

## Vodacom 5G

Vodacom 5G is an Uncapped service with an [Acceptable Usage Policy](#) which differs per service type. Vodacom coverage maps are generated by Vodacom based on available tower capacity and signal strength 3D modelling. Certain factors such as device placement and interference from man-made structures and obstructions, weather conditions and vegetation growth may prevent your router from connecting to 5G. In these instances, your device will fallback to 4G LTE-Advanced, with speeds up to 300Mbps.

The service is a monthly billed service which will continue on a month to month basis until cancelled. Cancellations require a calendar months' notice and must be sent to [cancellations@techmike.co.za](mailto:cancellations@techmike.co.za) (Purchases on Promotion may carry additional T's & C's for cancellation), cancellations can be set up until 5pm on the last day of each month. A calendar month is determined as one full month (1st to last day) must pass between the cancellation request and cancellation date. Service changes are possible within the Vodacom 5G service options and can be set at any time (before 5pm on the last day of each month). The new service will only be effective from the 1st of the following month provided no Service Change rules are in place (Refer to Policies and Procedures – Service Changes) and Promotional Terms and Conditions if the service was purchased on a Promotion.

The service is only available at pre-defined locations as provided by Vodacom. During the sign up process availability will be determined according to the address provided, this is due to service availability being limited per location/area in order to provide an optimal service experience. The sim will be locked to the location provided at sign up, this location must also be the location where the first connection is made and cannot be used at another location. We reserve the right to permanently suspend and cancel a service that is found to be moved to different geographical locations often. Should the new location not be within Vodacom 5G Coverage the service will need to be cancelled. The standard cancellation policy and applicable fees will apply.

The sim must be used in a 5G router approved by Vodacom, approved routers are listed below:

- HUAWEI 5G CPE PRO 2
- ZTE 5G CPE MC888D

On the day of purchase a prorata invoice will be raised and debited accordingly, once the sim has been activated (provisioned) a new prorata invoice will be raised and the purchase invoice will be credited. Accepted payment methods for the purchase and renewal of the service are Credit Card and Debit Order, your chosen payment method will apply to all services on the profile going forward. Debit order payments are required to clear before delivery will take place (payment clearance can take up to 5 days). Once delivered please allow up to 48 hours from the time the SIM Card is inserted into the device for the data to be allocated by Vodacom.

The purchase of the Vodacom 5G service is subject to RICA and you will be required to provide certain documentation when signing up as well as on delivery of the device/SIM, the requirements will be communicated to you. Clients will provide their RICA documents to the courier on delivery and the documents will be sent to TechMike, as such please be advised that your personal details will be received by the courier, courier company and TechMike. Your personal details will only be used for the purpose of RICA and for no other reason provided it is not required by law.

Sim swops will be processed where possible. The delivery fee for the new sim will however be charged to the clients account.

Vodacom 5G services carry an [Acceptable Usage Policy](#) which may affect the speed of your service.

## **Vodacom Fixed LTE**

Vodacom Fixed LTE is available as a Capped or Uncapped service and is a best effort service with no minimum service levels guaranteed. Speeds will differ and no minimum speeds are guaranteed. Many factors determine the speed and quality of service which will be achieved such as but not limited to, distance, weather, interference around and within the property. Speeds may be limited to a maximum speed, this is dependent on the product purchased. Uncapped products are subject to an Acceptable Usage Policy.

The service is a monthly billed service which will continue on a month to month basis until cancelled. Cancellations require a calendar months' notice and must be sent to [cancellations@techmike.co.za](mailto:cancellations@techmike.co.za) (Purchases on Promotion may carry additional T's & C's), cancellations can be set up until 5pm on the last day of each month. The service can be set to change (upgrade/downgrade, capped to uncapped, uncapped to capped) at any time (before 5pm on the last day of each month) but the new service will only be effective from the 1st of the following month provided no Service Change rules are in place (Refer to Policies and Procedures – Service Changes) or Promotional Terms and Conditions.

You are able to purchase additional data should your monthly allocation on your Vodacom Fixed LTE Capped service run out. This is a once off purchase which you pay for immediately. Unused topup data will rollover for one month. E.g. Purchase 10GB of Topup data on 15 October, 6GB is used up until 31 October, the remaining 4GB will be carried over to November and will be available to use up until 30 November, thereafter it will fall away. Data that has over run the available data total will be deducted from your next top-up. Example, 100GB purchased, 105GB used before capping takes place, top-up with 10GB only 5GB will be allocated.

Unused monthly data from your Vodacom Fixed LTE Capped service as well as topup data will rollover for 1 month. At the start of each month the rolled over data (monthly and topup) will be used first, once exhausted the monthly allocation will be used.

This service is a Fixed LTE service which is only available on LTE Technology (excludes 3G and 2G technologies). The service is only available at pre-defined locations as provided by Vodacom. During the sign up process availability will be determined according to the address provided, this is due to service availability being limited per location/area in order to provide an optimal service experience. The sim will be locked to the location provided at sign up, this location must also be the location where the first connection is made and cannot be used at another location. We reserve the right to permanently suspend and cancel a service that is found to be moved to different geographical locations often. Vodacom will allow one change in location per year, please provide us with 30 days' notice thereof in order for us to submit the request timeously. Should the new location not be within Vodacom Fixed LTE Coverage the service will need to be cancelled. The standard cancellation policy and applicable fees will apply.

Should a client opt to purchase their own device it must be one of the Vodacom approved devices listed below, please note that using a non-approved device will result in the service being blocked.

- Alcatel Linkhub HH72v
- Huawei Sharelink B525S-65A
- Huawei Sharelink B525S-65A 3
- Huawei Sharelink B612-233
- Huawei Sharelink B612-233
- Huawei Sharelink B612S-25D
- Huawei Sharelink B612S-25D
- Huawei Sharelink B618S-22D
- Huawei Sharelink 5G CPE PRO2 (H122-373)
- Huawei Sharelink B535-932
- Nokia Sharelink Fastmile 5G Gateway (5G-04W-A)
- TP Link MR600
- ZTE MF286R
- ZTE MF286C1
- ZTE Sharelink MC801A

On the day of purchase a prorata invoice and prorata data (where applicable) will be allocated and debited accordingly. Should delivery of your SIM occur the month after it was purchased your original purchase invoice will be credited and a new prorata invoice will be raised and data allocated on the date of activation. The payment methods that will be accepted for the purchase and renewal of the service are Credit Card and Debit Order, please note that any other services already on the Profile which the purchase is being made on will automatically update to Credit Card/Debit Order. The SIM and Device will be delivered within 7 business days from the date of order, provided payment has cleared (payment clearance can take up to 5 days). Once delivered please allow up to 48 hours from the time the SIM Card is inserted into the device for the data to be allocated.

The purchase of the Vodacom Fixed LTE service is subject to RICA and you will be required to provide certain documentation when signing up as well as on delivery of the device/SIM, the requirements will be communicated to you. Clients will provide their RICA documents to the courier on delivery and the documents will be sent to TechMike, as such please be advised that your personal details will be received by the courier, courier company and TechMike. Your personal details will only be used for the purpose of RICA and for no other reason provided it is not required by law.

Sim swops will be processed where possible at no charge. The delivery fee for the new sim will however be charged to the clients account. Available data from Vodacom Fixed LTE Capped services can be transferred to an identical service (e.g. 200GB to 200GB), data may only be transferred once and will be transferred in its current state including its expiry date e.g. topup data/rollover data.

Vodacom Fixed LTE Uncapped products carry an [Acceptable Usage Policy](#) which may affect the speed of your service.

## MTN 5G

MTN 5G is an Uncapped service with an [Acceptable Usage Policy](#) which differs per service type. MTN 5G coverage maps are generated by MTN based on available tower capacity and signal strength 3D modelling. Certain factors such as device placement and interference from man-made structures and obstructions, weather conditions and vegetation growth may prevent your router from connecting to 5G. In these instances, your device will fallback to 4G LTE-Advanced, with speeds up to 300Mbps.

The service is a monthly billed service which will continue on a month to month basis until cancelled. Cancellations require a calendar months' notice and must be submitted via the Control Panel (Purchases on Promotion may carry additional T's & C's for cancellation), cancellations can be set up until 5pm on the last day of each month. A calendar month is determined as one full month (1st to last day) must pass between the cancellation request and cancellation date. Service changes are possible within the MTN 5G service options and can be set at any time (before 5pm on the last day of each month). The new service will only be effective from the 1st of the following month provided no Service Change rules are in place (Refer to Policies and Procedures – Service Changes) and Promotional Terms and Conditions if the service was purchased on a Promotion.

The service is only available at pre-defined locations as provided by MTN. During the sign up process availability will be determined according to the address provided, this is due to service availability being limited per location/area in order to provide an optimal service experience. The sim will be locked to the location provided at sign up, this location must also be the location where the first connection is made and cannot be used at another location. We reserve the right to permanently suspend and cancel a service that is found to be moved to different geographical locations often. Should the new location not be within MTN Fixed LTE Coverage the service will need to be cancelled. The standard cancellation policy and applicable fees will apply.

The sim must be used in a 5G router approved by MTN, approved routers are listed below:

- HUAWEI 5G CPE PRO 2
- ZTE 5G CPE MC801A
- ZTE 5G CPE MC888D

On the day of purchase a prorata invoice will be raised and debited accordingly, once the sim has been activated (provisioned) a new prorata invoice will be raised and the purchase invoice will be credited. Accepted payment methods for the purchase and renewal of the service are Credit Card and Debit Order, your chosen payment method will apply to all services on the profile going forward. Debit order payments are required to clear before delivery will take place (payment clearance can take up to 5 days). Once delivered please allow up to 48 hours from the time the SIM Card is inserted into the device for the data to be allocated by MTN.

The purchase of the MTN 5G service is subject to RICA and you will be required to provide certain documentation when signing up as well as on delivery of the device/SIM, the requirements will be communicated to you. Clients will provide their RICA documents to the courier on delivery and the documents will be sent to TechMike, as such please be advised that your personal details will be received by the courier, courier company and TechMike. Your personal details will only be used for the purpose of RICA and for no other reason provided it is not required by law.

Sim swops will be processed where possible. The delivery fee for the new sim will however be charged to the clients account.

MTN 5G services carry an [Acceptable Usage Policy](#) which may affect the speed of your service.

## **MTN Fixed LTE - On Demand**

MTN Fixed LTE On Demand is available as a Capped or Uncapped service and is a best effort service with no minimum service levels guaranteed. Speeds will differ and no minimum speeds are guaranteed. Many factors determine the speed and quality of service which will be achieved such as but not limited to, distance, weather, interference around and within the property.

The service is a monthly billed service with a minimum billed amount for 5GB of data which will continue on a month to month basis until cancelled. Cancellations require a calendar months' notice and must be submitted via the Control Panel (Purchases on Promotion may carry additional T's & C's), cancellations can be set up until 5pm on the last day of each month.

The service can be set to upgrade to an Uncapped package with immediate effect for one month, two months or permanently. One month applies to the current month up to and including the last day of the current month, two months will apply to the current month up to and including the last day of the current month plus the following month. Permanently means the service will be converted to an Uncapped service going forward. The billing for the service will return to the minimum billing for the 5GB once the upgrade selected has expired.

Unused data on a non-upgraded service (5GB) will rollover for one month. This service is not usage based and unused data will not be credited or refunded. Available data can be transferred to the same service (On demand 5GB) on a different profile. The 5GB service cannot be topped up with additional per gig data, the service can only be converted to an Uncapped account.

This service is a Fixed LTE service which is only available on LTE Technology (excludes 3G and 2G technologies). The service is only available at pre-defined locations as provided by MTN. During the sign up process availability will be determined according to the address provided, this is due to service availability being limited per location/area in order to provide an optimal service experience. The sim will be locked to the location provided at sign up, this location must also be the location where the first connection is made and cannot be used at another location. We reserve the right to permanently suspend and cancel a service that is found to be moved to different geographical locations often. MTN will allow one change in location per year, please provide us with 30 days' notice thereof in order for us to submit the request timeously. Should the new location not be within MTN Fixed LTE Coverage the service will need to be cancelled. The standard cancellation policy and applicable fees will apply.

Should a client opt to purchase their own device it must be one of the MTN approved Cat6 devices listed below, please note that using a non-approved device will result in the service being blocked.

- Billion BiPAC 8206 AZ
- HUAWEI 5G CPE PRO 2
- HUAWEI B2368 (outdoor device)
- HUAWEI B2368-22 (outdoor device)
- HUAWEI B2368-57 (outdoor device)

- HUAWEI B2368-66 (outdoor device)
- HUAWEI B525S-23A
- HUAWEI B525S-65A
- HUAWEI B525S-95A
- HUAWEI B535-932
- HUAWEI B612-233
- HUAWEI B612-533
- HUAWEI B612S-25D
- HUAWEI B612S-51D
- HUAWEI B612S-52D
- HUAWEI B618S-22D
- HUAWEI B618S-65D
- HUAWEI B618S-66D
- HUAWEI B818-263
- MIKROTIK CHATEAU LTE12
- TP-LINK ARCHER MR600(EU)2.0
- VIDA CPE4000-PLUS
- VIDA CPE4000-PRO
- ZTE 5G CPE MC801A
- ZTE MF286
- ZTE MF286A
- ZTE MF286C
- ZTE MF286C1
- ZTE MF286D
- ZTE MF286R
- ZYXEL LTE7460 (outdoor device)
- ZYXEL LTE7480-M804

On the day of purchase an invoice will be generated and debited accordingly. The payment methods that will be accepted for the purchase and renewal of the service are Credit Card and Debit Order, please note that any other services already on the Profile which the purchase is being made on will automatically update to Credit Card/Debit Order. The SIM and Device will be delivered within 7 business days from the date of order, provided payment has cleared (payment clearance can take up to 5 days). Once delivered please allow up to 48 hours from the time the SIM Card is inserted into the device for the data to be allocated.

The purchase of the MTN Fixed LTE service is subject to RICA and you will be required to provide certain documentation when signing up as well as on delivery of the device/SIM, the requirements will be communicated to you. Clients will provide their RICA documents to the courier on delivery and the documents will be sent to TechMike, as such please be advised that your personal details will be received by the courier, courier company and TechMike. Your personal details will only be used for the purpose of RICA and for no other reason provided it is not required by law.

Sim swops will be processed where possible at no charge. The delivery fee for the new sim will however be charged to the clients account. Available data from MTN Fixed LTE Capped services can be transferred to an identical service (e.g. 200GB to 200GB), data may only be transferred once and will be transferred in its current state including its expiry date e.g. topup data/rollover data.

MTN Fixed LTE Uncapped carries an [Acceptable Usage Policy](#).

## MTN Fixed LTE

MTN Fixed LTE is available as a Capped or Uncapped service and is a best effort service with no minimum service levels guaranteed. Speeds will differ and no minimum speeds are guaranteed. Many factors determine the speed and quality of service which will be achieved such as but not limited to, distance, weather, interference around and within the property. Speeds may be limited to a maximum speed, this is dependent on the product purchased. Uncapped products are subject to an Acceptable Usage Policy.

The service is a monthly billed service which will continue on a month to month basis until cancelled. Cancellations require a calendar months' notice and must be submitted via the Control Panel (Purchases on Promotion may carry additional T's & C's), cancellations can be set up until 5pm on the last day of each month. The service can be set to change (upgrade/downgrade, capped to uncapped, uncapped to capped) at any time (before 5pm on the last day of each month) but the new service will only be effective from the 1st of the following month provided no Service Change rules are in place (Refer to Policies and Procedures – Service Changes) or Promotional Terms and Conditions.

You are able to purchase additional data should your monthly allocation on your MTN Fixed LTE Capped service run out. This is a once off purchase which you pay for immediately. Unused topup data will rollover for one month. E.g. Purchase 10GB of Topup data on 15 October, 6GB is used up until 31 October, the remaining 4GB will be carried over to November and will be available to use up until 30 November, thereafter it will fall away. Data that has over run the available data total will be deducted from your next top-up. Example, 100GB purchased, 105GB used before capping takes place, top-up with 10GB only 5GB will be allocated.

Unused monthly data from your MTN Fixed LTE Capped service as well as topup data will rollover for 1 month. At the start of each month the rolled over data (monthly and topup) will be used first, once exhausted the monthly allocation will be used.

Night time data (where applicable) is free data that is available to use every day between 12am and 6am. Data used during these hours will be deducted from the Night time available data balance. When Night time data is depleted, the available monthly data will be used. Night time data is Promotional data and TechMike reserves the right to withdraw it should it be deemed necessary.

This service is a Fixed LTE service which is only available on LTE Technology (excludes 3G and 2G technologies). The service is only available at pre-defined locations as provided by MTN. During the sign up process availability will be determined according to the address provided, this is due to service availability being limited per location/area in order to provide an optimal service experience. The sim will be locked to the location provided at sign up, this location must also be the location where the first connection is made and cannot be used at another location. We reserve the right to permanently suspend and cancel a service that is found to be moved to different geographical locations often. MTN will allow one change in location per year, please provide us with 30 days' notice thereof in order for us to submit the request timeously. Should the new location not be within MTN Fixed LTE Coverage the service will need to be cancelled. The standard cancellation policy and applicable fees will apply.

Should a client opt to purchase their own device it must be one of the MTN approved Cat6 devices listed below, please note that using a non-approved device will result in the service being blocked.

- Billion BiPAC 8206 AZ
- HUAWEI 5G CPE PRO 2
- HUAWEI B2368 (outdoor device)
- HUAWEI B2368-22 (outdoor device)
- HUAWEI B2368-57 (outdoor device)
- HUAWEI B2368-66 (outdoor device)
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- HUAWEI B525S-65A
- HUAWEI B525S-95A
- HUAWEI B535-932
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- HUAWEI B612S-51D
- HUAWEI B612S-52D
- HUAWEI B618S-22D
- HUAWEI B618S-65D
- HUAWEI B618S-66D
- HUAWEI B818-263
- MIKROTIK CHATEAU LTE12
- TP-LINK ARCHER MR600(EU)2.0
- VIDA CPE4000-PLUS
- VIDA CPE4000-PRO
- ZTE 5G CPE MC801A
- ZTE MF286
- ZTE MF286A
- ZTE MF286C
- ZTE MF286C1
- ZTE MF286D
- ZTE MF286R
- ZYXEL LTE7460 (outdoor device)
- ZYXEL LTE7480-M804

On the day of purchase a prorata invoice and prorata data (where applicable) will be allocated and debited accordingly. Should delivery of your SIM occur the month after it was purchased your original purchase invoice will be credited and a new prorata invoice will be raised and data allocated on the date of activation. The payment methods that will be accepted for the purchase and renewal of the service are Credit Card and Debit Order, please note that any other services already on the Profile which the purchase is being made on will automatically update to Credit Card/Debit Order. The SIM and Device will be delivered within 7 business days from the date of order, provided payment has cleared (payment clearance can take up to 5 days). Once delivered please allow up to 48 hours from the time the SIM Card is inserted into the device for the data to be allocated.

The purchase of the MTN Fixed LTE service is subject to RICA and you will be required to provide certain documentation when signing up as well as on delivery of the device/SIM, the requirements will be communicated to you. Clients will provide their RICA documents to the courier on delivery and the documents will be sent to TechMike, as such please be advised that your personal details will be received by the courier, courier company and TechMike. Your personal details will only be used for the purpose of RICA and for no other reason provided it is not required by law.

Sim swops will be processed where possible at no charge. The delivery fee for the new sim will however be charged to the clients account. Available data from MTN Fixed LTE Capped services can be transferred

to an identical service (e.g. 200GB to 200GB), data may only be transferred once and will be transferred in its current state including its expiry date e.g. topup data/rollover data.

MTN Fixed LTE Uncapped products carry an [Acceptable Usage Policy](#) which may affect the speed of your service.

## **Telkom LTE**

Telkom LTE is a best effort service with no minimum service levels offered. Speeds will differ according to the type of connection made. Average speeds within the specified coverage areas range between 10Mbps and 50Mbps. Many factors determine the speed and quality of service which will be achieved such as but not limited to, distance, weather, interference around and within the property.

The service is a monthly billed service which will continue on a month to month basis until cancelled. Cancellations require a minimum calendar months' notice (promotions may carry additional t's & c's) and must be submitted via the Control Panel, cancellations cannot be set or removed after 5pm on the second last day and last day of each month. The service can be set to upgrade or downgrade at any time (cannot be set or removed after 5pm on the second last day and last day of each month) but the new service will only be effective from the 1st of the following month. The monthly data is referred to as anytime data, free data which can be used between 12am and 7am is referred to as night surfer data. Where applicable anytime data is valid for 60 days from purchase (not exceeding 2 calendar months inclusive of the month of purchase) and the night surfer data is valid for 30 days from purchase (not exceeding the month of purchase). You are able to purchase additional data should your monthly allocations run out. This is a once off purchase which you pay for immediately. Where applicable unused data will only rollover if the service is active and paid up to date. Where applicable unused anytime top up data is valid for 60 days from purchase (not exceeding 2 calendar months inclusive of the month of purchase) and night surfer top up data is valid for 30 days from purchase (not exceeding the month of purchase).

Data is used in the following sequence:

- Anytime data
- Anytime top up data

During Night Surfer Hours 12am to 7am

- Night surfer data
- Anytime data
- Anytime top up data

Data usage information and data balances are provided to TechMike once every 24 hours by Telkom. This information will be updated as received and can be viewed in the Control Panel.

This service is a mobile wireless service which can be used anywhere within Telkom LTE Coverage areas. TechMike will not provide Support Services when the service is used outside of a coverage area. Clients who proceed with the purchase of the service and are not covered under the Coverage Map at the address they intend to use the service at do so at their own risk, service is in no way guaranteed in areas not displayed on the coverage map.

Services purchased packaged together with a modem must be used in the modem provided, failure to do so may result in the service not working. The make and model of the modem will be determined at Telkom's discretion.

The modem carries a 1 year Warranty if ordered through TechMike together with the Telkom SIM, device warranty claims for the modem will be handled by TechMike who will deal directly with the Supplier on the clients behalf.

In line with the Consumer Protection Act, TechMike has a 5 business day return policy. Units returned must be returned as shipped (i.e. same cosmetic condition and all shipped packaging, parts and accessories included) to be eligible for refund or exchange. The cost of returning the device is the responsibility of the client and will be charged to the clients account if arranged by TechMike.

A prorata invoice will be generated on the day of purchase and debited accordingly. On the day of activation, we will allocate a prorata amount of data. We will re-calculate the amount due according to the date of activation and credit the initial prorata invoice generated on the purchase date. Any credit amounts will be used towards the next invoice due and any amounts due will be processed immediately against the default payment method on the profile.

The only payment method that will be accepted for the purchase of this service is Credit Card, please note that any other services already on the profile which the purchase is being made on will automatically update to Credit Card. The SIM/Device will be delivered within 10 business days from the date of order, provided payment has cleared (payment clearance can take up to 5 days). Once delivered please allow up to 72 hours for activation of the service.

The purchase of the Telkom LTE service is subject to RICA and you will be required to provide certain documentation when signing up as well as on delivery of the device/SIM, the requirements will be communicated to you. Clients will provide their RICA documents to the courier on delivery and the documents will be sent to TechMike, as such please be advised that your personal details will be received by the courier, courier company and TechMike Your personal details will only be used for the purpose of RICA and for no other reason provided it is not required by law. Together with these Terms & Conditions the purchase and use of this service is subject to the Terms & Conditions of Telkom SA SOC Limited which can be found here: [http://www.telkom.co.za/about\\_us/regulatory/terms-and-conditions.shtml](http://www.telkom.co.za/about_us/regulatory/terms-and-conditions.shtml)

Sim swops will be processed where possible at no charge. The delivery fee for the new sim will however be charged to the clients account.

## **Telkom LTE (2TB)**

Telkom LTE is a best effort service with no minimum service levels offered. Speeds will differ according to the type of connection made. Many factors determine the speed and quality of service which will be achieved such as but not limited to, distance, weather, interference around and within the property, device used.

The service is a monthly billed service which will continue on a month to month basis until cancelled. Cancellations require a minimum calendar months' notice (promotions may carry additional t's & c's) and must be submitted via the Control Panel, cancellations cannot be set or removed after 5pm on the second

last day and last day of each month. The service can be set to upgrade at any time (cannot be set or removed after 5pm on the second last day and last day of each month) but the new service will only be effective from the 1st of the following month. Downgrades can only be set after 3 months of service have been completed (cannot be set or removed after 5pm on the second last day and last day of each month) but the new service will only be effective from the 1st of the following month. The monthly data is valid for 60 days from purchase (not exceeding 2 calendar months inclusive of the month of purchase). You are able to purchase additional data should your monthly allocations run out. This is a once off purchase which you pay for immediately. Top up data contains anytime data as well as night surfer data. The anytime data is valid for 60 days from purchase (not exceeding 2 calendar months inclusive of the month of purchase) and night data is valid for 30 days from purchase. If a topup is purchased that contains night surfer data, the night surfer data will be used between 12am and 7am, there after the anytime topup data will be used until exhausted. In instances where more data was used than was purchased the over used amount will be deducted from any topups. Where applicable unused data will only rollover if the service is active and paid up to date.

Data is used in the following sequence:

- Monthly allocation of data
- Rolled over monthly data
- Rolled over top up data

Data usage information and data balances are provided to TechMike once every 24 hours by Telkom. This information will be updated as received and can be viewed in the Control Panel.

This service is a fixed wireless service which can be used anywhere within Telkom LTE Coverage areas. TechMike will not provide Support Services when the service is used outside of a coverage area. Clients who proceed with the purchase of the service and are not covered under the Coverage Map at the address they intend to use the service at do so at their own risk, service is in no way guaranteed in areas not displayed on the coverage map.

Telkom reserve the right to throttle and/or shape the traffic of the 2TB data service products during network peak times.

In line with the Consumer Protection Act, TechMike has a 5 business day return policy. Units returned must be returned as shipped (i.e. same cosmetic condition and all shipped packaging, parts and accessories included) to be eligible for refund or exchange. The cost of returning the device is the responsibility of the client and will be charged to the clients account if arranged by TechMike.

A prorata invoice will be generated on the day of purchase and debited accordingly. On the day of activation, we will allocate a prorata amount of data. We will re-calculate the amount due according to the date of activation and credit the initial prorata invoice generated on the purchase date. Any credit amounts will be used towards the next invoice due and any amounts due will be processed immediately against the default payment method on the profile.

TechMike reserves the right to limit the accepted payment methods for purchases of this service. The SIM/Device will be delivered within 10 business days from the date of order, provided payment has

cleared (payment clearance can take up to 5 days). Once delivered please allow up to 72 hours for activation of the service.

The purchase of the Telkom LTE service is subject to RICA and you will be required to provide certain documentation when signing up as well as on delivery of the device/SIM, the requirements will be communicated to you. Clients will provide their RICA documents to the courier on delivery and the documents will be sent to TechMike, as such please be advised that your personal details will be received by the courier, courier company and TechMike. Your personal details will only be used for the purpose of RICA and for no other reason provided it is not required by law. Together with these Terms & Conditions the purchase and use of this service is subject to the Terms & Conditions of Telkom SA SOC Limited which can be found here:

[http://www.telkom.co.za/about\\_us/regulatory/terms-and-conditions.shtml](http://www.telkom.co.za/about_us/regulatory/terms-and-conditions.shtml)

Sim swops will be processed where possible at no charge. The delivery fee for the new sim will however be charged to the clients account.

## Telkom Business Uncapped LTE

Telkom Uncapped LTE is a best effort service with no minimum service levels offered. Speeds will differ according to the type of connection made. Average speeds within the specified coverage areas range between 2Mbps and 10Mbps dependent on the Fair Usage Policy currently being applied to the service. Many factors determine the speed and quality of service which will be achieved such as but not limited to, distance, weather, interference around and within the property.

The service is a monthly billed service which will continue on a month to month basis until cancelled. Cancellations require a minimum calendar months' notice (promotions may carry additional t's & c's) and must be submitted via the Control Panel, cancellations cannot be set or removed after 5pm on the second last day and last day of each month.

The Fair Usage Policy is as follows:

<b>Monthly Data Allocation</b>	<b>Speed</b>	<b>Times of operation</b>
First 250GB of Data	10Mbps	Midnight to 7pm, 365 days a year
Next 50GB of Data	4Mbps	
Unlimited data thereafter*	2Mbps	

\*P2P/NNTP type traffic will be further throttled

You are able to purchase a once off data bundle to restore your service to an unmanaged state and access it 24 hours a day. This is a once off purchase which you pay for immediately, the topup is valid for the month of purchase as well as the following month. Once the topup is depleted the service will only work during Business Hours and the management will return to the previous state prior to the topup. On renewal of your service on the 1st of each month any available topup data will be used first before your usage begins counting towards your managed usage limit.

Data usage information and data balances are provided to TechMike once every 24 hours by Telkom. This information will be updated as received and can be viewed in the Control Panel.

This service is a mobile wireless service which can be used anywhere within Telkom LTE Coverage areas. TechMike will not provide Support Services when the service is used outside of a coverage area. Clients who proceed with the purchase of the service and are not covered under the Coverage Map at the address they intend to use the service at do so at their own risk, service is in no way guaranteed in areas not displayed on the coverage map.

A prorata invoice will be generated from the date of purchase until the end of the current month and debited accordingly.

The purchase of the Telkom LTE service is subject to RICA and you will be required to provide certain documentation when signing up as well as on delivery of the device/SIM, the requirements will be communicated to you. Clients will provide their RICA documents to the courier on delivery and the documents will be sent to TechMike, as such please be advised that your personal details will be received by the courier, courier company and TechMike Your personal details will only be used for the purpose of RICA and for no other reason provided it is not required by law. Together with these Terms & Conditions the purchase and use of this service is subject to the Terms & Conditions of Telkom SA SOC Limited which can be found here: [http://www.telkom.co.za/about\\_us/regulatory/terms-and-conditions.shtml](http://www.telkom.co.za/about_us/regulatory/terms-and-conditions.shtml)

Sim swops will be processed where possible at no charge. The delivery fee for the new sim will however be charged to the clients account.

## Telkom Uncapped Fixed LTE

Telkom Uncapped Fixed LTE is a best effort service with no minimum service levels offered. Speeds will differ according to the type of connection made, service purchased and Fair Usage Policy applied. Average speeds within the specified coverage areas range between 2Mbps and 20Mbps dependent on the Fair Usage Policy currently being applied to the service. Many factors determine the speed and quality of service which will be achieved such as but not limited to, distance, weather, interference around and within the property equipment used.

The service is a monthly billed service which will continue on a month to month basis until cancelled. Cancellations require a minimum calendar months' notice (cancel the month before for the end of the following month) (promotions may carry additional t's & c's) and must be submitted via the Control Panel, cancellations cannot be set or removed after 5pm on the second last day and last day of each month. The earliest date for cancellation in accordance with the Terms & Conditions for the service will be displayed in the Control Panel:

The Fair Usage Policy is as follows:

<b>Service</b>	<b>Monthly Data Allocation</b>	<b>Speed</b>	<b>Times of operation</b>
<b>Uncapped Off Peak</b>	First 350GB of Data	10Mbps	Midnight to 7pm, 365 days a year
	Next 50GB of Data	4Mbps	
	Unlimited data thereafter*	2Mbps	

\*P2P/NNTP type traffic will be further throttled

<b>10Mbps Uncapped</b>	First 500GB of Data	10Mbps	24/7, 365 days a year
	Next 50GB of Data	4Mbps	
	Unlimited data thereafter*	2Mbps	

\*P2P/NNTP type traffic will be further throttled

<b>20Mbps Uncapped</b>	First 600GB of Data	20Mbps	24/7, 365 days a year
	Next 50GB of Data	4Mbps	
	Unlimited data thereafter*	2Mbps	

\*P2P/NNTP type traffic will be further throttled

The Fair Usage Policy will reset on the 1st of each month. The Uncapped Off Peak service has the option to purchase a once off data bundle to restore your service to an unmanaged state and access it 24 hours a day. This is a once off purchase which you pay for immediately, the topup is valid for the month of purchase only. Once the topup is depleted the service will only work during midnight and 7pm and the speed will return to the state prior to the topup.

Data usage information and data balances are provided to TechMike once every 24 hours by Telkom. This information will be updated as received and can be viewed in the Control Panel.

This service is a fixed wireless service which can be used anywhere within Telkom LTE Coverage areas, the service is not designed to be used in a mobile device or to be moved between locations. TechMike will not provide Support Services when the service is used outside of a coverage area. Clients who proceed with the purchase of the service and are not covered under the Coverage Map at the address they intend to use the service at do so at their own risk, service is in no way guaranteed in areas not displayed on the coverage map.

A prorata invoice will be generated from the date of purchase until the end of the current month and debited accordingly.

The purchase of the Telkom Fixed LTE service is subject to RICA and you will be required to provide certain documentation when signing up as well as on delivery of the device/SIM, the requirements will be communicated to you. Clients will provide their RICA documents to the courier on delivery and the documents will be sent to TechMike, as such please be advised that your personal details will be received by the courier, courier company and TechMike. Your personal details will only be used for the purpose of RICA and for no other reason provided it is not required by law. Together with these Terms & Conditions the purchase and use of this service is subject to the Terms & Conditions of Telkom SA SOC Limited which can be found here: [http://www.telkom.co.za/about\\_us/regulatory/terms-and-conditions.shtml](http://www.telkom.co.za/about_us/regulatory/terms-and-conditions.shtml)

Sim swops will be processed where possible at no charge. The delivery fee for the new sim will however be charged to the clients account.

## **Telkom Uncapped LTE**

Telkom Uncapped LTE is a best effort service with no minimum service levels offered. Speeds will differ according to the type of connection made. Average speeds within the specified coverage areas range between 2Mbps and 10Mbps dependent on the Fair Usage Policy currently being applied to the service. Many factors determine the speed and quality of service which will be achieved such as but not limited to, distance, weather, interference around and within the property.

The service is a monthly billed service which will continue on a month to month basis until cancelled. Cancellations require a minimum calendar months' notice (promotions may carry additional t's & c's) and must be submitted via the Control Panel, cancellations cannot be set or removed after 5pm on the second last day and last day of each month.

The Fair Usage Policy is as follows:

<b>Monthly Data Allocation</b>	<b>Speed</b>	<b>Times of operation</b>
First 250GB of Data	10Mbps	24 hours, 365 days a year
Next 50GB of Data	4Mbps	
Unlimited data thereafter*	2Mbps	

\*P2P/NNTP type traffic will be further throttled

You are able to purchase a once off data bundle to restore your service to an unmanaged state. This is a once off purchase which you pay for immediately, the topup is valid for the month of purchase as well as the following month. On renewal of your service on the 1st of each month any available topup data will be used first before your usage begins counting towards your managed usage limit. Topup data consists of equal day and night data. The day data is used between 7am and 11:59pm the night data is used between 12am and 7am. Once the topup has been depleted the service will return to the management state prior to the topup.

Data usage information and data balances are provided to TechMike once every 24 hours by Telkom. This information will be updated as received and can be viewed in the Control Panel.

This service is a mobile wireless service which can be used anywhere within Telkom LTE Coverage areas. TechMike will not provide Support Services when the service is used outside of a coverage area. Clients who proceed with the purchase of the service and are not covered under the Coverage Map at the address they intend to use the service at do so at their own risk, service is in no way guaranteed in areas not displayed on the coverage map.

A prorata invoice will be generated from the date of purchase until the end of the current month and debited accordingly.

The purchase of the Telkom LTE service is subject to RICA and you will be required to provide certain documentation when signing up as well as on delivery of the device/SIM, the requirements will be communicated to you. Clients will provide their RICA documents to the courier on delivery and the documents will be sent to TechMike, as such please be advised that your personal details will be received by the courier, courier company and TechMike. Your personal details will only be used for the purpose of RICA and for no other reason provided it is not required by law. Together with these Terms & Conditions

the purchase and use of this service is subject to the Terms & Conditions of Telkom SA SOC Limited which can be found here: [http://www.telkom.co.za/about\\_us/regulatory/terms-and-conditions.shtml](http://www.telkom.co.za/about_us/regulatory/terms-and-conditions.shtml)

Sim swops will be processed where possible at no charge. The delivery fee for the new sim will however be charged to the clients account.

## **MTN Data**

Purchases prior to 10 February 2022 are referred to as MTN Mobile Data, the service is however identical to the MTN Data product.

**MTN Data** MTN data is a monthly billed service unless otherwise stated. MTN Data is subject to the same Terms and Conditions as ADSL data, for the purposes of Payment, Termination and Monitoring of Usage except where specified.

MTN Data is subject to the Regulation of Interception and provision of Communication-related information Act where applicable (RICA). When a purchase for MTN data is made it is deemed that you have read, understood and accepted all Terms & Conditions pertaining to the purchase.

If you have any queries please contact us before making any purchase for any service through this website, our 24 hour, 7 day a week support number is 087 821 1100.

**Coverage and Signal Availability** Service delivery of MTN data is dependent on signal availability and demand for data services in any particular area. TechMike does not warrant or guarantee service for any specific areas, whilst every effort will be made to give clients an indication of possible service (via the Coverage Map). TechMike accepts no liability should the aforementioned map differ to actual data service experienced.

**LTE** SIM cards provided by TechMike are automatically LTE enabled. Clients using their own MTN SIM for MTN Data purchased from TechMike will need to request the activation of LTE with MTN directly. TechMike no longer offer new activations on clients own sim cards.

An LTE capable device is required in order to obtain LTE speeds.

**Purchasing of Data and** TechMike reserves the right to limit the quantity of purchases made. Data and devices may only be purchased via credit card or debit order. EFT, Stop Order and Cash Deposits are not accepted. Your order will be shipped once your payment has been cleared.

All purchases of data are prorated on the day of purchase, both the data allocation and price are prorated. Should delivery of your SIM occur the month after it was purchased your original purchase invoice will be credited and a new prorata invoice will be raised and data allocated on the date of activation.

The data allocated on the SIM will be calculated from the date of purchase to the last day of the month it was purchased in.

Credit Card payments are cleared within 24 hours and Debit Order payments can take up to 10 working days to clear. Your order will be shipped on the first working day of your payment being cleared.

**Rollover of Data**Unused data rolls over to the following renewal month (calendar month) for a period of 3 months. Rolled over data will be used first from the 1st of each month and thereafter the renewal data will be used. Rollover data consists of unused renewal data and unused top up data.

The most recent rolled over data will be used first, working on a system of last in first out.

**EXAMPLE**The monthly renewal on a 10GB service is 10GB. In the last 3 months the following amounts of unused data have rolled over, March 1GB, April 2GB, May 2GB. On the 1st of June the service will renew and 10GB will be allocated together with the 4GB which has rolled over from March to May. Usage from the 1st of June will be deducted from the rolled over data from May then April then March, only once the rolled over data of 4GB has been exhausted will the renewal data of 10GB start being used. Should there be any unused data by the end of June, this data will rollover to July and the process will begin again. Should usage not reach the rolled over data for March it will fall away.

Rollover of Data is only applicable to services which are paid up to date and are renewed monthly. If your debit order or credit card payment fails for any reason you will not be able to use any Rollover Data until all services are paid up to date. Should you cancel your service any accumulated rollover data will fall away and cannot be reinstated if the cancellation date has passed and the service is restored.

**Device Support**Technical support is provided for the setting up of the APN on the client's device. TechMike does not offer support on applications or set-up of device applications such as email.

**"Topping-up" Data**MTN data clients are able to top up their data should they exhaust it at any time during the month. This top-up can be done via the Control Panel or Mobile Control Panel. Data that has over run the purchased data total will be deducted from your next top-up. Example, 1GB purchased, 1GB and 500mb used before capping takes place, top-up with 2GB, only 1GB and 500mb will be allocated.

**Cancellation of Data**If a data product is cancelled the SIM card linked to the product including any unused data will be cancelled on the requested date. If the client has opted to use their own SIM, the MTN Data service supplied by TechMike will be discontinued on their selected SIM. Once cancellation of the SIM has taken place it cannot be reactivated.

**Failure to Pay**Should we not receive payment for data purchased the data together with the SIM provided will be cancelled. If the client has opted to use their own SIM, the data service will be discontinued on their selected SIM. Once the SIM has been cancelled it cannot be reactivated.

**Mobile Devices, Warranty and Exchange/Return Policy**Certain Mobile Devices are only available to be purchased together with a Data product and cannot be purchased as a stand-alone product. TechMike has a 7 business day device return policy from date of purchase. Units returned must be returned as shipped (i.e same cosmetic condition and all shipped packaging, parts and accessories included) to be eligible for refund or exchange. TechMike will NOT arrange collection of units for exchange or return (or cover related costs). The client will be responsible for arranging for the unit to be delivered to TechMike or the Supplier. This will in no way impact the continued warranty provisions, and only relates to courier charges and logistics.

All Mobile Devices are covered by a product specific warranty as per the manufacturer's warranty, for the repair or replacement of faulty units. The warranty is limited to items covered by the manufacturer only. The warranty does not cover any damage deemed to have been caused by the client's misuse or mistreatment of the product (including damage due to improper return shipping of the product for exchange or return). Using incorrectly sized SIM cards and any physical damage as a result, is deemed to be improper use or abuse of the product. This effectively voids the manufacturer's warranty and therefore will not be exchanged or returned. This further extends to the use of unapproved accessories or modifications which effectively void the warranty on the product. In such circumstances, TechMike nor the Supplier will be liable to repair or replace any such devices and no further correspondence will be entered into once the device is deemed to be out of warranty.

Failure to abide by TechMike policy can result in deductions to the claimed refund or rejection of claims for refund or exchange.

Device warranty claims for Xiaomi products are supplied and serviced by Mobile in Africa, warranty claims for these products will not be facilitated by TechMike unless otherwise stated.

The Warranty on Xiaomi Smart Phones is 12 months, the battery and accessories provided with the smart phone carry a 6 month Warranty.

Device warranty claims for Huawei products and devices will be handled by TechMike who will deal directly with the Supplier on the clients behalf.

The warranty on Huawei devices is 12 months.

In order to speed up warranty claims and repairs we are required to provide the purchaser's contact details to the suppliers. These details are provided to the supplier on condition that it may only be used to verify the purchase of the product and will not be used in any other manner.

#### **Xiaomi Products and Devices** Mobile in Africa

<https://mia.africa.com/za/support>

Please note that the Delivery of Xiaomi Devices once payment has cleared are handled by the Supplier and not TechMike, all Deliveries which include a SIM Card are subject to RICA Verification and you may be required to provide certain documentation on Delivery. Please refer to the section below on Identity Verification Requirements for more information on RICA.

**Identity Verification Requirements (RICA)** By accepting the Terms and Conditions for RICA you undertake to inform any persons that the purchase is intended for of the Terms and Conditions herein and their responsibilities in terms of the RICA Act.

All Data products are subject to RICA verification, as stipulated by law (Regulation of Interception of Communication Act of 2008). Clients are required to produce a legible copy of their valid Identity Document or Passport and proof of residential address. Non-South African citizens may submit a copy of their valid Passport. Verification documents must contain photo identification and must be a barcoded form of identification. Failure to produce the required aforementioned information will result in the product not being activated, regardless of any amounts billed.

Delivery of the data product will not take place if the required documentation is not produced and successfully verified. RICA verification must be done in person, for each new purchase of a data product regardless of whether the person/s has been RICA' d previously. The drivers of the courier service used by TechMike are RICA agents and will RICA the user upon delivery of the order. The person who will use the SIM is the person who will be vetted and must therefore be available to accept delivery. Under no circumstances will someone else be able to accept delivery on behalf of the user. Should the order be for business purposes an authorized representative for the business must be available to accept delivery and be vetted in his/her own capacity on behalf of the business. Clients will be required in terms of the Act to keep their physical address updated with TechMike for a period of five (5) years from the date of purchase. The RICA verification for individuals younger than 18 years of age must be performed by their Legal Guardian on their behalf.

The following documentation together with legible copies thereof will be required for the RICA verification; the copies will be retained by the person delivering your RICA product:

**For a Natural Person:**

- Proof of Identification
- Proof of Physical Address (Home Address)

**For a Business:**

- Proof of Company Details
- Proof of Address
- Letter authorising selected representative to act as representative on behalf of the business
- Proof of Identity for the representative
- Proof of physical home address of company representative

The following documents are accepted for verification purposes:

**Identity Verification (Natural Persons and Company Representative):**

- Green bar-coded South African ID book
- Valid temporary ID issued by Home Affairs
- Valid South African passport
- New bar-coded ID cards
- For Non-South African citizens – Passport or valid VISA / permit

**Company Detail Verification (Businesses):**

- Company registration documents
- Tax Clearance Certificate
- SARS registration documents, or
- Any other Government issued documents containing the Company details

**Proof of Physical Address (Natural Persons, Businesses and Company Representatives):**

- Lease Agreement (not older than 12 months)
- Municipal Account (not older than 3 months)
- TV License (not older than 12 months)
- Telephone Account (not older than 3 months)
- Bank Statement (not older than 3 months)
- Retail account which is delivered to that address on a regular basis (not older than 3 months)

Sim swops will be processed where possible at no charge. The delivery fee for the new sim will however be charged to the clients account.

## **RAIN Fixed LTE-A - LTE Advanced**

The LTE-Advanced service is provided on the RAIN Network and is a best effort service with no minimum service levels offered. Speeds within specified coverage areas displayed on the coverage map generally range up to 50Mbps. Many factors determine the speed and quality of service which will be achieved such as but not limited to, distance, weather, interference around and within the property.

The service is a monthly billed service which will continue on a month to month basis until cancelled. Cancellations must be submitted via the Control Panel the month before the cancellation must take place e.g. Cancellation must be set in October for cancellation at the end of November. The service can be set to upgrade or downgrade at any time (before the 25th for debit order clients) but the new service will only be effective from the 1st of the following month. Monthly data is allocated on the 1st of every month and any unused data will rollover into the following month (one month rollover).

You are able to purchase additional data should your monthly allocation run out. This is a once off purchase which you pay for immediately. The topup data is valid for 30 days from purchase and will expire thereafter, E.G. You purchase 1GB of topup data on 15 September, you have until the end of the day (23:59) on 14 October to use this data, any data not depleted by 23:59 on 14 October will expire.

### **Data is depleted from the 1st of each month as follows:**

1. Unused Top-up data from the previous month is depleted first, if applicable
2. Rollover data will be depleted second, if applicable
3. Monthly data allocation will be depleted last.

This service is a mobile wireless service which can be used anywhere within Rain Coverage areas. TechMike will not provide Support Services with regards to coverage where the service is used outside of a Rain Coverage Area. Clients who proceed with the purchase of a Rain service and are not covered under the Rain Coverage Map at the address they intend to use the service at do so at their own risk, service is in no way guaranteed in areas not displayed on the Rain Coverage Map. The Rain SIM supplied must only be used in an approved compatible device (listed below). TechMike will not provide Support Services if the SIM is used in a non-compatible device.

### **Approved Compatible Devices**

- Huawei B618
- Huawei B315
- Huawei B2338
- ZTE MF253
- ZTE MF283+

- ZTE MF286C
- TP-Link MR200

The Approved Compatible Devices carry a 12 month Warranty if ordered through TechMike with their SIM, device warranty claims for the Approved Compatible Devices will be handled by TechMike who will deal directly with the Supplier on the clients behalf.

In line with the Consumer Protection Act, TechMike has a 7 business day return policy. Units returned must be returned as shipped (i.e. same cosmetic condition and all shipped packaging, parts and accessories included) to be eligible for refund or exchange. If the router is returned within 7 days from delivery it will be refunded or replaced with a new unit. The cost of returning the device is the responsibility of the client and will be charged to the clients account.

Your initial purchase of data will be billed prorata and you will receive prorata data. A prorata invoice will be generated on the day of purchase and debited accordingly. On the day of activation, we will allocate a prorata amount of data, because the invoice was calculated and generated on the day of purchase and not the day of delivery we will re-calculate the amount due according to the date of activation and credit the balance to the clients account.

Clients signing up before the 30th of November 2017 will receive double their monthly data every month until 30 November 2018. Upgrades/Downgrades only take effect on the 1st of the month following the request, upgrades/downgrades set in November 2017 will only take effect on 1 December 2017 and will not qualify for the Double Data Promotion as the Promotion ends on 30 November 2017. The service must be renewed monthly in order to qualify for this Promotion.

The SIM and Device will be delivered within 10 business days from the date of order, provided payment has cleared. Once delivered please allow up to 24 hours from the time the SIM Card is inserted for the data to be allocated. Please note that the SIM must be inserted into an Approved Compatible Device within 48 hours of taking delivery, failure to do so will result in the SIM being deactivated.

Please note that the purchase of the Rain LTE service is subject to RICA and you will be required to provide certain documentation on delivery of the device, the requirements will be communicated to you. Delivery of the SIM/Router is facilitated by Digital Planet on behalf of Internet Solutions and TechMike. Clients will provide their RICA documents to the courier on delivery and the documents will be sent to Digital Planet and Internet Solutions, as such please be advised that your personal details will be received by the courier, Digital Planet and Internet Solutions. Your personal details will only be used for the purpose of RICA and for no other reason provided it is not required by law. Please be advised that deliveries will not take place between 21 December 2017 and 5 January 2018.

Sim swops will be processed where possible at no charge. The delivery fee for the new sim will however be charged to the clients account.

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