

### **April Big Deal Terms and Conditions**

1. The deal is available from 1<sup>st</sup> April 2017 to 30<sup>th</sup> April 2017.
2. Available on month to month or 24 month contract.
3. Customers that sign up for this service, will remain on the R599 for 24 months, even the month to month, on month 25 the pricing relevant to uncapped at that time will become applicable.
4. Warranty on modem is valid for 12 months and T & C's will apply on modem warranty
5. Carry-over of contract for existing customer bundle, and no new modem to be issued.
6. The Wi-Fi extender will be issued as a Retail CPE order with a 24 month contract, penalties will apply should the contract be cancelled.
7. No Downward migrations allowed. Only customers that wish to cancel their higher broadband packages due of the affordability issues will be allowed for downward migrations.
8. A fixed Telkom Internet Mobile Data allocation (1GB) is included.
9. Fair Usage Policy (FUP) applies to all Uncapped deals
10. Landline rental included in bundle, however note that calls made on the line are billed at current rates. Customers have an option to take a calling plan in addition to the bundle.
11. Broadband access provided based on Openserve network coverage and service availability.
12. DSL / FTTH speeds are best effort and based on Openserve infrastructure availability.
13. Should there be no Openserve fixed broadband infrastructure available, orders would not be fulfilled and will not be kept as waiters, (LTE offers that is currently available can be the preferred product if the customer is within the footprint). Agent to verify via coverage map or Broadband checker