

# Terms and Conditions

## VPN Supreme Terms and Conditions

- All VPN Supreme solutions are subject to a customer specific agreement.
- Standard Terms and Conditions apply.

## VPN Lite Terms and Conditions

- Before ordering the VPN Lite service, please make sure you have ADSL available at the sites you plan on connecting to your VPN Lite network.
- ADSL takes longer to install than the VPN Lite service.
- VPN Lite will be billed as soon as you receive the notifications that your VPN Lite network is active.
- Telkom cannot be held responsible if you order VPN Lite before the ADSL services are installed and you are billed for VPN Lite.
- VPN Lite customers are advised to specifically ask for Billion 400G ADSL routers at your nearest Telkom Direct store and state you are using it for VPN Lite. The older Billion 800 VGT, Mega 100 (WR1), Mega 100 (WR2), Mega 200, Telkom Premium Combo and Telkom Zyxel 2602 are also still supported by the 0860 473 473 call center.
- You do require qualified personnel or consultancy when you integrate the VPN Lite network with elements of your existing networking infrastructure. Expert IP networking knowledge is certainly required for cases where you deviate from basic Wide Area Networking (WAN).