executive Officer), DJ Fredericks (Chief Financial Officer), S Botha, G Dempster, T Dinga, N Kapila*, I Kgaboesele, K Kweyama, K Mzondeki, RN Njeke, F Petersen, R Tomlinson, LL Von Zeuner.

Company Secretary: E Mothamme

*India