

## **Terms & Conditions: \*Unlimited All Hours and \*Unlimited Off-Peak Hours Prepaid LTE Once-Off Data Bundles**

1. The \*Unlimited All Hours and/or \*Unlimited Off-Peak Hours is a pure \*Unlimited prepaid LTE Once-off data bundles governed by Fair Usage Policy that are offered by Telkom, which are designed to be used with SmartBroadband Wireless Prepaid tariff plan or as additional data bundles (add on) to the SmartBroadband Wireless plans.
2. The \*Unlimited All Hours and \*Unlimited Off-Peak Hours LTE Once-Off prepaid bundles are available to both Consumer and Business customers, which are strictly On-Net only and within Telkom Mobile LTE coverage footprint.
3. The \*Unlimited All Hours and \*Unlimited Off-Peak Hours LTE once-off data bundles shall be supported on Telkom Mobile's 2300MHz and 1800MHz LTE/LTE-A network only with failover support to Telkom Mobile's 3G network.
4. Purchasing of the \*Unlimited All Hours and \*Unlimited Off-Peak Hours LTE once-off data bundles and using the bundles is subject to the availability of LTE network coverage within the specified location and the subscriber will not be able to roam on Vodacom/MTN network.
5. A sales agent will be able to assist you with checking if your address is within LTE network coverage range. Alternatively, you can verify same online at: [www.telkom.co.za/today/ucm](http://www.telkom.co.za/today/ucm).
6. 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 within Telkom's LTE and/ or 3G coverage.
7. The \*Unlimited All Hours and \*Unlimited Off-Peak Hours LTE once-off data bundles shall be available for purchase as once-off data bundles by SmartBroadband Wireless Prepaid subscribers, and existing post-paid subscribers which are: SmartBroadband Wireless Post-paid, SmartBroadband Wireless Top-Up, SmartBroadband Wireless \*Unlimited All Hours and SmartBroadband Wireless \*Unlimited Off-Peak Hours subscribers only.
8. The Standard Fair Usage Policy (FUP) applies across both the \*Unlimited All Hours and \*Unlimited Off-Peak Hours LTE data bundles whereby customers will receive 250GB of data that allows for an up to 10Mbps speed and once the 250GB is depleted, then an additional 50GB of data is provided at an up to 4Mbps speed and once the 50GB/4Mbps bundle has been depleted the service then provides unlimited data at an up to 2Mbps speed for the remainder of the validity period days after activation.
9. The data validity period shall be 31 days for both \*Unlimited All Hours and \*Unlimited Off-Peak Hours LTE Once-Off bundles. i.e. Both \*Unlimited All Hours and \*Unlimited Off-Peak Hours LTE Once-off data bundles shall expire in 31 days from the date of activation.
10. The \*Unlimited All Hours and \*Unlimited Off-Peak Hours LTE Once-Off data bundle shall always be governed by Standard Fair Usage Policy.
11. The data transfer service capability does NOT apply on \*Unlimited All Hours and \*Unlimited Off-Peak Hours prepaid LTE Once-Off data bundles, i.e. a customer cannot transfer data from the Unlimited All Hours and \*Unlimited Off-Peak Hours to another SmartBroadband Wireless product.
12. Customers on the \*Unlimited All Hours and \*Unlimited Off-Peak Hours LTE Once-Off data bundles shall be able to purchase LTE/LTE-A Once-Off data bundles. In the case of the \*Unlimited All Hours the bundles can be utilized to improve speed once FUP is reached and in the case of the Unlimited Off-Peak Hours the bundle can be used to provide service between 19:01pm to 23:59:59am
13. The **\*Unlimited All Hours** data bundle will provide services 24hours in a day during the activation period of 31days. If the customer on \*Unlimited All Hours decides to top up his wallet with normal LTE/LTE-A once-off data bundles, e.g. 10GB + 10GB\*, the top up data shall be used first because there are no speed restrictions on such.

14. The **\*Unlimited Off-Peak Hours** data bundle will provide service strictly between **Midnight – 19:00pm**. The service will not operate from **19:01pm to 23:59:59am**, the LTE/LTE-A Once-Off data bundles can be purchased to access service beyond the standard times of operation. The LTE/LTE-A Once-Off bundles purchased to provide service, can be utilized from **19:01pm to 23:59:59am** to allow internet access.
15. Between **Midnight - 19:00pm** the inclusive allocated **\*Unlimited Off-Peak Hours** data bundles will always take precedence.
16. If the customer on **\*Unlimited Off-Peak hours** decides to top up/purchase his wallet with normal LTE/LTE-A Once-off data bundles that don't have speed restrictions, e.g. 10GB+10GB\*, the normal **Anytime** data bundles will only be consumed between **19:01pm and 23:59pm**.
17. From **Midnight - 07:00am** the **Night Surfer** bundles from the purchased LTE/LTE-A Once-off data bundles, i.e. 10GB+10GB\* bundles will be used first as there are no speed restrictions on such.
18. From **07:01am - 19:00pm**, the inclusive allocated **\*Unlimited Off-Peak Hours** data bundles will take precedence.
19. There is no limit to the number of **\*Unlimited All Hours** and/or **\*Unlimited Off-Peak Hours** LTE Once-Off bundles that a subscriber can purchase in a month and First in First Out (FIFO) shall apply to the order of consumption.
20. The unused allocated data bundle on **\*Unlimited All Hours** and/or **\*Unlimited Off-Peak Hours** LTE data bundles shall not roll over/carried over once it expires and shall not be transferable.
21. No modems will be bundled with the **\*Unlimited All Hours** and/or **\*Unlimited Off-Peak Hours** LTE Once-off bundles and subscribers will have the freedom to use existing modems or buy a modem that suits their needs but should note that for best experience a Telkom Mobile certified and tested LTE hardware device should be used.
22. A compatible device is required to use **\*Unlimited All Hours** and **\*Unlimited Off-Peak Hours** LTE data bundle services. The maximum speed that can be experienced by the subscriber is dependent on the speed specification of the device and the capability of the Telkom Mobile LTE/3G network at any given point in time.
23. A flat rate of R 2.75 on per second billing basis will apply for any voice call on **\*Unlimited All Hours** and **\*Unlimited Off-Peak** data bundle 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 service is a best-effort service and no guarantees are provided on availability or throughput.
27. Telkom will not incur any liability whatsoever for any loss or damage because of any use, authorized or unauthorized, resulting from virus attacks, security vulnerabilities or loss of information.
28. Telkom **\*Unlimited All Hours** and/or **\*Unlimited Off-Peak Hours** LTE Once-Off data bundle 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.
29. Prices are valid at date of print. E&OE.