

NGN Voice Product Competition

Frequently Asked Questions

[Competition period: 20 January 2021 – 20 April 2021]

Q. What is the qualifying products for the competition?

A. The qualifying products are:

- VOIP (IP Voice and SIP Trunking)
- Smart Voice
- Virtual Number

Q. What is the promotional period to qualify to enter the competition?

A. Customers that sign up 20 January 2021 and will run until 20 April 2021, both days inclusive will qualify to be entered into a lucky draw.

Q. Do I have to sign up for a term contract?

A. Only customers that sign up for a 2(two) year, 3(three) year or 5(five) year contract on a Telkom Business IP Voice, Smart Voice, Virtual Number or SIP Trunking solution will qualify to enter the competition.

Q. What is the competition prize?

A. Prize 1: 5 customers get to win their contracts back:

- Customer will win a 12(twelve)-month subscription of their contract
- Limited to a R500 credit per month.

Prize 2: 1 out of the 5 customers above, gets to win a 6-month free digital marketing plan

- 6(six)-month subscription of the Yellow MyStart package
- This package is inclusive of the following benefits:
 - Website – 15-page website
 - Yellow Pages app – listing on Yellow Pages app
 - YP-Sync – sync your business across 15 sites
 - Talking Yellow Pages – call 10-11-8 for a voice-assisted find
 - Facebook – page creation for your business
 - The prize is not exchangeable for cash nor is it negotiable.

Q. How do I enter the competition?

A. By signing up for a term contract on any NGN product, at any Telkom sales channel.

Q. How are winners chosen?

A. Using a random lucky draw selection method.

Q. The competition communication states that 5 customers will win back their contract, however the terms and conditions state that only for a period of 12-months?

A. Correct, customers will win their contract back in the form of a R500 credit passed onto their Telkom bill, per month for a period of 12 months. As the terms and conditions state.

Q. What if I make additional calls and sign up for additional value added services such as a calling plan, should I win the competition, will the additional fees be covered?

A. We will only credit the customer's account up to R500 per month, regardless of the additional services added onto the customer's bill or account.

Q. What is the maximum subscription to be paid on my contract should I win?

A. R500 is the maximum.

Q. What happens to my subscription after 12-months?

A. Customer is liable for the normal bill of their own contract after 12-months.

Q. What happens to the subscription fee after 6-months of the Yellow MyStart package?

A. Customer will have the option to continue with the service or terminate the package.

Q. Will a month to month customer contract qualify to enter the competition?

A. No. Only a customer who signs up for a 2(two) year, 3(three) year or 5(five) year contract on a Telkom Business IP Voice, Smart Voice, Virtual Number or SIP Trunking solution will qualify to enter the competition.

Q. If I am an existing voice customer, will I qualify to enter this competition should I migrate my service to the NGN Voice solutions?

A. Yes, if you sign a new 2(two) year, 3(three) year or 5(five) year contract on a Telkom Business IP Voice, Smart Voice, Virtual Number or SIP Trunking solution.