

# Terms and Conditions

- Telkom SupremeCall is subject to either Party giving the other Party one (1) month's written notice to terminate it. To be able to take advantage of this offer one needs to have a telephone line for at least 3 months;
- Should I/we request Telkom to down/upgrade my/our SupremeCall, I/we shall pay the prescribed calling plan migration fee;
- I/we undertake to pay Telkom the prescribed rental charge, as published in Telkom's Tariff List, monthly in advance from the date SupremeCall is activated, which charge shall be subject to adjustments from time to time;
- Should I/we have a SupremeCall closing balance and I/we terminate SupremeCall, Telkom will credit my/our account with this balance;
- The call types excluded from the calling plan are Premium rated calls, Teleconferencing, Operated-assisted calls, Service calls (including service calls like AutoComplete when using 1023 Directory Services / Yellow Pages, Ring Back or Collect Calls), WorldCall, Public Payphones, Carrier Select/Carrier Pre-Select and calls other than those originating and terminating in Telkom's network, excluding international and cellular calls;
- All qualifying SupremeCalls will be zero-rated on my/our Telkom invoice. The individual SupremeCall rate that has been consumed from my/our monthly SupremeCall rental will be indicated next to the call on my/our Telkom invoice;
- In the event that Telkom reduces/increases its call charges, Telkom may, without prior notice, revise the SupremeRates; and
- If I/we wish to terminate the service, I/we must fill in an order form and fax it to 0800 205 034.
- I/we understand that I/we may not cancel a SupremeCall plan and reactivate the same plan immediately thereafter. A penalty will be imposed in such cases.