

Product Specific Telkom Terms and Conditions for Reverse Bill URL

Reverse Bill Uniform Resource Locator (URL) product is an enterprise product that allows the organisations the ability to pay for data traffic directed to their selected websites and/or applications. The end-user does not deplete any data from their personal allocation when accessing any Reverse Bill URL applications or content.

Definitions:

“Breach” is a collective term for the successful incident from hacking, leakage or exposure of an IP/URL which is intended for Reverse Billing.

“Customer” means an organisation who has applied for a Reverse Bill URL and receives the service from Telkom pursuant to an application and shall also include an applicant for the service.

“Dynamic IP Address” means a temporary IP address assigned to a computing device or internet service when it is connected to the internet.

“End-Users” means a person making use of a Customer’s Reverse Bill URL service, who are bound to enforceable service terms with the Customer.

“Reverse Bill URL” means a service whereby the Customer carries the cost of all data traffic on a nominated address, allowing End-Users to access the associated website at no cost.

“Server Name Indication (SNI)” means an extension to the Transport Layer Security (TLS) computer networking protocol by which a client indicates which hostname it is attempting to connect to at the start of the handshaking process.

“Static IP Address” means a dedicated IP address that does not change and remains static once assigned

Terms and Conditions:

1. Telkom Standard Terms and Conditions apply (full details at www.telkom.co.za).
2. 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://www.telkom.co.za>; which will be deemed incorporated into the offerings terms and conditions.
3. Only End-Users that are Telkom subscribers having a Telkom SIM card will be able to access the nominated URL as part of the Reverse Bill URL service.
4. The nominated address can be either a URL or a dedicated static IP address of the Customer’s choice.
5. The Customer is responsible for ensuring the accuracy of the URL or static IP Address provided to Telkom.

6. The Customer must be explicit in the extent of the URL or static IP Address reach and associated extensions.
7. This service is available to all new and existing Telkom Business Customers.
8. Reverse Bill URL services carries an agreed fee per MB consumed on the nominated address payable by the Customer.
9. Telkom supports Static IP Addresses as it is dedicated IP assigned a computing device or internet service. Dynamic IP is a temporary IP address assigned to a computing device or internet service when it is connected to the internet. A Dynamic IP address constantly changes, and as a result this may lead to the service incurring additional usage. The Customer will remain liable to Telkom for all costs incurred if a Dynamic IP Address is provided.
10. The Customer is responsible for all costs should the activated Reverse Bill URL service and associated IPs route out to a public platform.
11. Customers using third party hosting partners must ensure that the IP Addresses allocated to their services are dedicated and static. The IPs should be dedicated for their sole use and should not carry any traffic not deemed to be their own.
12. The Customer remains responsible for any costs incurred, including any data usage thereof, due to a breach of their service.
13. Server Name Indication (SNI) which authenticates the website is the preferred option to configure Reverse Bill URL services as an alternative to utilising IP Address information.
14. Should the Customer detect any abnormal or unusual traffic patterns on the Reverse Bill URL service, the Customer must investigate the anomaly on their end and report the matter to their Telkom account manager within 48 hours. Telkom may assist with further investigation once requested.
15. Reverse Bill URL is offered as a month to month service and no contract term options are available.
16. End-Users will not be notified should they leave the nominated website where the applicable tariff plan rates for any other local data usage shall apply.
17. Reverse Bill URL will only be for local usage and not while the End-User is roaming internationally.
18. Telkom is not liable for any loss or damage to property or equipment arising out of the provision, installation or maintenance and use of the service.
19. Telkom will not incur any liability whatsoever for any loss or damage as a result of any use, authorised or unauthorised, resulting from virus attacks, security vulnerabilities, and loss of information.
20. Telkom shall not be held responsible for failure to access Internet at locations where Telkom or its local roaming partner network does not have coverage and the service experience may change from time to time.
21. IP and URL configuration changes to existing Reverse Bill URL services will take 5-7 working days to be configured.
22. Should any breaches be identified Telkom shall endeavour to investigate and troubleshoot the service within 48 hours of being reported.
23. Any subsequent changes to the service following the breach will require minimum of 48 hours to be executed.
24. Telkom shall make all reasonable efforts to keep the service up and running and troubleshoot any problems that arise where possible.
25. Customers who have queries should contact Telkom Customer Care at 180 from their cellular phone or 081180 from any other number.
26. In addition to the terms and conditions as indicated in this document, Wireless Service Application Providers (WASP) will also need to adhere to the Code of Conduct of the Wireless Application Service Providers' Association (WASPA), as per the website <https://www.waspa.org.za>.

27. The Customer subscribing to the Reverse Bill URL service must accept full responsibility for the content of their website or app and agrees their content is not improper, immoral and/or unlawful or contains any violent, offensive, discriminatory, illegal or pornographic material.
28. The Customer subscribing to the Reverse Bill URL service must ensure that any information it obtains or receives in respect of the End-User is kept confidential and is not disclosed, communicated or made accessible to third parties.