Product Specific Terms & Conditions
FTTB 1 Million Voice Minutes Promotion

THESE PRODUCT-SPECIFIC TERMS AND CONDITIONS NEED TO BE READ IN CONJUNCTION WITH THE GENERAL TERMS AND CONDITIONS. WHERE ANY DISCREPANCY OCCURS, THE PROVISIONS OF THESE PRODUCT-SPECIFIC TERMS AND CONDITIONS SHALL APPLY.

1. Interpretation

Capitalised terms not defined herein have the same meaning as defined in the General Terms and Conditions.

1.1. **Promotion:** The FTTB 1 Million Minutes promotional offer described in these terms and conditions.
1.2. **Promotion Period:** 17 August 2026 to 28 February 2027, both dates inclusive, being the period during which orders may be placed under the Promotion.
1.3. **Eligible Services:** Vox Premium Business Fibre and Dedicated Fibre (FTTB) services with a contracted line speed of 300 Mbps or higher.
1.4. **Free Minutes Allocation**: 41,666 minutes and 40 seconds of free voice per calendar month for 24 consecutive months (1,000,000 minutes in total).
1.5. **Local Destinations:** Voice calls originating in South Africa and terminating on South African geographic, non-geographic and mobile destinations.
1.6. **Out-of-Bundle Rate:** A market-related rate based on your anticipated out of bundle volumes, applied to local usage in excess of the monthly Free Minutes Allocation.
1.7. **A-Z Rate Sheet:** Vox's published international call rate sheet.
1.8. **Call Centre:** A business, or a distinct operation within a business, whose primary business activity is the handling of voice calls for, or on behalf of, third parties, whether structured as an outsourced call centre, contact centre or Business Process Outsourcing (BPO) operation, and including (without limitation) outsourced customer service, telesales, telemarketing, collections, lead generation and market research services provided to third parties. An In-House Contact Centre does not constitute a Call Centre for purposes of the Promotion.
1.9. **In-House Contact Centre:** A contact centre function that is owned and operated by the customer, or by a member of the customer's group of companies, within the corporate confines of that business; that handles calls exclusively in respect of the customer's own products, services and end customers; and that is ancillary to a primary business that is not the provision of call handling services.
1.10. **Service Commencement Date:** The date on which the Eligible Service (FTTB link) is installed and commissioned by Vox.
1.11. **Voice Terms and Conditions:** Vox's Product Specific Terms and Conditions for Voice Products, as amended from time to time.

2. The Promotion

2.1. Vox will provide you with 1,000,000 free voice minutes over a 24-month contract term on Eligible Services, allocated in equal monthly instalments of 41,666 minutes and 40 seconds per calendar month.
2.2. The Promotion commences on the Service Commencement Date, being the date on which the eligible FTTB link is installed and commissioned by Vox.
2.3. The Promotion is available for orders placed during the Promotion Period only, being 17 August 2026 to 16 October 2026 (both dates inclusive). Orders placed within the Promotion Period qualify for the Promotion even where the Service Commencement Date falls after the end of the Promotion Period. If you are enrolled, you will retain the benefit of the Promotion for the full 24-month contract term. Any extension of the Promotion Period will be communicated by Vox and lodged with the Authority in accordance with applicable regulations.
2.4. The free minutes carry no monetary value, are not transferable, and may not be exchanged for cash, credit or any other product or service.

3. Eligibility

3.1. Unless otherwise requested by the customer, the installation will be carried The Promotion is only available to new customers on Premium Business Fibre and Dedicated Fibre services subscribing to a line speed of 300 Mbps or higher.
3.2. New customers, and existing customers that upgrade to an Eligible Service, qualify for the Promotion, provided that a minimum 24-month contract term is concluded.
3.3. The Promotion is not available to Call Centres. An In-House Contact Centre, as defined, does not disqualify you from the Promotion. Vox may, in its sole discretion acting reasonably, determine whether your usage profile constitutes that of a Call Centre, and may decline the Promotion or migrate you to an appropriate commercial product accordingly.
3.4. The Promotion is conditional upon you porting your existing voice numbers to Vox. You are liable for all porting costs.

4. Free Minutes Allocation and Usage

4.1. The Free Minutes Allocation of 41,666 minutes and 40 seconds per calendar month is provided on a 'use it or lose it' basis. Minutes unused at the end of a calendar month are forfeited and do not roll over, accumulate or carry forward.
4.2. Free minutes may only be used for calls to Local Destinations.
4.3. Toll-free inbound calls and local outbound calls both consume the monthly Free Minutes Allocation.
4.4. Local usage in excess of the monthly Free Minutes Allocation is charged at the Out-of-Bundle Rate, being R0.64 excluding VAT per minute, charged on a per second basis.
4.5. International calls do not consume the Free Minutes Allocation and are billed per Vox's A-Z Rate Sheet, published on the Vox website: https://www.vox.co.za, amended from time to time without notice.
4.6. Premium-rated service calls are excluded from the allocation and billed separately.
4.7. The service supports a maximum of 32 concurrent voice channels.
4.8. The Free Minutes Allocation is pro-rated in the first and final months of the contract term. Where the Service Commencement Date falls on any day other than the first day of a calendar month, the allocation for that month is apportioned according to the number of days remaining in the month. The allocation for the final month is apportioned on the same basis, up to the last day of the 24-month contract term.

5. Numbers and Porting

5.1. Up to a total of 1,000 geographic or non-geographic numbers will be assigned to you.
5.2. You may port any quantity of numbers to Vox. Porting is subject to the applicable ICASA Number Portability Regulations.
5.3. You are liable for all porting costs, per Vox's standard porting charges of R40.00 per number excluding VAT, plus R76.00 excluding VAT per number if the number is ported from Telkom. If Telkom numbers are ported to Vox in unbroken blocks of 10 or more, a per-block porting fee of R577.00 excluding VAT is payable.

6. Term, Cancellation and Downgrade

6.1. The minimum contract term for the Promotion is 24 months.
6.2. If you cancel the Eligible Service, or downgrade below 300 Mbps or to a non-eligible product during the contract term, the Promotion lapses immediately and all remaining monthly allocations are forfeited.
6.3. If you terminate the Service at any time after the Commencement Date but before expiry of the 24-month term - including where termination arises from your change of premises, or where Vox terminates as a result of your breach - you remain liable for 100% of the monthly recurring charges for the unexpired balance of the term.
6.4. Free minutes consumed prior to a lapse of the Promotion will not be charged back to you.
6.5. On expiry of the 24-month contract term, the Free Minutes Allocation ceases, and all billable usage will be billed at the then-applicable standard rates, unless a new agreement is concluded with Vox.

7. Fair Use and Fraud Prevention

7.1. The Promotion and the free minutes are for your own ordinary business use and may not be resold, shared or used in conjunction with bulk outbound calling applications or devices, including call centre solutions, auto-diallers or robocalling.
7.2. Vox monitors usage patterns. Artificially inflated traffic, CLI manipulation, SIM boxing or any other fraudulent or abusive use of the service will result in suspension or termination of the service in terms of the Voice Terms and Conditions and the General Terms and Conditions.
7.3. Blocked international destinations, as set out in the Voice Terms and Conditions, apply to this Promotion.
7.4. Caller Line Identification (CLI) must be presented in accordance with the Voice Terms and Conditions, the Numbering Plan Regulations and the applicable ITU-T Recommendations.

8. Opt-In and Opt-Out

8.1. You must opt in, or opt out of billable usage at inception of your contract by making your selection on the Billing Consent Addendum that forms part of your contract documentation. You are required to print, make your selection and sign the Billing Consent Addendum and return it to Vox before your services are activated.

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FTTB 1 Million Voice Minutes Promotion

8.2. You may opt out of billable usage at inception of your contract, or at any time during the 24-month contract term.
8.3. Should you choose to opt out of billable usage after inception of your contract, you must notify your Vox representative in writing; who will provide you with a new Billing Consent Addendum, which you must complete, sign and return to your Vox representative.
8.4. Opt-out changes will be made on the last day of the month in which you submit your replacement Billing Consent Addendum to your Vox representative. No mid-month changes are possible.

9. Billing and Payment

9.1. Out-of-Bundle usage and international usage are billed monthly in arrears.
9.2. All other billing and payment terms are governed by the General Terms and Conditions and the Voice Terms and Conditions.

10. General

10.1. Vox may modify these terms and conditions with thirty (30) days' written notice to you. Continued use of the service after the effective date of modification constitutes your acceptance of the modified terms.
10.2. If any provision of these terms and conditions is found to be invalid or unenforceable, the remaining provisions continue in full force.
10.3. These terms and conditions are governed by the laws of the Republic of South Africa.