



Mobile Solutions from Telkom Business

Telkom SA SOC Limited

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Centurion, 1685, South Africa

Tel 10217

Telkom Mobile Product Specific Terms & Conditions

Smart One-Rate

- Telkom Business Mobile subscriber terms and conditions apply (full details on <http://business.telkom.co.za/>).
- Smart One-Rate price plans shall be offered in two variations:
 - Smart One-Rate Plan Bundled with a device on 24 months contract;
 - Smart One-Rate SIM Only Plan/Bring your own device on month to month contract.
- Smart One-Rate price plan shall include no bundled allowances like voice minutes, data or sms bundles.
- Smart One-Rate subscribers will qualify for Free Unlimited Wi-Fi.
- All International and premium rated SMS's / MMS's shall be excluded and charged at the applicable out of bundle or standard rate.
- All premium rated voice calls shall be excluded, these calls shall be billed at the applicable out of bundle rate.
- All International Calling and International Roaming shall be charged on a per-minute billing methodology and according to the associated per minute tariffs. International calls to specific countries are available at promotional rates, full details and list of countries available at <http://business.telkom.co.za/>).
- Smart One-Rate is only available on either a post-paid contract plan or a TopUp plan.
- For Smart One-Rate TopUp the monthly base plan subscription will not be used as airtime – after depletion of the monthly re-curring airtime bundle customer has to top-up via existing channels.
- Smart One-Rate is a standalone voice plan – it cannot be combined with the Smart Voice or Internet plans.
- Qualifying voice calls shall be billed on a pure per-second billing basis.
- Subscribers on Smart One-Rate shall be allowed to convert to SmartPlan, SmartSaver and Pre-paid plans. Should the customer convert to other product offerings, they will lose all current promotional benefits associated with Smart One-Rate price plan. (The existing Conversion business rules apply).
- All existing processes w.r.t. activation/de-activation as well as migration rules to apply.
- Carry over rules shall not apply, since no bundled allowances like minutes, data or sms bundles are included with Smart One-Rate.
- MultiSIM is not available on Smart One-Rate, although Unlimited Value Added Services can be added to Smart One-Rate.
- Standard Credit Vetting / RICA to apply.
- Port-in numbers are supported on this product offer.

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

Directors: JA Mabuza (Chairman), SN Maseko (Group Chief Executive Officer), JH Schindehütte (Chief Financial Officer), S Botha, B du Plessis, Dr. CA Fynn, N Kapila*, I Kgaboesele, K Kweyama, L Maasdorp, J Molobela, K Mzondeki, F Petersen, LL Von Zeuner.

Company Secretary: X Makasi

*India



- 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.
- Acceptable usage policy: Telkom Business Mobile shall proactively monitor the traffic on the Smart One-Rate for the following deviations:
 - The SMS benefit and rate is only applicable for person to person SMS and is prohibited for person to machine, machine to person or machine to machine usage, as found in, but not limited to, WASP's, content providers or Auto-dial devices. Failure to adhere to this condition shall be a breach of these product terms and conditions and Telkom Mobile shall have the right to immediately suspend this service.
 - SMS's may not be used as part of any bulk SMS sending service for commercial or business purposes. If the SIM is used to send bulk SMS's to multiple numbers from a fixed geographic location Telkom Mobile shall have the right to immediately suspend this service.
- Telkom Business Mobile will regard the above as fraudulent activity and suspend the service immediately pending an investigation. (Note: Telkom Business Mobile reserves the right to suspend/terminate this service when any fraudulent activity is suspected without any notice to the customer.).
- Telkom Business Mobile reserves the right at any time to terminate this offer without prior notification.
- Telkom Business Mobile reserves the right to vary these terms and conditions at any time, without notice or reason. Such changes will be posted on the Telkom Business website and will be deemed to have been accepted by you if you continue using the services. The obligation therefore is on you to review these terms and conditions at regular intervals

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