

Terms and Conditions: Automated upgrade request on self-service portal for SmartBroadband Wireless and SmartBroadband Wireless LTE-A subscribers

1. Telkom Standard terms and conditions apply (full details on <http://www.telkom.co.za/today/terms/>).
2. Telkom reserves the right to amend these offerings and terms and conditions from time to time. Telkom will give notice to each Consumer of such amendments and will place the amended terms and conditions on Telkom's website at the following link: <http://www.telkom.co.za>; which will be deemed incorporated into the Agreement and bind the Consumer from the date that the amendment was listed on the abovementioned site.
3. The automated upgrade requested on Self Service portal is only available to existing SmartBroadband Wireless and SmartBroadband Wireless LTE-A subscribers that are within the first 3 months of their contract
4. Once a SmartBroadband Wireless and SmartBroadband Wireless LTE-A subscriber depletes their data, they shall be presented with out of bundles redirect page.
5. Subscribers shall be presented with an application form once they select the choose to upgrade option
6. A list of eligible SmartBroadband Wireless and SmartBroadband Wireless LTE-A plans that a subscriber can upgrade to shall be presented on the drop down list for customers to select the preferred upgrade option
7. Subscriber shall be able to upgrade to a higher plan within the first 3 months of his contract.
8. Subscribers that upgrade to a bigger plan will have to sign up for a 24 months contract on the new offer.
9. Only one upgrade can be accommodated per year.
10. Subscribers will not receive a new device when doing an upgrade on the self service portal as this capability only supports upgrade to a like plan.
11. The upgrade option on the self service portal will only be applicable for SmartBroadband Wireless and SmartBroadband Wireless LTE-A subscribers.
12. Upgrades will be processed during office hours on Monday to Friday between 7.30am – 4pm, public holidays are excluded.
13. Customer will be notified of the upgrade once the order is completed via SMS or Email or phone call.
14. Pro- ration of data and billing shall apply once the upgrade is done.
15. Pro-ration of Recurring Charges and data shall be calculated and billed on both the old plan and new plan assuming for example that a contract was activated on in the middle of the month. Cancellation fees shall be waived.
16. Redirects to the Self Service Portal shall be zero rated.
17. Customers can contact the call centre support team on 081 180 for all their support queries and these calls shall be zero rated when calling from a Telkom SIM.