

Product Specific Terms and Conditions: MTN Contract Voice Packages

- All new applicants will need to be registered for RICA.
The following documentation is needed;
 - Individual - Certified copy of ID, Proof of physical address.
 - Business - Certified copy of Representative ID, Proof of Representative residential address, Copy of business letterhead including registration details and address
- All new applicants will be credit vetted before a contract will be approved. An applicant needs to supply @lantic with a Copy of ID, most recent Payslip and 3 months bank statements
- Hardware is included on all new 24 month contracts
- The hardware will carry a 12 month manufacturer's warranty
- A subscriber will own the hardware after the initial 24 month contract term
- @lantic will not be held responsible for any damages caused to hardware due to the negligence of a subscriber
- A Subscriber will be liable for a once-off activation fee of R175.00 (incl. VAT)
- Payment for services will be via Debit order
- A Subscriber will be billed pro-rata in the month of activation
- A Subscriber will be responsible for insurance on the hardware
- Upward migration of packages is allowed and no penalty fee will be levied
- Downward migration of packages is allowed but a penalty fee will be levied and is calculated upon request.
- An early cancellation of the contract is allowed but a subscriber will be responsible for an early cancellation penalty.
 - Early cancellation penalty fee
 - A subscriber will be charged 3 x normal monthly subscription and liable for the full remainder of the hardware cost
- A subscriber can cancel their service by giving 20 business days notice
- A subscriber who wishes to cancel their service must do so before the 25th day of each month
- A subscribers service will be suspended if no payment has been received
- **RICA** means the Regulation of Interception of Communication Act
- Transmitted (uploads) and received data (downloads) will deplete the subscribers cap. The subscriber will be liable for all traffic generated on the account. This will include data consumed due to spam, viruses etc.
- **MTN SP** means Mobile Telephone Networks Service Provider Company (Proprietary) Limited;
- **Network** means the mobile telecommunication network and/or the wireless platform for Internet and/or Voice Services that is owned and operated by MTN;
- **Network Coverage** means the geographical area within which the Internet and/or Voice Services can be accessed and used by the subscriber;
- All MTN Voice packages are reliant on MTN's network availability and coverage
- All of the new price plans shall have a per second (1:1) billing method.
- All the new packages offer inclusive Airtime Value (Rand value based). This inclusive Airtime can be used on a variety of MTN products and services such as voice calls, MMS, SMS, International Calling, MTN Roaming etc.
- Any services that incur a separate charge such as Itemised Billing, Calling Line Identity, SMS Bundles, Data Bundles, BlackBerry, migration charges, Me2U transfer charges etc. will not deplete the inclusive Airtime Value.
- Usage Rates and Inclusive airtime value advertised are VAT inclusive.
- All of the new packages are offered on a 24 month contract basis.
- The in-bundle call rate is only applicable to local voice calls and will deplete the inclusive Airtime Value related to the package.
- The out-of-bundle rate is only applicable to local voice calls and will be charged once the inclusive Airtime Value for the month has been depleted.
- All MTN AnyTime packages only have 2 call rates for local voice calls and apply to calls at any time and to all local networks.
- All MTN Off Peak packages have 2 call rates applicable for local voice calls and apply to calls to all networks – a Peak rate and an Off peak rate.
- All MTN AnyTime and MTN Off Peak packages offers free inclusive SMSs over and above the inclusive Airtime Value. These SMSs will not carry over to the next month and if unused at the end of the month / billing cycle, it will be lost.
- Data and SMS Bundles can be loaded onto all new price plans.
- Should any of these MTN AnyTime or MTN Off Peak contracts be cancelled early, the standard claw-back rules shall apply
- Customers performing a SIM swap shall not lose their inclusive Airtime Value
- Customers performing an MSISDN swap shall lose their inclusive Airtime Value
- All of the TopUp packages shall not be able to send a Me2U airtime transfer, but will be able to receive a Me2U airtime transfer
- All of the non-TopUp packages shall be able to send a Me2U airtime transfer, but not receive a Me2U airtime transfer.
- Unused inclusive Airtime Value shall carry over up to the limit of 5 times the monthly subscription value and any inclusive Airtime Value over and above this shall be lost
- When a customer tops up with a PayasyouGo airtime voucher value more than R25, this airtime will never expire.
- When a customer tops up with a PayasyouGo airtime voucher less than or equal R25, this value will be placed in an expiry wallet and the following rules will apply:
 - If the top up value was between R25 and R10 then value left over after 30 days from top up date will expire.
 - If the top up was R5 or R10 then value left over after 20 days from top up date will expire.
- The MTN AnyTime and MTN Off peak packages are voice packages and are not to be used primarily for data.
- The MTN AnyTime and MTN Off peak packages are not to be used for purposes Least Cost Routing / Fixed Cellular Terminals or International Bypass. MTN reserves the right to take necessary action where boundaries are crossed with respect to stipulations.

MTN Zone and Top Up

- Standard MTN AnyTime and MTN Off Peak terms and conditions apply
- MTN Zone is only available on all MTN AnyTime and MTN Off Peak packages with TopUp.
- Once MTN Zone is activated, the in-bundle, out-of-bundle and Peak rates (only on Off Peak packages) will no longer apply. Voice calls will then be charged at R2.50 (MTN to MTN calls) and R3.00 (MTN calls to all other local networks).
- Once a customer activated MTN Zone, their monthly inclusive airtime value as well as TopUp airtime value will be depleted by the discounted MTN Zone rates.

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- MTN AnyTime TopUp Customers shall be allowed to activate MTN Zone once for FREE within a 30 day period/calendar month.
- If MTN Zone is activated more than once in a 30 day period, the customer will be charged R25 for the second and every subsequent activation.
- Customers can deactivate MTN Zone free of charge at any time.
- Once MTN Zone is deactivated, voice calls will be charged according to the voice rates applicable to the package.
- The discount applied to a voice call will not change during the course of a call, unless the call extends Peak and Off Peak times.
- MTN Zone discounts only apply to voice calls; all other usage will be charged according to the normal package rates.

SMS Bundles

Terms and Conditions

- All stated prices for SMS bundles include VAT.
- MTN customers (contract and PayAsYouGo) can call MTN Customer Services on **173** from any MTN cellphone for assistance regarding SMS bundles.
- If a PayAsYouGo or MyChoice contract customer's MSISDN is deactivated and an SMS bundle had been loaded, then the remaining value of the SMS bundle will be forfeited.
- SMS bundles are available on a monthly subscription basis and are only valid for one month from date of purchase.
- Only one SMS bundle may be loaded per MSISDN at a given time for contract or MyChoice TopUp customers.
- PayAsYouGo customers may have multiple bundles loaded.
- Unused portions of the SMS bundle will not be carried over to the following month.
- International and premium rated SMS messages do not deplete the SMS bundle and are not charged at out-of-bundle rates. They will be charged at normal or stated SMS rate.
- Flat rate charges are applied to SMS bundles. There is no difference between peak and off-peak rates.
- Once an SMS bundle has been depleted, SMS messages are charged at the out-of-bundle rate, which will deplete the customer's rand value or wallet as per normal.

Prepaid

- PayAsYouGo or MyChoice contract customers can dial the 141 IVR or *141# from their MTN cellphone for a Balance Enquiry.
- The SMS bundle subscription fee for PayAsYouGo customers will be deducted from the airtime balance. A reminder SMS will be sent to the customer 48 hours before the deduction is due. This serves as a reminder to have sufficient funds available in the airtime account.
- PayAsYouGo customers can have the SMS bundle loaded or removed by calling 141 and selecting the option to add or remove the product.
- Removing this bundle will only be effective on the next monthly anniversary date.
- PayAsYouGo customers can purchase a once-off SMS bundle, without a monthly subscription, by calling 141 and selecting the option to add the product.
- PayAsYouGo customers can purchase and load SMS vouchers by following the instructions on the voucher.
- The SMS bundle subscription shall count towards Access4Life.
- Delivery reports will deplete the SMS bundle in the same order as normal SMS messages, except for Call Per Second Plus customers.
- If a customer has an SMS bundle subscription, loading additional SMS bundles will extend the subscription renewal date by another calendar month.
- If a customer does not have an SMS bundle subscription, the expiry date of the SMS bundle will be moved on by one calendar month.

Post-paid

- Contract customers can phone their Service Provider, or 258 IVR line (all calls to 258 Update Line are free of charge), to access Balance Enquiry.
- Contract and MyChoice customers must contact their Service Provider to load or remove SMS bundles.
- Removing this bundle will only be effective on the next monthly bill run.
- Contract customers are not allowed to purchase once-off SMS bundles, or SMS bundle vouchers.
- MyChoice customers loading an SMS voucher will see the voucher converted to airtime when loaded.

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BlackBerry Internet Service

Terms and Conditions

- All prices shown include VAT, unless otherwise stated.
- The BlackBerry Internet Service will cost R59.00 (incl. VAT) per month on a 24 month contract.
- The Service will enable subscribers to send and receive unlimited emails and access the internet on the BlackBerry device during the 24 month contract without incurring any data charges.
- BlackBerry data traffic must be generated through the blackberry.net APN to be zero-rated and avoid additional data costs to the customer.
- Streaming live data such as audio and video streaming will not be allowed on the blackberry.net APN and the customer may incur additional data charges.
- The BlackBerry mailbox size is unlimited, but mail will be automatically deleted after 30 days.
- Data usage for Internet browsing using the BlackBerry Internet browser is unlimited when using browsing on-device and is included in the monthly BlackBerry subscription. When using BlackBerry device as a tethered modem, you will have to use the Internet APN (Access Point Name) and you will be charged in addition to the BIS subscription fee.
- Dual Call is not allowed on MTN BlackBerry.
- ©2009 Research In Motion Limited. All rights reserved. BlackBerry®, RIM®, Research In Motion®, SureType®, SurePress™ and related trademarks, names and logos are the property of Research In Motion Limited and are registered and/or used in the U.S. and countries around the world. Screen images are simulated. Terms and Conditions apply.

MTN Prepaid International Call Offering:

- MTN Prepaid International Call is a new value added service made available by Mobile Telephone Networks (Proprietary) Limited ("MTN").
- MTN Prepaid International Call officially starts on 17 October 2010 and shall continue until terminated by MTN in MTN's sole and absolute discretion ("Offering Period").
- MTN Prepaid International Call is only applicable to the following:
MTN prepaid subscribers belonging to one of the following price plans:
 - MTN Zone;
 - MTN One-Rate;
 - MTN Prepaid Call Per Second;
 - MTN Hybrid subscribers who have migrated to MTN Zone;new or existing MTN subscribers who are:
 - natural persons;
 - 16 years or older; and
 - active on the MTN network.

("MTN Prepaid International Call subscribers")

- The MTN Prepaid International Call rate is based on the local off net call rate and is subject to the rates set out in Table 1 below.
- All MTN postpaid subscribers and/or MTN hybrid subscribers (save for clause 3.1.4 above) are specifically excluded from the MTN Prepaid International Call offering. MTN postpaid subscriber and/or MTN hybrid subscribers making international calls shall be charged at MTN's standard international calling rates, viewable on: www.mtn.co.za (under travel, international calling).
- MTN prepaid subscribers shall automatically receive the MTN Prepaid International Call rates
- MTN International Call subscribers are entitled to make international calls on the MTN Prepaid International Call rates detailed in Table 1 below subject to the following terms and conditions:
 - The MTN Prepaid International Call offering is only applicable to the countries identified in Table 1 below;
 - MTN Prepaid International Call subscribers shall be charged the amounts as contained in the Table 1 below. Please be advised that international call rates may vary depending on the MTN Prepaid International Call subscriber's price plan;
 - When an MTN Prepaid International Call subscriber makes an international call to a destination that this not contained in the table below, the standard international rates shall apply. The international standard rates can be viewed at: www.mtn.co.za (under travel, international calling)
 - MTN Prepaid International Call subscribers that are members of MTN Zone do not enjoy the discount appearing on their handset when they dial international numbers. The discount appearing on their handset is only applicable to local calls; and
 - The MTN Prepaid International Call rates as detailed in Table 1 below are not:
 - applicable to calls made to other numbers within the Republic of South Africa; and
 - applicable to calls originating outside of the Republic of South Africa to other countries.
- All employees, directors, members, partners or agents of MTN and/or their affiliated and associated companies, are eligible to participate in the MTN Prepaid International Call offering.
- MTN Prepaid International Call subscribers are subject to these terms and conditions, which will be interpreted by MTN in its sole and absolute discretion. MTN's decision regarding any dispute related to the MTN Prepaid International Call offering will be final and binding and no correspondence will be entered into. MTN reserve the right to amend these terms and conditions at any time.
- MTN will not be required to provide any reasons for any alteration or amendment of these terms and conditions, and no MTN Prepaid International Call subscriber or third party will have any claim whatsoever against MTN, its associated companies and advertising and promotion agencies in this regard. All information, rules or conditions relating to the MTN Prepaid International Call offering published in or on any promotional or advertising material in any media at any time before or during Offering Period, will form part of the terms and conditions of the MTN Prepaid International Call offering.

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- All active MTN Prepaid International Call subscribers are able to view the discount applicable to them at any time of day by:
 - dialling the following USSD menu: *111*2#; and
 - entering the name of the country they wish to dial or the first 5 digits of the number they wish to dial.
- The cost of the USSD menu is free. MTN accepts no liability for the non-availability of this service or for errors and/or omissions contained on rate advised in this manner.
- A MTN Prepaid International Call subscriber will be identified with reference to that MTN Prepaid International Call subscriber's cell phone number.
- The Prepaid International Call offering may not be transferred from one MTN Prepaid International Call subscriber to another.
- Should a MTN Prepaid International Call subscriber migrate between prepaid price plans, they shall be entitled to the international call rate for the price plan migrated to and not to the former price plan. MTN's standard terms and conditions on migration shall apply in this regard.
- In the event of a dispute, the decision of MTN will be final and binding and no correspondence will be entered into.
- When the MTN Prepaid International Call subscriber subscribes to the price plan the subscriber shall automatically opt to receive the campaign communication related to the MTN Prepaid International Call offering. The MTN Prepaid International Call subscriber can opt out of receiving communication in this regard. However MTN reserves the right to communicate MTN Prepaid International Call offering service messages to the MTN Prepaid International Call subscriber on an as needed basis.
- All MTN Prepaid International Call subscribers indemnify MTN , its associated companies, advertising and promotion agencies, and their directors, officers, employees and agents, against any and all claims for any loss or damages, whether direct, indirect, consequential or otherwise, arising from any cause whatsoever in connection with their participation in any way whatsoever in the MTN Prepaid International Call offering.
- MTN hereby reserves the right to alter the MTN Prepaid International Call offering and in particular the prepaid international call rate, or to terminate the MTN Prepaid International Call offering at any time, without notice. MTN will not be required to provide any reasons for any such alteration or termination, and no MTN Prepaid International Call subscriber will have any claim whatsoever against MTN, and their associated companies and advertising and promotion agencies.
- These Product Specific Terms and Conditions need to be read and acknowledged in conjunction with the @lantic General Terms and Conditions

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