



## Terms and Conditions for Telkom WhatsApp Bundles

1. Telkom Standard Terms and Conditions and Product Specific Terms and Conditions for the provision of electronic communication services and products shall apply. Full details may be accessed at <https://group.telkom.co.za/regulatory/terms-and-conditions.html>
2. Telkom WhatsApp bundles will be available to all Telkom Mobile customers: prepaid, hybrid and postpaid. The bundles shall be available to new and existing customers.
3. The WhatsApp bundles will allow access to the WhatsApp social media platform only, for both messaging and for voice calls.
4. Telkom WhatsApp bundles shall be accessible on Telkom Mobile network and while roaming on other Telkom's national roaming partner networks (MTN/Vodacom)..
5. Telkom WhatsApp bundles shall be available as once-off purchases ONLY. No recurring purchases apply.
6. Bundles are offered in Daily, 3 Days, Weekly, and Monthly denominations:
  - Daily Bundles are valid for 24 hours from activation.
  - 3 days bundles are valid for 72hours
  - Weekly Bundles are valid for 7 calendar days from activation.
  - Monthly Bundles are valid for 31 calendar days from the date of purchase.
7. Any unused data will not carry over when the included data expires at the specified validity period. The customer will forfeit all the unused data.
8. FUP (Fair Usage Policy) rules on unlimited WhatsApp bundles
  - Unlimited Daily Bundle:  
500MB at full speed  
Thereafter, unlimited usage at a reduced speed of 512 kbp
  - Unlimited Weekly Bundle:  
1.5GB at full speed  
Thereafter, unlimited usage at 512 kbps
  - Unlimited Monthly Bundle:  
4GB at full speed  
Thereafter, unlimited usage at 512 kbps
9. "Data Transfer" service will not be applicable for Telkom WhatsApp bundles. The bundles are not transferable to other customers and cannot be shared.



10. The WhatsApp Bundles data usage threshold notifications will be sent to customers when reaching the applicable thresholds. The final notification will be sent when the WhatsApp bundle data has been depleted.
11. The WhatsApp bundle data will be consumed first and thereafter, current order-of-consumption rules will apply.
12. Once the WhatsApp bundle data has been depleted, the data will automatically consume from available data resources or from any other relevant bundle (such as Telkom Chat bundles, Social bundles, etc). Current business rules shall be followed with regards to out-of-bundle (OOB) data consumption and billing.
13. Telkom reserves the right at any time to terminate this product by indicating such termination on its website.
14. All prices include VAT.
15. Telkom reserves the right to suspend the service to customers who misuse or abuse the service. Failure to adhere to these conditions shall be a breach of these product terms and conditions and Telkom shall have the right to immediately suspend the service.
16. Telkom reserves the right to amend this offerings terms and conditions, from time to time. Such amendments will be placed on Telkom's website at the following link: <https://group.telkom.co.za/regulatory/terms-and-conditions.html> which will be deemed incorporated into the Agreement and bind the Consumer from the date that the amendment was listed on the abovementioned site.
17. Telkom will not incur any liability whatsoever for any loss or damage as a result of any use, authorized or unauthorized, resulting from virus attacks, security vulnerabilities or loss of information.