



Telkom Product Terms and Conditions - *Telkom Thola More*

1. Telkom Standard Terms and Conditions apply (full details may be accessed at www.telkom.co.za)
2. These Terms and Conditions are applicable to all customers who choose to subscribe to the *Telkom Thola More* prepaid tariff plan.
3. The new prepaid tariff plan shall be available to all new customers, ported customers, converted customers and existing prepaid customers who select to migrate to *Telkom Thola More* tariff plan.
4. The free benefits on airtime recharges will be available to all new and existing Telkom Mobile customers who choose to migrate to the *Telkom Thola More* tariff plan.
5. For every airtime recharge of **R5 and above** that a customer makes on the *Telkom Thola More* tariff plan, they will be rewarded with free all-networks data, free Telkom-to-Telkom voice call minutes and free SMSs as specified on the tariff benefits table. The amount and value of the free benefits will depend on the amount of recharge. For example: If a subscriber recharges with R5, they will receive free 20MB all-networks data bundle, 5 free Telkom-to-Telkom voice minutes and 5 free SMSs to any network in South Africa.
6. Customers are required to recharge their accounts with airtime in order to qualify to receive the free product benefits.
7. Airtime recharges of any amount below R5 will not qualify for the free benefits.
8. Cumulative recharges adding up to R5 will not qualify to earn the free benefits, the minimum qualifying recharge amount is R5 single recharge. For example: If a customer makes a recharge of R2 and later a recharge of R3, this pattern of recharge will not qualify a customer to receive free benefits associated with the *Telkom Thola More* tariff plan. Customers will only receive benefits for individual qualifying recharges.
9. The free benefits of airtime recharges **BELOW R50** will be valid for a period of 3 days as stated on the tariff benefits table. The validity period will be 3 consecutive days from the moment the customer account is successfully recharged with the respective airtime recharge amount.
10. The free benefits of airtime recharges from **R50 and ABOVE** will be valid for a period of 7 days as stated on the tariff benefits table. The validity period will be 7 consecutive days from the moment the customer account is successfully recharged with the respective recharge amount.

Terms and Conditions for Telkom TikTok Data Bundles

11. Any unused free benefits will expire at the end of the respective validity periods and the customer will forfeit any unused free benefits. The free benefits do not carry over beyond the specified validity periods.
12. The free benefits are not transferrable to other users and does not form part of products eligible for data transfer. Data transfer of the free data shall not be allowed, only data bundles paid for can be transferred as per the current existing business rule in the following denominations: 25MB, 50MB, 100MB, 250MB, 500MB and 1GB.
13. The free benefits will be consumed BEFORE the paid-for products, for both data, on-net voice and SMSs. For example: If a customer recharges an account with R100 airtime and immediately purchase a data bundle, the free 400MB of free data received, will be consumed first. Therefore, the order-of-consumption will be as follows:
 - a. Free/Promotional Data or Minutes or SMSs will be consumed first and
 - b. Paid-for Data/ voice Minutes/ SMS bundles will be consumed next.
14. There is no limit on the number of airtime recharges a customer can make in a day (or a period). However, the validity periods of the free benefits will follow the specified days for each recharge, e.g. If a customer selects to recharge an account with 10 X R20 recharge vouchers in a single day, the validity of the free benefits will be 3 days ONLY for all the airtime recharges. There will be no extension on the validity period of the free benefits.
15. Multiple recharges per day do not extend the validity period of the free benefits.
16. All prices of airtime recharges are inclusive of VAT and are subject to the activation of a Telkom Mobile starter pack.
17. Standard and existing airtime transfer rules will apply should a customer wish to transfer airtime to another customer.
18. The free benefits will be consumed on a FIFO basis (similar consumption principle as set out in clause 16).
19. Mobile number port-in will also be supported. Ported-in numbers qualify for the free benefits when they are active on the *Telkom Thola More* tariff plan. Ported numbers will however NOT default to the new tariff plan; they will default to Telkom More (as the default plan), but the customer would have the option to migrate to *Telkom Thola More* tariff plan, if they chose to do so.
20. Existing tariff migration business rules shall apply to the *Telkom Thola More* tariff plan. The tariff migration menu option on *180# USSD will be used for tariff migrations. Customers can also change their prepaid tariff option by dialling Telkom Customer Care on 180 from their phones. Tariff change shall be permitted only once a month.