

Unlimited VoIP Flexi Calling Plan Terms and Conditions

1. Definitions

- 1.1. "Abuse" is defined as any customer exceeding the maximum FUP threshold (for Telkom-to-Telkom fixed line and Telkom to Telkom VoIP) limit by 35% at any time during a calendar month.
- 1.2. "Fixed to Mobile calls" means calls originating from the Service number to Telkom Mobile, Vodacom, MTN or Cell C numbers.
- 1.3. "FUP" means Fair Usage Policy. Average of 250 minutes are allocated per Sip session to be used for On-Net and Off-Net calling. The usage will be monitored via reports to identify abuse.
- 1.4. "Power users" means Customers exceeding any of the FUP thresholds (maximum minutes allowed) for three consecutive months.
- 1.5. "Service" means the Unlimited VoIP Flexi Plan product offering as selected by the customer.

2. Conditions

- 2.1. The Service is subject to Telkom's Standard Terms and Conditions for the Provision of Electronic Communications Services and Products, which is available at www.telkom.co.za. 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.
- 2.2. This offer is available to all new and existing Telkom Business customers and supports port-in numbers.
- 2.3. Offers available:
New Unlimited VoIP Flexi plan that can be offered and linked to the offers below:
 - Standard SIP
 - Premium SIP Geo Redundant – Vaasa (Voice as a Service)
 - i) ***Unlimited VoIP Flexi**
 - Telkom to Telkom (Mobile, Local and National).
 - Licensed Other Mobile & Fixed Operators.
 - Selected International destinations rated at R0.79c, as per listed destinations.
 - Determined by the number of SIP Sessions selected from 21 to 49 SIP Sessions

ii) *Unlimited VoIP Flexi

- Telkom to Telkom (Mobile, Local and National).
- Licensed Other Mobile & Fixed Operators.
- Selected International destinations rated at R0.79c, as per listed destinations.
- Determined by the number of SIP Sessions selected from >50 upwards SIP Sessions

***Above plans are subject to FUP**

<u>Countries</u>	<u>Rate per sec</u>
Belgium	0.01145
Canada	0.01145
United Kingdom	0.01145
France	0.01145
Greece	0.01145
Netherlands	0.01145
Italy	0.01145
New Zealand	0.01145
Australia	0.01145
Singapore	0.01145
Switzerland	0.01145
United States	0.01145

*Above listed international destinations

- 2.4. The following call types will be excluded: Premium rated calls (0862, 0865, 0866 and 0867), Teleconference; Operated-assisted calls; Service calls (including calls like AutoComplete when using 1023 directory Services/Yellow Pages, Ring Back or Collect Calls); World Call; Smart Access; Telkom Supreme Call, Public Payphones.
- 2.5. Telkom Business shall not be liable for charges incurred where the subscriber dials non-qualifying numbers. Calls made to any other network will be charged for at Telkom's standard applicable rates.
- 2.6. Downgrades: Customers may downgrade from the Unlimited VoIP Calling Plans to any of the other VoIP Calling Plans that fits their specific requirement. The customer will not be required to enter into a new agreement.
- 2.7. In the event of the Customer requesting the Unlimited Calling Plan to be terminated whilst the Unlimited Calling Plan forms part of a long-term agreement associated with another product, such as but not limited to Fibre/Mobile/PABX, the termination clause applicable to such agreement will apply.
- 2.8. Termination of the Unlimited Calling Plans of Super Users by Telkom will similarly result in Telkom charging an early termination penalty as set-out in clause 2.7 above. If, however, the customer subscribes to another Telkom VoIP Calling plan best suited for the customer's spend, the early termination charge will be waived.
- 2.9. The Unlimited VoIP Flexi Plan and associated benefits may only be used for business use and cannot be used for any other purpose, shall not be used for purposes of least

cost routing, Internet cafés, international bypasses, payphones, or call centres. Failure to adhere to these conditions shall be a breach of these product terms and conditions and Telkom Business shall have the right to immediately cancel the Endless VoIP Plans and apply the early termination penalty as set-out in clause 2.7 above.

- 2.10 Unlimited VoIP Plans benefits may not be used in conjunction with any other calling and or discount plan to generate additional benefits. Any attempt to do so will be regarded as fraudulent activity and will lead to immediate suspension of the Service pending an investigation. Should Telkom's investigation determine that the Unlimited VoIP Plans is being used in conjunction with another discount plan offered by Telkom, Telkom Business will be entitled to terminate the Services and impose the early termination. penalty.
- 2.11 Telkom Business reserves the right at any time to terminate this offer without prior notification.
- 2.12 The approval of an application for any Unlimited VoIP Flexi Plan will be at Telkom's sole discretion.
- 2.13 This service is dependent on an internet access medium, which does not form part of Service offering.
- 2.14 Telkom Business reserves the right to vary these terms and conditions at any time, without notice or reason. Such changes will be posted on the Telkom Business website and will be deemed to have been accepted by you if you continue using the services. The obligation therefore is on you to review these terms and conditions at regular intervals.
- 2.15 Virtual mobile network operators are specifically excluded from the available offers.