



Terms and Conditions: *Unlimited LTE All Hours 10Mbps Basic Data Plan

Big Deal from 12th July 2025 to 31st August 2025

1. Telkom Standard terms and conditions apply (full details on www.telkom.co.za/terms)
2. Telkom reserves the right to amend this offerings terms and conditions, from time to time. Telkom will place the amended terms and conditions on Telkom's website at the following link: <http://www.telkom.co.za/today/Unlimited-broadband>, which will be deemed incorporated into the Agreement and bind the Consumer from the date that the amendment was listed on the abovementioned site.
3. RICA shall apply.
4. A SIM and Connection fee shall apply.
5. The LTE Data Plan *Unlimited All Hours 10Mbps Basic shall be available on a deal contract and as a SIM only/Month to Month offer.
6. Customers who sign up for a deal contract shall receive a SIM card and LTE Wi-Fi router with the LTE Data Plan *Unlimited All Hours 10Mbps Basic service.
7. The subscriber who signs up for the Unlimited All Hours 10Mbps Basic postpaid plans BIG DEAL offer shall receive a free R500 accessories voucher.
8. Subscription to Telkom's LTE Data Plan *Unlimited All Hours 10Mbps Basic services is subject to the Telkom Mobile LTE network coverage and network availability strictly within the LTE coverage which can be found on Telkom's website at the following URL <http://www.telkom.co.za/coverage/>.
9. Telkom shall not, be held responsible for customers' failure to access the Internet in areas that are not eligible for the LTE Data Plan *Unlimited All Hours 10Mbps Basic service.
10. The LTE Data Plan *Unlimited All Hours 10Mbps Basic service is a fixed wireless broadband service and subscribers will be required to use the service within the location of the physical address supplied during the application process.
11. LTE Data Plan *Unlimited All Hours 10Mbps Basic service operate on shared radio resources and Telkom reserves the right to apply restrictions on an *Unlimited account if a customer's behaviour is determined to be affecting the user experience of other customers on Telkom's mobile broadband network. Such restrictions include but are not limited to throttling a customer's throughput speeds to an appropriate proportion of the actual port speed and / or shaping a customer's bandwidth to limit the use of bandwidth intensive protocols and applications. Telkom will inform abusive subscribers via chosen customer means of communications.
12. A subscriber may not provide network services from their account (for example, you may not use your account to operate as a File Transfer Protocol (FTP) server).
13. Telkom's LTE network operates a radio-controlled core network which is a shared radio resource and could from time to time become strained due to radio resource intensive programs. This impacts negatively on other user's broadband experience and/or the performance of Telkom systems or networks. In such instances, Telkom reserves the right to limit such activities should the need arise.
14. Telkom reserves the right to terminate a user from its network if he/she is found to be causing harmful interference to Telkom's network standards.
15. A subscriber may not employ automated electronic or mechanical processes designed to defeat network inactivity time-outs. Such tools include, but are not limited to, repetitively pinging the host.
16. The LTE Data Plan *Unlimited All Hours 10Mbps Basic can only be used within the borders of South Africa.
17. The LTE Data Plan *Unlimited All Hours 10Mbps Basic SIM shall not be used for purposes of Server hosting or international bypass. Failure to adhere to these conditions shall be a breach of this product's terms and conditions and Telkom will have the right to immediately suspend the service.
18. Telkom reserves the right to suspend/terminate this service when any fraudulent activity is suspected to have occurred.
19. The Multi-SIM and Data Multi-SIM Service will not be allowed on the LTE Data Plan *Unlimited All Hours 10Mbps Basic plan.

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*Fair Usage Policy apply

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20. No carry-over to the following calendar month shall apply to the LTE Data Plan *Unlimited All Hours 10Mbps Basic service and all-inclusive benefits shall reset at the beginning of each calendar month.
21. Data transfer shall not apply to the LTE Data Plan *Unlimited All Hours 10Mbps Basic service and all-inclusive benefits shall reset at the beginning of each calendar month.
22. SMS is enabled for normal usage, notification and balance enquiry.
23. SMS charges shall be set at 50c/SMS and MMS charges shall be set at 50c/MMS
24. The LTE Data Plan *Unlimited All Hours 10Mbps Basic offer are available through the traditional Telkom owned stores, Direct Sales Force 3rd Party channel and Telkom Online Channel.
25. The LTE Data Plan *Unlimited All Hours 10Mbps Basic will be available across all LTE base stations nationally and only where the Telkom coverage map states that this LTE service is available. Telkom Mobile 3G failover shall be supported.
26. No LTE Data Plan *Unlimited All Hours 10Mbps Basic products will be supported out of the coverage of the Telkom Mobile LTE network.
27. Telkom reserve the right to withdraw any of its LTE base stations at any stage from the coverage map. The coverage map shall be updated accordingly on the Telkom website at the following URL www.telkom.co.za/today/ucm.
28. It must be stressed that the LTE Data Plan *Unlimited All Hours 10Mbps Basic service is a fixed wireless service which must be used in a fixed location and not for mobility. The LTE Data Plan *Unlimited All Hours 10Mbps Basic subscribers shall not be able to roam on Vodacom/MTN network.
29. Telkom cannot guarantee service to customers that utilize the LTE Data Plan *Unlimited All Hours 10Mbps Basic offers beyond a fixed location and within the Telkom Mobile LTE network footprint.
30. Existing LTE subscribers that wish to migrate to the LTE Data Plan *Unlimited All Hours & Daytime service can only do so by submitting their applications via the applicable sales channels.
31. Telkom is not liable for any loss or damage to your property or equipment arising out of the provision, installation or maintenance and/or use of the service.
32. Subscribers on the LTE Data Plan *Unlimited All Hours 10Mbps service shall be able to purchase LTE Once-Off data bundles. In the case of the All-Hours service the bundles can be utilized to improve speed once FUP is reached.
33. LTE Once-off data bundles which expire within 61 days for Anytime data and within 31 days for Night Surfer data from the date of activation. For the LTE Once-Off data bundle on 3GB + 3GB* shall expire in 14days for both Anytime and Night Surfer bundles.
34. Telkom's LTE network is supported on the 1800MHz, and 2300MHz Radio frequency spectrum and the experience/speed may vary according to a number of dependencies such as n the wall thickness at your premises, the number of users on the base station, signal strength, terrain (line of sight to tower) and the type of service being accessed on the internet.
35. The LTE Data Plan *Unlimited All Hours 10Mbps Basic products utilize a wireless radio network to provide Broadband service and as such no speeds are guaranteed and service is provided in a strict best effort manner. Factors such as those in point 34 above prevail.
37. Standard Fair Usage Policy (FUP) which applies to the LTE Data Plan *Unlimited 10Mbps LTE All Hours Basic product whereby on the 1st of each month customers will receive first allocated 100GB of data that allows for an up to 10Mbps speed and once the first allocated 100GB is depleted then an additional 20GB of data is provided at an up to 4Mbps speed and once the 20GB/4Mbps bundle has been depleted the service then provides *Unlimited data at an up to 2Mbps speed for the remainder of the month. Peer to peer and NNTP type protocols are further speed restricted.
38. Telkom shall be entitled to adjust the charges levied to a Customer from time-to-time as determined by Telkom, including but not limited to charges reflected under the Contract Tariff Plan(s) within a contract period i.e., fixed term agreement. Changes will be published on the Telkom.co.za website. Changes will only apply to the tariff plan.
39. Prices are valid at date of print. E&OE.

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