

Switching Campaign Q&A

1. Who qualifies for the Switching Campaign?
 - Must be a Business customer with Telkom or NTF;
 - Must reside and operate in South Africa.
2. What documents are required to qualify?
 - Valid quotation or brochure or advert from one off the approved Other Line Operators (OLO);
 - Valid company registration documents for NTF;
 - Valid Identification Documentation for NTF;
 - NB: Existing Product Terms and Conditions apply.
3. Can I migrate my existing service to include the discount?
 - No, only new services can be applied for this campaign and no migrations will be allowed.
4. Do I qualify for the 120GB by default if the competitor quote cannot be matched?
 - No, only if all criteria are met with the matching of the correct product;
 - If quote is matched and I do not accept the service, the 120GB is not applicable.
5. Can I add the 120GB to my existing Sim?
 - No, a new sim will be issued, and data loaded on a monthly basis of 20GB over 6 months.
6. Is the data coverage dependant?
 - Yes, Telkom data will be loaded.
7. Can I provide discount on every request I receive?
 - No, this will be only in cases were the customer provides a competitive quote from an approved OLO, all other requests will be managed as per the current order process.
8. Does this campaign include mobile deals?
 - No, the Switching Campaign is only for qualified fixed line products.

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