

# Terms and Conditions

- The customer must already have Telkom provided WAN access into the data centre before applying for Disaster Recovery Service, for example Shared Access (to access VPNS) or HIA (to access the Internet).
- An access product for the Disaster Recovery offering will be priced separately, depending on the type of access chosen by the customer.
- An early cancellation fee will apply, should the service be terminated before the end of the contract period.

## Customer Support

- The Telkom Business: IT and Cloud service desk is available on a toll free number which is 0809 339 339 or email which is [csdesk@telkom.co.za](mailto:csdesk@telkom.co.za). This service desk support will be operational 24 (twenty-four) hours a day and 7 (seven) days a week.
- The Telkom Business: IT and Cloud service desk will not accept queries or fault reports from anyone other than the nominated IT Administrators or other personnel as expressly notified to Telkom.

## Entire Agreement

- This Agreement, with all referenced terms and conditions deemed incorporated herein, constitute the entire Agreement between the Parties and supersede any prior written or oral agreement or understanding with respect to the subject matter hereof. No interpretation, amendment, or change to this Agreement, including this clause, will be effective unless made in writing and signed by both Parties, except that each Party may change the address or the name of the person to whom notices to the Party will be sent by giving written notice of such change to the other Party.
- These product-specific Terms and conditions shall take precedence over any other conditions.
- Where these Product-specific Terms and Conditions are silent on any matter, such matters shall be interpreted and executed in terms of Telkom's Standard Terms and Conditions.