

## FAQ's Medium Business Savings Promotion (Internal only)

### **What is the Medium Business Savings Promotion?**

Telkom is offering Medium Business customers the opportunity to save 20% on their telecommunication spend if they bring all their telecommunications services to Telkom.

### **Which services must be taken in order to qualify for the saving?**

In order to qualify for the saving, the customer must consume products from each of the following product families:

- Broadband (Access): ADSL, VDSL or FTTB
- Broadband (Internet): Business Uncapped or Premium Uncapped
- Fixed Voice: SIP, Business Voice Access, Supreme Call or BizTalk
- PBX or Unified Communications: Opticon Range (eMG, UCP 100, UCP 600, CCS, CM), Unify Openscape and Hosted Business Telephony (HBT)
- Mobile: SmartPhone or FreeMe

### **Will my customer still qualify for savings if they do not take at least one product from the respective product families?**

The saving of 20% will only be available to customers that take at least one product from each of the respective product families. Any variation that does not meet this criteria will not form part of the promotion.

### **Are there any services that are excluded from the promotion?**

The following products will not be included in the MBSP, this means that the customer will not qualify for participation in the promotion if they remain on the following products:

- Broadband (Internet): 2Mbps; Soft-capped Telkom Internet
- Fixed Voice: ISDN PRI and BizTalk PRI
- PBX or Unified Communications: Legacy products that are not available for sale as at 31 March 2016
- Mobile: Existing Telkom Business Mobile customers are excluded from participation in the promotion.

### **How will the savings be calculated?**

The customer will be required to supply their invoices, call records, CDRs or adequate proof of their telecoms spend in order for the savings to be calculated. Without these records Telkom will be unable to provide the customer with the savings and the customer will not be able to participate in the promotion.

It is important to note that the savings will be calculated based on current spend profile and should the customer's consumption behaviour change in any way, the amount that they are saving may be affected.

### **What will happen if Telkom is not able to offer my customer 20% savings on their total bill?**

If, for whatever reason, Telkom is not able to offer the customer the savings the applicant will be given a Telkom SIM card loaded with credit to the value of R10 000. The contract on the SIM card will be a SmartOne Rate plan which will be allocated a R2000 spend limit each month for a 5 month period. Credit will not carry over from one month to the next. After the 5 month period the SIM will be ceased without notice. Telkom reserves the right to withhold, cease or rescind the offer at any time. The

standard mobile subscriber terms and conditions apply and can be located on the Telkom website: [http://www.telkom.co.za/about\\_us/regulatory/terms-and-conditions.shtml](http://www.telkom.co.za/about_us/regulatory/terms-and-conditions.shtml)

### **What if my customer already takes all their services from Telkom?**

Customers that already have all their services from Telkom are already enjoying the savings available and therefore additional savings will not be offered. These customers are not eligible for participation in the promotion.

### **How are Telkom able to offer my customer these savings, is this the same as discounts?**

No, the promotion is not equivalent to discounts. The savings are based on the existing Telkom products and services which offer superior value and cost effectiveness. In analysing the customer's consumption behaviour, Telkom is able to optimise the customer's spend profile and provide them with savings.

Discretionary discounts will only be applied where the total savings do not equal 20%, these discounts are to be applied by the account manager in conjunction with their sales executive. Please refer to the Business Process Instruction for further detail.

### **Which customers qualify to participate in the promotion?**

Telkom Business customers who meet the below requirements are eligible to apply for the promotion. Please note that the promotion is limited to the first 2500 customers. The promotion will open on 16 September 2016 and close on 31 October 2016.

- Customer segmented by Telkom as the Top 25,000 Medium Value Business customers (flagged by sub account type ES or MD)
- Customer served by the Direct Sales Force (DSF) or Desk Based Account Management (DBAM) sales channels.

This promotion excludes all Enterprise, Consumer and SMBS customers.

### **Is my customer required to renew or migrate?**

Customers who have existing products or services within the respective product families may be required to renew or migrate their services in order to derive maximum savings. Customers are encouraged to migrate to new generation services such as FreeMe, SIP and Unified Communications. Should the customer migrate to these services, delays, downtime or price implications may apply.

### **Are there Terms and Conditions applicable to the promotion?**

Yes, there are Terms and Conditions available on the Telkom website. The customer is required to sign and accept the Terms and Conditions, they are encouraged to familiarise themselves with the content. It is important to note that the customer will still be required to sign the Terms and Conditions applicable to each product or service making up the offer to the customer.

### **Will my customer receive one bill / single bill from Telkom?**

Telkom will not be able to guarantee the customer a single bill at this point in time, however Telkom is endeavouring to consolidate the billing arrangements as a matter of urgency.