

Product specific terms and conditions for Telkom/AA subscription services offering.

1. The provision of Telkom's bundled offering with AA subscription services are subject to the standard terms and conditions for the provision of electronic communication services and products (https://www.telkom.co.za/about_us/regulatory/terms-and-conditions.shtml) as well as the product specific terms and conditions listed below. Where there is any conflict between the standard terms and conditions and the product specific conditions for Telkom – AA subscription services, the last should prevail.
2. Telkom/AA products are only available on the Telkom Website via Telkom.co.za. No other Telkom channels will be selling AA products.
3. Telkom is offering 3(three) AA subscriptions as follows:
 - 3.1. Roadside Assistance
 - 3.2. Armed Response
 - 3.3. Home assistance
4. Pricing
 - 4.1. Road assistance costs R35.00 per month (incl Vat) and includes the following covers/assistance.
 - 4.1.1. Roadside assistance services
 - 4.1.2. AA Road Patrols (yellow vans) and Battery Services
 - 4.1.3. Locksmith Services c. AA Towing (AA Yellow Tow Trucks)
 - 4.1.4. Contractor Towing (Mechanical and Electrical breakdowns)
 - 4.1.5. AA Accident Towing
 - 4.1.6. AA Taxi After Tow
 - 4.1.7. AA Emergency Medical Rescue
 - 4.2. Armed Response costs R35.00 per month (incl Vat) and includes the following Cover/assistance:
 - 4.2.1. AA Armed Response
 - 4.2.2. Panic button device
 - 4.3. Home Assistance costs R35.00 per month (incl vat) and includes the following covers/assistance:
 - 4.3.1. Legal assist
 - 4.3.2. Bail assist
 - 4.3.3. License Renewal and Fines Assist
 - 4.3.4. Pothole Protect

5. By accepting the Telkom/AA offering the customers agrees that their personal information will be available to Telkom and AA for the purpose of their subscription/s.
6. Customer must have an active Telkom postpaid service to be eligible to purchase AA subscription/s.
7. In the event the customer applies for AA subscription/s mid-month the customer will be charged the full subscription fee for the month. No Proration will occur.
8. Advanced billing will be applicable for AA subscription/s.
9. The customer can cancel their AA subscription/s at any time. It is the customers responsibility to do so.
10. In the event the customer wishes to cancel their service the customer will have to cancel on Telkom website via (<https://salesfulfillment.telkom.co.za/home-connected/>).
11. In the event the customer cancels mid-month they will be covered for the remainder of the month, no refunds will be applied.
12. There is no cooling off period for cover, The customer will be covered immediately after they subscribe to the AA offering.
13. For claims the customers must follow the AA terms and conditions full detail (<https://salesfulfillment.telkom.co.za/home-connected/>)
14. For all queries the customer must follow the AA terms and conditions found full detail (<https://salesfulfillment.telkom.co.za/home-connected/>)
15. The customer acknowledges and understands that Telkom cannot change or offer different/Alternate policy terms and conditions to the customer other than that offered by AA in terms of the AA products set.
16. The customer acknowledges that it's their responsibility as a participant to ensure that any information which the customer provides in respect of any AA product is accurate, complete, and up to date.