

BizTalk All net Terms and Conditions

- Telkom BizTalk 250, BizTalk 400 and BizTalk 700 All-net are available to Business customers (small, medium and large) only .i.e. BizTalk
- 250 and BizTalk 400 are applicable to analogue lines only and BizTalk 700 is applicable to both analogue and ISDN Basic rate lines.
- The offer is not applicable to ISDN PRA's or SIP trunk lines.
- Free installation only applies when a non-BizTalk customer relocates and takes up the package. If an existing BizTalk customer relocates during the contract term they do qualify for free installation. However, the customer can get free installation as a Telkom standard offer (not related to BizTalk) if available.
- The Free installation is applicable to post-paid exchange connections, excluding the DSL installation .i.e. if a customer request or apply for
- ECDSL the customer will qualify for free installation for the EC (Exchange Connection) and not for the DSL.
- The Telkom BizTalk 250,BizTalk 400 and BizTalk 700 All-net packages are available on a SN e.g.(012 311 1105) level and not BAN level.
- Residential Customers **do not** qualify for the BizTalk 250,BizTalk 400 and BizTalk 700 All-net packages.
- Customers must sign a 12 or 24 month contract. If a customer ceases the BizTalk 250,BizTalk 400 and BizTalk 700 All net plans before the contract expiry date, a penalty will be charged on the customer's invoice.
- A system generated penalty of 10% of the monthly subscription fees multiplied over the remainder of the contract period will be charged.
- In the case of other line contracts such as ECDSL bundle the customer will be required to enter into a separate contract for the BizTalk All Net plan.
- National (Local and LD) "Inclusive minutes" are allocated separately to the Fix to mobile free minutes i.e. there are 2 sets of "Inclusive minutes" i.e.
- National (Local and Long Distance) combined and then also free fix to mobile minutes.
- The "Inclusive minutes" will be allocated on a "use it or lose it" basis. No carry over to be allowed.
- **Note:** No carry over on free minutes.
- Free minutes apply to- national (Local , Long distance) and Fix to mobile only
- Once the free minutes are depleted, pure per second billing will apply on the national (Local, Long distance)and fix to mobile calls that go out of bundle at R.0.79 (including Vat) on PSB basis.
- Calls to Other operators and calls to certain International destinations do not get Free minutes however these calls will be charged at R0.79 (including VAT) per minute, per second billing will apply with no minimum charge.
- The international destinations are not fixed. They are subject to revision. Please refer to the BizTalk website for list of applicable international destinations. (There is no "inclusive minutes" on these call types).
- **Note:** The billing methodology and rates of all other call types remain unchanged and will be billed according to the Telkom tariff.
- If only the fix to mobile minutes are depleted only fix to mobile calls will go out of bundle i.e. the customer will still be able to use the remaining national (Local and LD) minutes etc.
- Telkom BizTalk 250, BizTalk 400 and BizTalk 700 All-net cannot be used with any other calling or discount plan.
- The agent must advise the customer that rental and free minutes are payable in advance, i.e. one month bill in advance.
- No penalties will be applied if the customer migrates to a new package within the contract period.
- If a customer migrates to another BizTalk package, the contract must be renewed.
- If the customer migrate to the All Net BizTalk package from the BizTalk plus package , the customer must:
- Confirm if they have a SmartAccess number or not. If the customer has the Smartaccess number, they need to indicate if the number is to be ceased or billed. The customer will no longer receive the free rental on the SmartAccess number
- This offer is not currently offered to Wholesale DSL customers.
Existing BizTalk Plus 500 customers that migrate to any new BizTalk All Net plan
 - Upgrades, Downgrades and Early Termination
The customer can upgrade to higher minute All net plans without a penalty, the term will remain unchanged.
The customer can downgrade to lower minute All net plan however the term will be to restarted or changed.