

## BizTalk Multi-Line Terms and Conditions

- Telkom BizTalk Multi-Line plans are offered on BAN level only.
- Telkom BizTalk Multi-Line plans are applicable to Business customers only
- If a customer has more lines than the minimum requirement; the customer does qualify for the ban level account however the customer must advise which lines must be linked to the plan. The remaining lines will be charged a standard applicable monthly line rental.
- Customers must sign a 12 month or 24 month subscription contract for the BizTalk Multi-Line plans.
- In the case of other line contracts such as DSL or PBX's the customer will be required to enter into a separate contract for the BizTalk Multi-Line plans.
- The BizTalk Multi-Line plans are not applicable to DN/Product, BAN or hierarchy calling and discount plans.
- ISDN PRA's or SIP trunk lines are excluded from BizTalk Multi-Line plans.
- In case were the customer requests to change the number on a plan. The plan will be ceased and reactivated.
- If the customer has an existing service and requests a multi-line plan and does not meet the minimum requirements in terms of line services, the customer must be advised to apply for the line services first and thereafter apply for a multi-line plan.
- If the customer ceases the BizTalk Multi-Line plan a penalty i.e.10% of subscription fees multiplied over the remainder of the contract period will be applied. The customers must be advised upfront during the selling or the cancelation of the product that the penalty that will be applied.
- Multiple BizTalk Multi-Line plans cannot be loaded on one BAN.
- All-net (OB) Out of Bundle rate refers to national (Local, Long distance) and Fix to Mobile calls. These are calls that are made once the "inclusive minutes" are depleted. Once the inclusive minutes are depleted these calls are rated on pure per second billing at R0.79 (including VAT) per minute (Including .VAT).
- The R0.79 (including VAT) PSB rate also applies to calls to "Other operators" and certain international destinations. 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).
- The billing methodology and rates of all other call types remain unchanged.
- If the customer ceases his BAN level BizTalk plan the customer should revert back to standard billing.
- There is no carry over on inclusive minutes. "USE IT OR LOSE" approach is followed.
- National (Local and LD) "inclusive minutes" is allocated separate to the Fix to Mobile "inclusive" minutes. This is necessary to prevent abuse of the R0.79 rate.
- Subscription is payable in advance and will be calculated pro-rata where and when applicable and customers must be advised accordingly upon application of the service.
- All additional lines on the BAN not linked to the BizTalk Multi-Line plans will benefit from the Out of Bundle PSB rate of R0.79 (including Vat) per minute, on PSB, once the inclusive minutes are depleted.
- Other value added services are optional to the new BizTalk plans.
- DN level BizTalk packages remain unchanged.
- **Downgrades and Upgrades**
- The customer can downgrade or upgrade between plans.
- If the customer has only the minimum number of lines required for a specific BAN level plan and request cancelation of one of the lines, the multi-line plan must be cancelled and the customer must be migrated to a normal package or to another multi-line package that the customer qualifies for.
- If the customer has two lines and cancels one of the lines the customer will have to downgrade to a DN level plan.
- There are no penalty charges for downgrading to a lower BAN level plan or DN level plan i.e. the existing term should be ceased and the downgraded plan should start with a new term.
- An existing BizTalk (all BizTalk PLAN) customer can upgrade to a higher plan i.e. the existing term will not be ceased and will carry on without interruption