

## Telkom 5G Mobility on SmartPhone Devices – Terms and Conditions

1. Telkom Standard terms and conditions apply (full details are available on: [www.telkom.co.za/terms](http://www.telkom.co.za/terms))
2. Telkom reserves the right to amend this offering terms and conditions, from time to time. Telkom will place the amended terms and conditions on Telkom's website at the following link: <https://www.telkom.co.za/campaign/5g>, 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. Telkom's 5G network can only be accessed by 5G-enabled devices, where the device supports Telkom's designated 5G bands.
4. 5G Mobility refers to Smartphone 5G capable devices and 5G access will be provided across all Telkom's postpaid and prepaid mobile plans which are governed by product-specific terms and conditions.
5. For standard postpaid and prepaid mobile plans, 5G mobility access will automatically be provisioned on these plans when a 5G-enabled device is regularly within a 5G coverage area.  
For the Telkom dedicated 5G Internet plan, 5G access will be provisioned at the time of activation.  
For fixed wireless 5G Internet access, it is expected that the consumer would utilize the service at the address provided when having applied for the 5G service.
6. Access to Telkom's 5G network is subject to 5G network coverage and network availability within the 5G coverage area which can be found on Telkom's website at the following URL <https://telkom.co.za/check-coverage>.
7. Telkom shall not, be held responsible for customers' failure to access the 5G network. In areas that don't have 5G, customers automatically switch to the network connection mode that's available there.
8. Telkom 5G 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 as well as the number of customers accessing 5G. Such services are subject to the availability of sites in an area, where towers are subject to force majeure this may impact the customer network experience.
9. Telkom reserves the right to terminate a user from its network if he/she is found to be causing harmful interference to Telkom's 5G network standards.
10. 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 or the use of DDoS (Distributed Denial-of-Service).
11. Telkom reserves the right to suspend/terminate this service when any fraudulent activity is suspected to have occurred or if the customer is found to be conducting activities that may impede or impact any IT infrastructure (inside the Telkom Group network or to parties external to Telkom).
12. The Telkom 5G network can only be used within the borders of South Africa.
13. The Telkom 5G access will be available across selected 5G base stations only where the Telkom coverage map states that this 5G service is available. Telkom Mobile 3G and 4G failover shall be supported. Telkom shall ensure that the next highest technology is available to support customers.
14. Telkom reserves the right to withdraw any of its 5G Broadband base stations at any stage from the coverage map. The coverage map shall be updated accordingly on the Telkom website at the following URL <https://telkom.co.za/check-coverage>.
15. Telkom 5G network access shall not be able to roam on Vodacom/MTN network.
16. Telkom cannot always guarantee 5G service to customers inside the Telkom Mobile 5G network footprint. Telkom's 5G network experience/connectivity/speed may vary according to a number of dependencies such as the wall thickness at customers' premises, the number of users on the base station, signal strength/distance to the 5G site, terrain (line of sight to tower), a 5G-enabled device with the latest software, type of service being accessed on the internet and the local network conditions such as Wi-Fi/PC/Hotspot setup, etc.



17. Telkom 5G service is a best-effort wireless service and as such connectivity and speeds are not guaranteed.

E&OE.