

## Frequently asked Questions

### Unlimited Voice Plans

#### 1. Who can apply for the Unlimited Calling Hero plans?

The Unlimited Calling Hero plans will only be offered to new to franchise customers (NTF) and existing customers who require additional line services.

#### 2. Can a Consumer customer apply for the Unlimited Calling Hero plans?

Offers are only available to Business customers and exclude Consumer customers.

#### 3. Can existing customers migrate to these calling plans?

No in-base migrations will be allowed. This will only be available for Retentions by the Retentions centre. Customers who have given notice to terminate their communications service, will be offered an Unlimited Calling Hero plan option with the aim of retaining them as Telkom customers.

#### 4. What is the duration of the promotion for the Unlimited Calling Hero plans?

The Unlimited Calling Hero plans campaign will only run for 6-months. This is a promotion to provide businesses with some financial relief due to the COVID 19 impact. We reserve the right to stop the promotion at any point in time during the promotional period.

#### 5. What happens to customers who have subscribed to the offers after the 6-month campaign period is over?

Existing customers on the offers will not be affected and will remain on the offers even after the promotional period. This will be the case until any further notice.

#### 6. Does a customer have to sign a contract for the Unlimited Calling Hero plans?

Answer: This Service will be available on a month to month subscription-based plan. However, there will be (claw-back) recovery charges for installation cost and/or IP device, if the customer decides to terminate the Service within the initial 12-month period of taking up the service.

#### 7. Can a customer with a switchboard apply for the calling plans?

Unlimited Calling Hero plans can be offered to customers who require 1 line, 2 lines or 3 lines single voice lines on either copper (PSTN) or VoIP (IP Voice). The Unlimited Calling Hero plans are not to be provided on junctions connected to a PBX.

#### 8. Does the Unlimited Calling Hero option on DSL also include broadband and internet charges in the subscription amount?

This plan only covers the voice portion of the access. Customer will be liable to pay for the broadband speed and internet over and above the subscription amount for the calling plan.

**9. If a customer applies for the Unlimited Calling on a new ECDSL would they qualify for free installation?**

Customer will be liable to pay installation fee for broadband when subscribing to the Unlimited Hero plan on ADSL and this fee should not be waived.

**10. What is the monthly subscription charge for the Unlimited Calling Hero plans?**

Three Unlimited calling plans are offered on different technologies (PSTN, IP Voice, ECDSL) at the same monthly subscription charge of R 199, R349 and R499 including VAT, per month respectively depending on the number of lines required by customer.

**11. Do you need a broadband connection for the Unlimited Calling Hero plans on IP Voice?**

A broadband connection (LTE, DSL, Fibre) is required for the Unlimited Calling Hero plans on IP Voice, and this will be paid for separately. About 40kbps is required per voice session. Existing rules for IP Voice apply.

**12. Will Fair Usage Policy (FUP) apply to the Unlimited Calling Hero plans?**

The Calling Plans are completely Unlimited - No Fair Usage Policy will apply. However, the Unlimited Calling Hero plans and associated benefits may only be used for business use and cannot be used for any other purpose. This offer shall not be used for purposes of least cost routing, Internet cafés, international bypasses, payphones or call centres. Telkom Business reserves the right to immediately cancel the Unlimited Calling Hero plan service in the event of abuse/suspected abuse. In this instance termination fees shall then apply.

**13. Will the Unlimited Calling Hero plans also cover calls made to international destinations?**

Unlimited calling will be available to On-net and off-net calls only. Selected international destinations will be rated at 79c per minute. Refer to the list of included destinations on Work instruction.

**14. Which call types are excluded on these Unlimited Calling Hero plans?**

Operator Assisted calls e.g. 1023, 1024, 1026 will be charged at normal rates. Special service numbers e.g. Fax to email 088 XXXX, Collect-calls (0020) will be charged at normal rates. All international (excluding the selected destinations) and premium-rated calls (e.g. 0861, 0862, 0865, 0866 and 0867) shall be excluded and will attract normal call charges applicable at the time.

**15. Can a customer upgrade from a lower plan to a higher plan?**

Customers may upgrade from a lower plan to a higher plan with additional services. Additional devices should be issued on additional IP Voice lines taken with a higher plan. No fee will be applicable for an upgrade, however the 12-month term applicable to the claw-back rule will apply to the new offer from the date of activation/installation.

**16. How will it work if customer wants to downgrade from a higher plan to a lower plan with less services?**

In this instance penalties on devices/installation will apply if the downgrade is within a 12-month period and these will be manually calculated.

**17. Can a customer subscribe for more than one Unlimited Calling Hero plan on his account?**

Customer can have more than one Unlimited calling Hero plan on the same Ban. Furthermore, the Unlimited calling Hero plans can co-exist with any other product level calling plan such as Biztalk All-net.

**18. If a customer wishing to leave Telkom and has an existing calling plan, can they be retained on these offers?**

Customers who are retained on the Unlimited Calling Hero plans by the Retentions Centre and have existing callings plans (e.g. BizTalk) will lose all the benefits of the existing plans and the plan will fall away. Agents must waive any penalty applicable in cases where there is a contract attached to the existing calling plan.

**19. Where can a customer apply for the offers?**

Answer: Unlimited Calling Hero plans will be available at all participating Telkom stores, Contact centres, Telkom Direct Sales channels, Desk-bound Account Managers (DBAMs), External Sales Agents (ESAs), Telephone Account managers (TAMs) as well as on-line (Telkom website).