



2TB LTE post-paid Data Plan – Terms and Conditions

Definitions:

2TB LTE Data Plan post-paid: 2TB LTE Data Plan offer is a post-paid LTE data plan that can be subscribed to on a 24-month contract with a device or on a SIM Only/month-to-month offer.

General Terms and Conditions:

1. Telkom Standard terms and conditions apply (full details on www.telkom.co.za/terms).
2. Telkom reserves the right to amend these offerings and 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> ; 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. Subscription to 2TB LTE Data Plan Post-paid service is subject to the availability of its LTE network coverage within the specified location and the subscriber will not be able to roam on Telkom Roaming Partner (Vodacom/MTN) network.
4. The 2TB LTE Data Plan post-paid data offer, includes 2048GB anytime data per month. All the allocated inclusive data are available on Telkom network coverage which is non-roaming on Vodacom/MTN network.
5. RICA shall apply.
6. A SIM and Connection fee shall apply
7. The Telkom's 2TB LTE Data Plan Post-paid shall be available as 24 months and as SIM Only/month to month offer.
8. The Telkom's 2TB LTE Data Plan Post-paid offers shall be available on a 24-month contract that includes an LTE Wi-Fi router.
9. Telkom reserve the right to throttle and/or shape the traffic of the 2TB LTE Data Plan products in the network peak times.
10. Subscribers who sign up for the 2TB LTE Data Plan Post-paid, shall each month receive inclusive data allocation for the duration of the 24-month contract.
11. The data allocation shall only be for anytime data.
12. The subscriber who deplete their inclusive allocated data bundle can buy/top-up with the 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 after 14 days for both Anytime and Night Surfer bundles from the date of activation.
13. 2TB LTE Data Plan post-paid customer who purchases/top-up with the Once-Off LTE bundles (which expires within 61 days for Anytime data and within 31 days for Night Surfer data) in the middle of the month, if not completely utilized will be permitted to carry over into the next month, the remainder of the data bundle will expire on the set expiry date.
14. The subscriber who purchases/top-up with the LTE Once-Off data bundle (which expire after 14 days for the Anytime data and Night Surfer data from date of activation) towards month end, if not completely utilized will be permitted to carry over into the next month, the remainder of the data bundle will expire on the set expiry date.
15. At the beginning of the new month, 2TB LTE Data Plan post-paid customers, shall be allocated the inclusive data which is anytime data.
16. The inclusive allocated data will always be the primary bundle that will be consumed first and there-after the remainder of the data bundle carried over of the LTE Once-Off bundle if applicable.
17. The 2TB LTE Data Plan Post-paid service is provided as a fixed wireless broadband service for use in a fixed location and should a subscriber relocate, Telkom cannot guarantee and be held liable for lack of network coverage, reliability, and throughput outside its specified LTE coverage areas.

18. Should a subscriber use the 2TB LTE Data Plan Post-paid service for mobility purposes Telkom shall not be liable for lack of LTE coverage or throughput outside of its LTE coverage areas.
19. 3G failover to Telkom Mobile's 3G network will be supported on the 2TB LTE Data Plan Post-paid.
20. Telkom shall endeavour to ensure that LTE coverage is available where Telkom stipulates it has LTE coverage. Telkom shall not, however, be held responsible for customers' failure to access the Internet in areas that are not eligible for LTE network.
21. A compatible device is required to use Telkom's 2TB LTE Data Plan post-paid services. The maximum speed that can be experienced by the subscriber is dependent on the speed specification of the device.
22. Telkom's LTE network currently supports voice calls; however, a subscriber will be required to contact Support on 081 180 through any means of communication available to them to request that the voice capability be enabled on their service.
23. A flat rate of R 0.89 on per second billing basis will apply for any voice call on 2TB LTE Data Plan Post-paid service, with exception of emergency services (10111, 10177 and 112) and Telkom helpdesk 081 180 which are free from a Telkom Mobile SIM card.
24. SMS is enabled for normal usage, notification, and balance enquiry
25. SMS charge is set at 50c/SMS and MMS charge is set at 50c/MMS.
26. The out of bundle rate of R0.39c per MB applies.
27. Data carry over shall apply to the Inclusive 2048GB Anytime data.
28. Porting in or out shall be allowed.
29. Data transfer shall apply
30. Telkom's LTE network is supported on Telkom Mobile's 2300MHz and 1800MHz LTE network only with failover support to Telkom Mobile's 3G network, and the experience may vary depending on the wall thickness at your premises.
31. Telkom is not liable for any loss or damage to your property or equipment arising out of the provision, installation or maintenance and use of the service.
32. Telkom will not incur any liability whatsoever for any loss or damage as a result of any use, authorised or unauthorised, resulting from virus attacks, security vulnerabilities, or loss of information.
33. Telkom 2TB LTE Data Plan Post-paid is a wireless service and as such is a best effort service with no guarantees on throughput. There are many factors that can affect the speed of the LTE service such as, but not restricted to, signal strength/distance to tower, number of users on the tower, type of service being accessed on the internet and local PC environment.
34. Multi-SIM and Data Multi-SIM shall not be allowed on 2TB LTE Data Plan.
35. Telkom reserve the right to change or remove 2TB LTE Data Plan offer at any time and without prior warning.
36. 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.

Data Validity Rules: 2TB LTE Data Plan Post-paid

1. The monthly Inclusive anytime data validity period shall expire within two calendar months from the month of allocation. i.e., the Inclusive anytime data allocated to your plans on 1st November will expire on 31st December.
2. The unused inclusive anytime data on 2TB LTE Data Plan shall roll over to the end of the next calendar month. Rolled over data will be depleted first before the newly allocated inclusive data is used.
3. For example: if you are subscribed to a 2TB LTE Data Plan which comes with (2048GB Anytime Data) and only utilised 1724GB of your inclusive anytime data the remaining 324GB unused anytime data shall be carried over to the following month. The 324GB anytime data will be consumed and be depleted first before the new monthly inclusive allocated (2048GB Anytime Data) is utilised.
4. Prices are valid at date of print. E&OE.