



Telkom Consumer Product-specific Terms and Conditions relating to Telkom Unlimited Plan (Unlimited Fixed line) Offer

Telkom fixed voice consumer Standard Terms and Conditions will, in addition to the statements below, also be applicable and must be read in context (full details can be found on the following link:

http://www.telkom.co.za/sites/documents/telkom_terms_and_conditions.pdf

1. The Unlimited fixed line plan (Voice calling plan) offering will be available to all existing as well as new to franchise Consumer/Residential customers. This offer will be available at participating Telkom stores, Telkom Direct stores, Telkom Mobile contact centres, Telkom Direct Sales and dealers, as well as on line (Telkom website).
2. The Telkom Unlimited plan offering is based on a voice-only plan (no device included), but will include monthly access fee (line rental).
3. There will be no contract/term linked to this offer and a customer can subscribe to this calling plan on a month to month basis.
4. Existing conversion, migration and termination business rules apply, including but not limited to notice period of 20 (twenty) working days.
5. The package offers the following benefits (Acceptable Fair Usage Policy applies):
 - Unlimited fixed line calling to any national mobile network (Vodacom, MTN & Cell-C)
 - Unlimited on-net fixed calls to more than 3,000,000 Telkom Mobile numbers
 - Unlimited on-net fixed calls to more than 2,000,000 Telkom landline numbers
6. Offer includes home line rental (or access fee on any other technology besides copper).
7. Please note that calls terminating on OLO (other licensed operator's) networks are **not** included.
8. The onus lies with customer/subscriber to familiarize themselves with the origin of a geographic/mobile number to establish whether the call would terminate on-net (on Telkom's network) or off-net (any other network). <https://apps.telkom.co.za/number-verification/public/verifynumber>
9. All international and premium-rated calls (e.g. 0861, **0862, 0865, 0866 and 0867**) shall be excluded and will attract normal call charges applicable at the time.
10. The Telkom Unlimited plan furthermore excludes calls to toll-free, sharecall – or smartaccess numbers, Calls to remotely retrieve Call Answer messages (Call Answer Remote Retrieval).
11. Operator Assisted calls e.g. 1023, 1024, 1026 will be charged at normal rates, Special service numbers e.g. Fax to email 088 XXXX, Collect calls (0020), PrepaidFone customers, SupremeCall, ISDN customers (Plan 4 and 5), DSL Supreme and Premium customers, WorldCall customers, XtraTime customers, SilverLine customers, InfinitCall customers, Surfmore customers, Customers connected to manual exchanges, Public and Private Payphone, Incoming HomeFree calls, Calls terminating on OLO (Other Licenced Operator's Networks), i.e. Vox Telecom, Liquid Telecoms/Neotel and other VANS.
12. Customers on Telkom Unlimited Plan shall adhere to the inherent acceptable Fair Usage Policy.
13. Telkom shall proactively monitor the traffic on the Unlimited plan offering for the following deviations:



- Telkom Unlimited Plan and associated benefits may only be used for private and personal use and cannot be used for commercial purposes. This offer is only applicable for person-to-person usage and not be used for purposes of payphones or call centres. Failure to adhere to these conditions shall be a breach of these product terms and conditions and Telkom consumer shall have the right to immediately suspend the services.
 - Telkom consumer fixed line reserves the right to suspend the service without prior notice, in the event of suspected abuse where non-compliant devices as specified by the regulating body ICASA are being used on the Telkom consumer fixed line network.
14. In cases of high usage and/or abuse of benefits, Telkom consumer fixed line reserves the right to impose a Fair Usage policy on notice to subscribers. Once abuse has been detected and subscribers have been notified; subscribers shall be charged at the then-applicable rates for all calls made. Telkom consumer fixed line reserves the right to amend the FUP on notice to subscribers.
 15. Telkom Unlimited plan benefits may not be used in conjunction with any other promotion included in other Telkom fixed line products to generate additional benefits.
 16. Telkom consumer fixed line will regard the above as fraudulent activity and suspend the service immediately pending an investigation. (Note: Telkom consumer reserves the right to suspend/terminate this service when any fraudulent activity is suspected.)
 17. Telkom consumer reserves the right to migrate this service when abuse is detected, to a price equivalent service (consumer calling plan).
 18. Telkom consumer fixed line reserves the right at any time to terminate this offer without prior notification.
 19. Telkom consumer fixed line reserves the right to vary these terms and conditions at any time, without notice or reason. Such changes will be posted on the Telkom consumer website and will be deemed to have been accepted by you if you continue using the services. The obligation therefore is on you, the customer, to review these terms and conditions at regular intervals. E&OE.

