



BACK-TO-SCHOOL 6-MONTHS DISCOUNT ON TELKOM STREAM CONNECT FIBRE PROMOTION SPECIFIC TERMS AND CONDITIONS

The provision of Telkom's Broadband Service are subject to Telkom's Standard Terms and Conditions for the Provision of Electronic Communication Services and Products available at <https://group.telkom.co.za/regulatory/terms-and-conditions.html> as well as the Product Specific Terms and Conditions set-out in this document. Where there is any conflict between Telkom's Standard Terms and Conditions and the Product specific conditions, the latter should prevail.

THE PROMOTION PERIOD:

The promotion will run from 28 December 2025 to 15 February 2026.

THE PROMOTION:

1. 6-month discounted price on Telkom Stream Connect 25/25Mbps and 50/25Mbps.
2. Qualifying customers may purchase an MSI Modern 14 Laptop at a monthly subscription charge of R319.00 (VAT Inclusive) over 36 months, billed to their Telkom account.
 - Available to new and existing Postpaid Fibre customers.
 - Available in Telkom Retail Stores and Online.
 - Subject to limited stock and allocated on a first-come, first-served basis.
 - Subject to successful credit vetting and compliance with Telkom's standard application processes.
3. The Telkom Stream Connect promotion will be available to the following customers only:
 - New to Fibre (NTF) customers.
 - DSL customers who migrate to fibre.
 - LTE customers migrating to Fibre.
 - 3rd Party FNO migrating to Openserve Fibre.
4. The Customer is responsible to confirm Telkom coverage prior to concluding the transactions. Telkom shall not be held liable where customers failed to confirm network coverage prior to concluding the transaction. The Openserve Fibre network coverage can be confirmed on Telkom's website at the following URL <https://www.telkom.co.za/check-coverage>.
5. Customers will enjoy the discount of R90 on a 25/25Mbps and R166 on a 50/25Mbps Telkom Stream Connect for the first 6-months following installation. Thereafter standard pricing will apply, prices include VAT.
6. Consumer customers ordering online from start to order completion/confirmation will enjoy the discount of R84.60 on a 25/25Mbps and R156.04 on a 50/25Mbps Telkom Stream Connect for the first 6 months following installation. Thereafter the standard 6% exclusive online discount pricing will apply, prices include VAT.
7. Only orders placed between 28 December 2025 to 15 February 2026, will qualify for the promotion.
8. The promotion will only apply to customers who sign a 12-months contract.

9. Should the fibre service be cancelled prior to the end of the contract term, customers will be liable for a penalty fee corresponding to the discounted installation and activation fees for the remainder of their contract.
10. If an existing DSL/Copper customer apply for Telkom Stream Connect bundle and wants to keep their service number, the service will be migrated to Retail Fibre voice or IP Voice with an applicable calling plan and rate agreed with the customer.
 - Should a customer subscribe to IP Voice, customer will need to purchase a router separately.
11. Telkom internet mailbox is not included as part of the Telkom Stream Connect products but can be purchased at the standard rate as a Value-added service.
12. Pre-orders will not qualify for the promotion.
13. Existing fibre customers migrating to Telkom Stream Connect will not qualify for the promotion.
14. Existing customers on Telkom Stream Connect who renew their contract will not qualify for the promotion.
15. Telkom reserves the right at any time to terminate this offer and will communicate through its channels.
 - a. Existing customer's services will be terminated with reasonable prior notice.
16. Customers must have an active Postpaid Fibre service to add the device to their account.
17. Promotional material is illustrative and may differ from the actual product.
18. The offer is not transferable and cannot be exchanged for cash or another device.
19. The MSI Modern 14 Laptop will be billed at R319.00 per month over 36 months.
20. Early cancellation of the laptop will trigger early settlement charges as per Telkom's Standard Terms and Conditions.
21. Standard Out-Of-Box-Failure or valid warranty claim conditions will apply for returns and repairs.
22. Telkom shall be entitled to adjust the charges levied to a Customer from time-to-time as determined by Telkom, which adjustment may also be applicable to any Fixed Term Agreement entered into by the Customer.
23. Telkom reserves the right to amend these terms and conditions at any time. Such changes will be posted on the Telkom website and will be deemed to have been accepted by the Customer unless communicated otherwise. The obligation therefore is on you, the customer, to review these terms and conditions at regular intervals.

DEVICE WARRANTY:

The MSI Modern 14 Laptop includes a 12-month limited manufacturer warranty covering:

- Manufacturing faults and defects
- Hardware issues not caused by customer misuse
- Customers must familiarise themselves with the full MSI manufacturer warranty terms, available at: <https://www.msi.com/page/warranty>

The warranty will not cover:

- Accidental damage
- Liquid damage
- Damage caused by negligence, misuse, or unauthorised repairs
- Normal wear and tear

OBF (OUT-OF-BOX FAILURE):

OBF claims will follow Telkom's Standard Terms and Conditions. Devices must be returned:

- Within the prescribed OBF return period
- In original packaging with all accessories
- With no visible signs of customer-induced damage

Devices that do not meet these conditions may not qualify for OBF exchange.