

SMBS Customers FAQs

1. Who qualifies for the speed Migration?

All SMBS Business uncapped bundle customers that can sync up to a certain speed i.e.

- 2Mbps shall be migrated to Unlimited Business 4Mbps
- 4Mbps shall be migrated to Unlimited Business 8Mbps/10Mbps (depending on the network)

2. What happens to customers that does not qualify for speed migration?

2Mbps customers will remain on their existing offer. 4Mbps customers will move to the new 4Mbps SMBS bundle at the new rate: Offer name is Unlimited Business DSL/Fibre (4Mbps) bundle

3. What differentiate the new bundles from the existing bundles?

Free Voice calling plan comes as default on all bundles but a customer can choose to have BizTalk at an additional price.

4. What are some of benefits of the new Unlimited Business Bundles?

- SMBS bundles comes with a default Free Voice Calling plan with unlimited on net calls and BizTalk optional calling plans
- SMBS calling plans Out-Of-Bundle rate is at 50c per second.
- New Unlimited Business bundles come at reduced prices.
- FUP value has been enhanced
- Double speed from 2Mbps to 4Mbps and 4Mbps to 8Mbps speed migration

5. Does a customer qualify for a new modem when speed migrated?

Customers will carry on with their existing contract and no new modem shall be issued, unless if the customer is new to business or new to franchise

6. What happens to the current contract?

The customer will move with their existing contract

7. Does new to Franchise customers qualify for the new bundled offers

Yes, they will qualify for the new pricing and get Free Voice calling plan, if there is fixed broadband infrastructure and the order is feasible.

8. Does Soft Capped customers qualify

Yes, they will qualify for the new pricing and get Free Voice calling plan.

9. Do customers qualify for TI Mobile?

SMBS customers can get up to 10 SIM's

- 1GB TI Mobile Data for 4Mbps
- 2GB TI Mobile Data for 8Mbps and 10Mbps
- 3GB TI Mobile Data for 20Mbps, 40Mbps and 100Mbps

10. Do Business customers qualify for Always on Voice failover?

The free voice failover is not yet available on Fibre. Only customers on DSL will qualify for the free voice failover.

11. How do I process the new bundles?

Current process on OMS will apply as per the screen prints provided above

12. Are upward/downward migrations allowed?

Yes, penalties will apply if the customer downgrade before the end of the contract

13. What happens to Business uncapped customers who have an email address when they migrate to this new bundled offer?

The customer must be advised to back up his email and the agent must remove the email from the order and re-issue a TI Mailbox order with an attempt to re-use the same mailbox

14. Can the customer opt to take any of the BizTalk calling plans together with the DSL and Internet?

Yes – But inclusive free default calling plan will not co-exist with the BizTalk. The customer will pay slightly more.

15. How will the FUP be applied? How many minutes for on-net and how many for calls to Telkom Mobile?

The FUP values for Unlimited voice will be as follows:

- 1,000 minutes Fixed to Fixed
- 1,000 minutes Fixed to Telkom Mobile
- A report will be run monthly to determine abusive users to enforce compliance

16. Will the FUP be applied on a DN or BAN level?

The FUP will apply on a DN level

17. We don't have this on month to month, right?

Month to month will be available from 22 August

18. How will it appear on the invoice?

separate components with discounts

19. Can it be offered on analogue, junction lines, connected to a PBX?

Only available to the broadband DSL and Fibre

20. Will Enterprise customers lose their 150 Business Free minutes or will the FUP apply on this over and above? = Yes

21. Can the unlimited voice plan co-exist with any other calling plan? = No

22. Will this be available to FLLA and POTS lines on which Wholesale DSL is applied and SIP?

No