



## Unlimited Satellite Bundles Terms and Conditions

Unlimited Satellite is a broadband internet satellite service ("the Service") comprising of internet access. The broadband satellite service technology is used to provide high-speed internet connectivity to users.

### 1. DEFINITIONS:

Unless the context clearly indicates the contrary, any term defined in the Telkom's Standard Terms and Conditions when used herein shall bear the same meaning as defined in the Telkom's Standard Terms and Conditions. Telkom Standard terms and conditions for the provision of electronic goods and services apply (full details on <http://www.telkom.co.za/today/terms/>).

The words and phrases listed below will have the meaning set out next to the corresponding word or phrase unless the context indicates otherwise:

- 1.1. **"TCE"** means the Telkom Customer Equipment that will be installed as part of the solution.  
consists of a modem installed indoors, and equipment installed outdoors consisting of an Antenna Dish, Low Noise Blocker (LNB) and Block Up Converter (BUC)
- 1.2. **"RFO"** means Ready for Occupation; the customer must conform to the rules in section 3 below.

### 2. WHO IS ELIGIBLE TO APPLY FOR A SERVICE:

- 2.1 Persons ("Applicants") interested in applying for the Service must:
  - 2.1.1. reside and operate in South Africa with valid ID Document/Passport
  - 2.1.2. or a Small/Medium business customer with Business registration documents.

### 3. TERMS AND CONDITIONS:

3.1. Telkom reserves the right to amend these offerings and terms and conditions from time to time. Telkom reserves the right to amend these offerings and terms and conditions from time to time. The amended terms and conditions will be placed in Telkom's website at the following link: <http://www.telkom.co.za>; which will be deemed incorporated into the Agreement and bind the Customer from the date that the amendment was listed on the abovementioned site.

3.2. On acceptance of the customers application, which will be subject to the customer complying with Telkom's credit vetting policy, a feasibility study will be conducted. Installation is therefore not guaranteed and will be subject to such feasibility study.

3.3. Satellite access will be offered at the following speeds: 5Mbps, 10Mbps, 20 Mbps and 50Mbps.

3.4. Any upgrade/downgrade to a higher or lower speed will be subject to a once-off configuration charge. Subscribers shall be able to upgrade to a higher plan at any time in the contract. Note that in certain upgrade requests, additional monthly costs as well as a new 36-month contract may apply.

3.5. These offerings are subject to a 36-month contract period.

3.6. All charges shall be subject to adjustments from time to time as determined by the Service Provider, but usually on an annual basis.

3.7. Termination of the service within the 36-month period will result in a decommissioning fee. The equipment remains the property of Openserve and will be recovered upon termination of the service.

3.8. The service supports uncapped Internet data bundles, Fair Usage Policy (FUP) applies. Telkom reserves the right to enforce its Fair Usage Policy "FUP", as set out below:

Service Product Speed (Kbps)	Unthrottled		FUP	Throttled	
	Download	Upload		Download	Upload
5120	5120	1000	200GBytes	1024K	1000
10240	10240	1250	300GBytes	2048K	1250
20480	20480	2500	500GBytes	4096K	2500
51200	51200	5000	750GBytes	5120K	5000

3.9. The Customer is responsible for ensuring that the premises where installation is required conforms to the RFO specifications as set out in clause 4 below.

3.10 If a customer move premises full installation charges will apply at the new address.

3.11 The equipment remains the property of Openserve.

3.12 Offer is subject to Telkom's Credit Vetting policy and all other legal compliances such as Rica.

3.13 New applications will be processed during office hours on Monday to Friday between 7:30am – 16:00pm, public holidays are excluded.

3.14 Customers will be notified of the applications once the order is completed via SMS, Email or phone call.

3.15 Setup cost includes – installation cost, connection cost and satellite equipment (dish and radio).

3.16 Telkom Unlimited Satellite service is subject to remain active for the duration of a period of 36-months contract.

3.17. Line speeds quoted are best effort and represent 'up to' speeds.

3.18. Errors and omissions excluded (E&OE).

#### 4. READY FOR OCCUPATION SPECIFICATIONS

<https://tlkm.link/UnlSatguide>

5. In addition to these Product specific Term and Conditions the Services rendered to the customer will

continue to be subject to Telkom's Standard Terms and Conditions for the provision of electronic goods and services [http://www.telkom.co.za/about\\_us/regulatory/terms-and-conditions.shtml](http://www.telkom.co.za/about_us/regulatory/terms-and-conditions.shtml). Should there be any conflict between these Product-specific Terms and Conditions and Telkom's Standard Terms and Conditions, the Product-specific Terms and Conditions shall prevail.