

## **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. 20 January 2021 until 20 April 2021, both days included.

#### **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 12 months of their subscription:

- 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.