



## Business Rules governing Vox LTE (powered by Telkom).

### 1. Subscription Rules:

- 1.1. SIM-only data packages are month to month contracts and include a single SIM card and the subscribed data bundle.
- 1.2. Subscriptions are pro-rated meaning the data bundle as well as first month's billing is pro-rated based on the activation date of the service.
- 1.1. Up or downgrade of a Vox LTE package is permitted and is effective on the first (1<sup>st</sup>) day of the following month.
- 1.2. Any downgrade will be subject to an administration fee from Telkom equal to R 403,51 excluding VAT.
- 1.3. Anytime data allocation can be used any time of the day or night.
- 1.1. Unused data which is part of the Telkom Anytime data bundle is available until the end of the following month.
- 1.2. Night surfer data allocation can be used between midnight and seven (7) a.m. every day.
- 1.3. Unused data which is part of Telkom night surfer data allocation does not roll over.
- 1.4. Telkom Fixed LTE services do not roam onto the Vodacom network.
- 1.5. Router hardware is either sold as an outright purchase or added as a monthly rental to the subscriber account
- 1.6. Any rented router never becomes the property of the subscriber as the contracts are not rent-to-own.
- 1.7. Cellular RICA is required for all new subscriptions.
  - 1.7.1. Current Proof of Address
  - 1.7.2. Certified copy of identity documentation
- 1.8. The upstream provider (Mobile Network Operator) may at its discretion implement traffic management rules which prioritize real time traffic e.g. video streaming or browsing over non real time traffic like torrents or large file downloads during busy periods.
- 1.9. Data speeds may also be reduced during busy or peak network times.
- 1.10. Vox LTE (powered by Telkom) SIM cards will not roam onto any roaming partner network.
- 1.11. In the event of a subscriber choosing a router rental option, the hardware remains the property of Vox and will be collected should the subscription be terminated at any point in time.

### 2. Upward Migration Rules

- 2.1. An upward migration refers to the scenario when the subscriber wishes to move to a package of a higher base subscription than the existing package, during the term of the subscription agreement.
- 2.2. The subscriber may upward migrate without any penalties during the agreement term subjected to the differences in the base subscription.
- 2.3. The new package subscription will be active from the first (1<sup>st</sup>) day of the following month.
- 2.4. The subscribers shall retain accumulated deal allocations when doing an upward migration.

### 3. Downward Migration Rules

- 3.1. A downward migration refers to the scenario when the subscriber wishes to move to a package of a lower base subscription than the existing package, during the fixed term portion of the agreement.
- 3.2. The Subscriber will be liable to pay an admin fee for a downward migration as per clause 3.4 below, which will be determined at the time of requesting the migration.
- 3.3. The Subscriber shall retain accumulated deal allocations when doing a downward migration.
- 3.4. Vox shall, as a downward migration fee, recover the difference in pricing between the original and the newly selected package as well as an administration fee mentioned in 1.2 above.

### 4. Top Up Rules

- 4.1. Top Up can only be purchased when the subscriber account is loaded with an additional spend limit equal to the Top Up value.
- 4.2. Vox will, at the time of processing the Top Up on Telkom's ESSP (Enterprise Self Service Portal), load an additional spend limit (temporary until the end of that month), which needs to equal the value of the Top Up bundle being purchased.
- 4.3. Top Up bundles may be purchased and are valid for a calendar month from the date of activation e.g. Top Up purchased on December 15th will be valid until January 14th.
- 4.4. Top Up purchases will require an e-Acceptance to be processed to allow the subscriber to authorize the order in Solid.
- 4.5. Top Up bundles contain an anytime and a night surfer data allocation.
- 4.6. Top Up bundles are not automatically provisioned and take 24 – 48 hours to activate on the subscriber account.

### 5. Spend Limit Rules

- 5.1. A 'permanent spend limit' and 'additional spend limit' of R 0.00 is loaded by default on every SIM card which Vox activates via Telkom.
- 5.2. Loading a zero Rand (R0.00) spend limit the SIM card will not *automatically* bill for out of bundle data usage once the subscribed data cap is reached.
- 5.3. If a spend limit of more than R0.00 is set on the SIM card the SIM card may bill at the out of bundle rate set by Telkom (currently 30c/MB) once the subscribed data bundle is reached.
  - 5.3.1. Example: If a spend limit is set to R 600 and the customer reaches the subscribed data cap the SIM will *automatically* continue to bill at 30c/MB until the spend limit of R 600 is reached. The SIM will thus use an additional 2000MB or 2GB of data which Telkom will bill to Vox.
- 5.4. Out of bundle will be permitted to the combined value of the permanent and additional spend limits.
- 5.5. **NOTE:** It is VERY important that the spend limits are set to R0.00 at all times, unless a Top Up is purchased following the Top Up Rules in section 2.

### 6. Approved Router Rules

- 6.1. Vox LTE (powered by Telkom) is limited for use with approved routers which are verified by Telkom.
- 6.2. Non-approved hardware will not be supported and, should a customer experience issued with connectivity or signal strength while using non-approved router hardware, neither Vox nor Telkom will support the service.
- 6.3. The approved router list can be found under the FAQ section on the Vox LTE website.
- 6.4. Fixed LTE SIM cards are not to be used as 'Mobile' services in any handsets (mobile phones).



## 7. Fulfilment Rules

- 7.1. Shipping of Telkom LTE SIM card is done via local Vox stores to the delivery address provided during the ordering process.
- 7.2. Router hardware, when applicable will be shipped via Vox courier services from local stores to the delivery address provided during the order process.
- 7.3. Delivery charges include 2 delivery attempts, where after additional charges may apply to defray courier costs.

## 8. Cancellation Rules

- 8.1. Subscriber must give one clear calendar month notice of his/her intention to cancel the service.
- 8.2. Example: If cancellation is logged on February 20, the LTE service will terminate at the end of the following month; on March 31st.
- 8.3. Cancellations must be processed via the Vox Customer Zone or sent to Vox in writing
- 8.4. Under no circumstances may a cancellation be logged for the end of the current month in Solid as Vox can only terminate the subscription with Telkom at the end of the following month.
- 8.5. Cancellations must be processed via the Vox Customer Zone or sent to Vox in writing.
- 8.6. Should a Customer decide to cancel their Vox LTE-A service contract, the inclusive monthly data as well as their Top-Up bundles, if applicable, will terminate at the end of the following month.
- 8.7. If a cancellation in terms of clause 3.1 above results in the termination of service prior to the expiration date of a fixed term agreement, then Vox shall be entitled to levy a reasonable termination fee, including any penalty fees which the Upstream Service Provider may levy to Vox.
- 8.8. Termed contracts which include a router rental may be subject to a collection fee upon termination of the subscription, which will defray courier costs to collect the router.

## 9. Usage Monitoring Rules

- 9.1. Telkom does not feed real-time CDRs (Call Data Records) to Vox.
  - 9.2. Telkom sends SMS messages regarding usage to the Telkom SIM card, at certain thresholds.
  - 9.3. Subscribers need to monitor the usage by logging into the LTE Router from a browser and using the SMS application to check the SMS messages.
  - 9.4. Once the subscribed data bundle is depleted, the user will no longer have access to the Internet via the Telkom SIM Card and will need to call Vox Technical Service Centre or Vox Internal Sales team in Faerie Glen to facilitate the purchasing of a Top Up bundle on the subscriber account in Solid.
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