

Product Specific Terms & Conditions: Voice minutes bundles

1. Telkom Business mobile's Terms and Conditions as well as Telkom's terms and conditions for the provision of electronic communication services and products apply (full details available at <http://www.telkom.co.za/sites/business/smme/productsandservices/mobile/voiceplans/>)
2. The Voice minutes bundles will come in three variants:
 - All-network minutes
 - Telkom mobile minutes
 - Telkom fixed-line minutes
3. Definitions:

All-network minutes: calls to any local national mobile network within South Africa.

Telkom mobile minutes: calls to any Telkom mobile number or numbers ported to Telkom mobile network.

Telkom fixed-line minutes: calls to any Telkom fixed-line geographic numbers.
4. All-network voice minutes, Telkom Mobile minutes and Telkom fixed-line minutes shall be available for purchase as once-off or recurring bundles.
5. The voice minutes bundles shall be billed on per second billing methodology.
6. The voice minutes bundles/ allocation(s) shall first deplete from the same calling/bundle type e.g. Telkom mobile calls shall consume from Telkom mobile minutes, once depleted the Telkom Mobile calls shall depletes from All-net minutes.
7. The voice minutes bundles/ allocation(s) shall first deplete from the same calling/bundle type e.g. Telkom fixed-line calls shall consume from Telkom fixed-line minutes, once depleted the Telkom fixed-line calls shall depletes from All-net minutes.
8. The voice minutes bundles/ allocation(s) shall first deplete from the same calling/bundle type e.g. All-net calls shall consume from All-network minutes. Once All-net minutes are depleted, calls shall be charged at applicable Out-of-Bundle rates.
9. Once-off voice minutes bundles shall be purchased via USSD by dialing *180# and press dial from the handset and follow the menu prompts.
10. Once-off voice minutes bundles shall expire at the end of the next calendar month from the date of activation.

11. Once-off voice minutes bundles shall not be pro-rated.
12. Once-off voice minutes bundles cannot be cancelled once activated.
13. Recurring voice minutes bundles shall be purchased via the Store or by phoning the Call Centre.
14. Recurring voice minutes bundles shall not be pro-rated.
15. Multiple recurring voice minutes bundles of the same calling type are not allowed.
16. Carry over on recurring voice bundles shall permitted to accumulate a maximum of 6 months' worth of unused voice bundle allocations(s) before the first-in-first-out rule is applied towards forfeiting the unused voice bundle allocation(s).
17. Once a recurring bundle is cancelled, the carry-over minutes will not expire in the bill cycle within which it is cancelled, but the first-in-first-out rule is applied towards forfeiting the unused voice bundles allocation(s)
18. These voice minutes bundles shall be available to new and existing Post-paid, Saver/Top-Up as well as Prepaid subscribers.
19. All voice calls are network restricted to 59 minutes 59 seconds. After 59 minutes 59 seconds, the call will be automatically cut by the network. Customers can dial again.
20. Any combination and number of recurring voice minutes bundles may be added onto a subscriber's account, excluding multiple of the same denomination bundles type.
21. International calling is excluded from the voice minutes bundles and will be charged at applicable international call rates.
22. All premium-rated calls shall be excluded from the voice bundled minutes and will be charged at the applicable premium-rated call rates.
23. Should the customer wish to migrate to existing or new plans, recurring voice bundles shall not carry-over to the new plans and voice minutes will be forfeited.
24. All prices are subject to change, subscribers shall be notified. E&OE.