

Telkom Product Specific Terms and Conditions: FlexOn & Infinite Mobile Post-paid and TopUp Plans

Terms and conditions as amended on Effective Date: 1 October 2026

1. Application

- 1.1. These Product-Specific Terms and Conditions apply to Telkom FlexOn and Infinite Mobile Post-paid and TopUp Plans and must be read together with the Telkom's Standard Terms and Conditions for the Provision of Electronic Communication Services and Products ("Telkom's Standard Terms and Conditions"), available at:
- 1.2. https://group.telkom.co.za/about_us/regulatory/terms-and-conditions.shtml. In the event of any conflict between the Product-Specific Terms and Conditions and Telkom's Standard Terms and Conditions, these Product-Specific Terms and Conditions shall prevail to the extent of such conflict.
- 1.3. These new Post-paid and TopUp mobile plans subscribed to under a company or business from Telkom will also be subject to these product-specific terms and conditions.
- 1.4. These mobile Post-paid and TopUp plans are intended for use by the individual user on a smartphone and may not be used for commercial purposes.

2. Definitions

For purposes of these Terms and Conditions:

"All-Network Minutes" means voice minutes that may be used to place calls to qualifying South African mobile and fixed-line networks.

"Premium Data" means the portion of data allocated to Infinite plans that is available at the maximum available network speed applicable to the service.

"Smartphone" means a handheld mobile device capable of making calls and supporting advanced functionality, including internet access, e-mail, web browsing, video streaming and applications.

"Unlimited Data" means continued access to data services after depletion of Premium Data, subject to the applicable speed restrictions, fair use measures and traffic management provisions contained in these Terms and Conditions.

3. RICA and Activation

- 3.1. All mobile services are subject to applicable RICA requirements and may only be activated once the customer has successfully completed the required verification processes.
- 3.2. A once-off SIM card and connection fee may apply to month-to-month subscriptions and fixed-term contracts.
- 3.3. Inclusive resources are allocated in full upon activation and are not pro-rated.

4. Contract Term and Renewal

- 4.1. FlexOn and Infinite plans may be subscribed to:
 - a) on a month-to-month basis;
 - b) as a SIM-only plan; or
 - c) together with a device on an applicable fixed-term agreement.
- 4.2. Upon expiry of a fixed-term agreement, the service will continue on a month-to-month basis until renewed, migrated, converted or terminated by the customer
- 4.3. Any promotional discounts, bonus data, bonus voice minutes or other promotional benefits associated with the expired fixed-term agreement shall automatically terminate upon expiry of such agreement or promotion.
- 4.4. Following conversion to a month-to-month service, the applicable SIM-only tariff shall apply.
- 4.5. After expiry of the fixed-term agreement, either party may terminate the service by providing written notice. The termination will take effect on the last day of the billing cycle in which the termination was requested.

5. Eligible Usage and Device Restrictions

- 5.1. The plans are designed exclusively for use in smartphones.

5.2. The SIM card may not be used in:

- routers;
- MiFi devices;
- modems;
- dongles;
- tablet devices;
- PBX systems;
- machine-to-machine devices;
- least-cost routing systems;
- server-hosting environments;
- internet cafés;
- public Wi-Fi hotspot services;
- bulk messaging platforms;
- A2P services;
- call centres; or
- any similar non-smartphone environment.

5.3. Telkom reserves the right to restrict, suspend or manage services where usage occurs in a prohibited device or environment.

6. International Services

6.1. International roaming services remain available subject to Telkom's prevailing roaming tariffs.

6.2. International calls are excluded from inclusive voice minute allocations and shall be charged at applicable rates.

6.3. International SMS messages are excluded from inclusive SMS allocations and shall be charged at applicable rates.

7. Value Added Services

7.1. Telkom may make additional services and bundles available for purchase from time to time, including:

- data bundles;
- voice bundles;
- SMS bundles;

- social bundles; and
- promotional bundles.

7.2. Existing functionalities, including call forwarding, call waiting, call barring and airtime transfer, remain available subject to Telkom's applicable service rules.

8. Telkom Rewards

8.1. Infinite Max Plus subscribers may qualify for participation in the Telkom Rewards programme.

8.2. Participation shall be governed by the Telkom Rewards Terms and Conditions applicable from time to time.

9. Infinite Data Services

9.1. Unlimited Data Model

9.1.1. Infinite plans provide unlimited data usage.

Customers receive a specified Premium Data allocation at the maximum available network speed applicable to the service. Once the Premium Data allocation has been depleted, data services will continue uninterrupted at a reduced speed for the remainder of the applicable calendar month.

9.1.2. The Premium Data allocations currently applicable are:

- 15 GB
- 30 GB
- 60 GB

depending on the selected plan.

9.2. Speed Management

9.2.1. Upon depletion of Premium Data:

9.2.2. Infinite and Infinite Max

9.2.3. Data speeds may be reduced to a maximum of 1.5 Mbps.

9.2.4. Infinite Max Plus

9.2.4.1. Data speeds may be reduced to a maximum of 5 Mbps.

9.2.5. Normal speed allocations shall automatically reset at the commencement of each calendar month.

9.2.6. Customers may purchase qualifying data bundles to restore Premium Data speeds in accordance with Telkom's applicable product rules.

10. Fair Use Policy

- 10.1. Telkom reserves the right to apply traffic management measures, speed restrictions or service limitations to ensure network integrity, capacity management and equitable access for all subscribers.
- 10.2. Where a customer's usage materially exceeds reasonable consumer smartphone usage patterns, or adversely impacts network performance, Telkom may implement additional management measures, including speed reductions of up to 512 kbps.
- 10.3. Peer-to-Peer traffic, torrent traffic and other bandwidth-intensive protocols may be managed, shaped or throttled.
- 10.4. Telkom may restrict, suspend or terminate services where usage is excessive, improper, abusive, fraudulent or contrary to these Terms and Conditions.
- 10.5. Except where immediate action is required to protect the network, prevent fraud or comply with law, Telkom will, where reasonably practicable, provide notice before suspending or terminating services.

11. Tethering and Hotspot Usage

- 11.1. Tethering and hotspot functionality shall only be permitted using available Premium Data.
- 11.2. Once Premium Data has been depleted and reduced-speed unlimited data applies, tethering and hotspot functionality shall not be permitted.
- 11.3. Multi-SIM functionality and data sharing are not available on FlexOn and Infinite plans.

12. SMS Fair Use

- 12.1. Unlimited SMS allocations on Infinite plans are subject to a Fair Use Policy of 6,000 SMS messages per calendar month.

13. Data Validity

- 13.1. Inclusive Premium Data is valid for two consecutive calendar months, being the month of allocation plus one additional month.

13.2. Reduced-speed unlimited data is valid only during the month in which it is consumed and shall not carry over.

13.3. Unlimited data may not be transferred between subscribers and may not be carried over.

14. Data Transfers

14.1. Eligible subscribers may transfer Inclusive All-Network Data to other Telkom Mobile subscribers.

14.2. Data transfers are allowed in denominations prescribed by Telkom from time to time.

14.3. Data transfers are limited to:

14.3.1. 1 GB per day; and

14.3.2. 10 GB per calendar month.

14.4. Recipients of transferred data may not further transfer the received data.

14.5. Promotional data and campaign data cannot be transferred.

15. Voice Benefits and Fair Use

15.1. Telkom-to-Telkom voice minutes on FlexOn plans are subject to the following fair use thresholds:

15.2. FlexOn 6 to FlexOn 8: 3,000 minutes;

15.3. FlexOn 10: 4,000 minutes.

15.4. Unlimited Telkom-to-Telkom voice minutes on Infinite plans are subject to a Fair Use Policy of 6,000 minutes per calendar month.

15.5. Inclusive voice minutes that remain unused at expiry shall be forfeited.

Voice Usage Rules

15.6. Calls to non-geographic premium-rated numbers are excluded unless specifically stated otherwise.

15.7. International calls are excluded from inclusive voice allowances.

15.8. Any premium-rated, international or non-qualifying destination shall be charged at applicable rates.

15.9. Telkom reserves the right to charge applicable rates where VoIP abuse, bypass traffic or similar misuse is detected.

16. Resource Consumption Hierarchy

16.1. Resources shall be consumed in the following order:

- 16.1.1. Promotional resources;
- 16.1.2. Transferred data;
- 16.1.3. Included plan resources;
- 16.1.4. Recurring bundles;
- 16.1.5. Once-off bundles;
- 16.1.6. Airtime balances;
- 16.1.7. Available spend limit or credit limit.

17. Usage Notifications

17.1. Usage notifications shall generally be sent at:

- 17.1.1. 50%;
- 17.1.2. 80%; and
- 17.1.3. 100%

of available voice, SMS and data allocations.

17.2. Balance enquiries via *188# may be limited to five requests per day.

18. Out-of-Bundle Usage

18.1. Subscribers may be presented with available out-of-bundle options once inclusive allocations are depleted.

18.2. Out-of-bundle redirection functionality does not apply to Infinite plans because data services continue after Premium Data depletion at reduced speeds.

19. Suspension and Termination

19.1. Telkom may suspend or terminate services where:

- 19.1.1. fraudulent activity is detected;
- 19.1.2. prohibited usage occurs;
- 19.1.3. excessive or abusive usage is identified;
- 19.1.4. the customer breaches these Terms and Conditions; or
- 19.1.5. continued usage adversely affects network performance.

19.2. Nothing in these provisions limits any rights Telkom may have under applicable law or the Telkom Standard Terms and Conditions.

20. Amendments

20.1. Telkom may amend these Terms and Conditions from time to time.

20.2. Material amendments that adversely affect customers will be communicated through appropriate customer communication channels and published on the Telkom website.

20.3. Continued use of the service following the effective date of the amendment shall constitute acceptance of the amended Terms and Conditions, to the extent permitted by law.

21. General

21.1. Telkom may adjust tariffs, charges and fees applicable to these services from time to time in accordance with applicable law and regulatory requirements.

21.2. Telkom shall not be liable for service interruptions caused by factors beyond its reasonable control, including coverage limitations, network congestion, force majeure events or third-party network failures.

21.3. Telkom may withdraw the offer for new subscriptions at any time. Such withdrawal shall not affect existing customer agreements unless otherwise permitted by law or the applicable customer agreement.

21.4. Errors and omissions excepted (E&OE).