

Frequently Asked Questions (FAQ's): Accessory Discount Voucher Benefit for Mobile Postpaid

1. What is the accessory discount voucher benefit?

A new benefit for mobile postpaid customers. As a new contract customer, you get monthly discounts on tech or lifestyle accessories to complement your device. It could be headphones, smartwatches, power banks — even trendy bags or cases. Customers who are renewing their contracts also qualify.

These rewards may change, and Telkom reserves the right to make changes regarding these benefits at its discretion. Telkom may add or reduce these benefits, and any such changes will be posted on our website at www.telkom.co.za.

2. How do I qualify for this benefit?

To be eligible for this benefit, you have to subscribe to a mobile postpaid contract. Specifically, FlexOn 6 up to FlexOn 10, or any of our unlimited mobile plans Infinite to Infinite Max Plus.

Do take note that the value of your discount voucher is determined by the plan you are on.

Mobile Plan	Discount Value
FlexOn 6, FlexOn 8, FlexOn 10	25%
Infinite, Infinite Max, Infinite Max Plus	50%

Note: The accessory discount voucher can be used every month for the duration of your contract.

3. How do I activate my discount benefit?

Once your SIM has been activated, you will receive an SMS with a unique voucher code and a link to the website where you can make your purchase and redeem your discount.

You must visit the website (follow the link), as that is where you'll make your purchases. However, do note that you will be requested to register an account with our partner, Dress Your Tech, before you can make any purchases from the website. Once registered, you will then be able to make purchases and track your orders.

4. What can I buy with my accessory discount voucher?

You may purchase all items that are available site wide, these items range from tech gear (earbuds), mobile accessories (phone covers, chargers etc), lifestyle add-ons and more. You will then receive the applicable discount percentage of either 25% or 50% (applicable to your plan) on your original purchases.

5. Will my unused discount roll over to the next month?

Unfortunately, not, this operates on a use it or lose it basis. New month, new discount code.

6. Where can I use my discount?

Discounts can be claimed from our accessory partner. When you receive your unique code, there will be a link from which you can make your purchase. Alternatively, you can visit www.dressyourtech.co.za

7. Is there a physical store from which I can purchase my accessories?

No, all purchases are to be made online from our partner's website

8. What happens if I cancel my contract early?

Your voucher benefit ends when your contract ends.

9. Is there a limit on how many items or amount I can buy for

Your discounts will be applied to your cart, meaning that you can buy multiple items. However, your discount applies to a maximum spend amount of R2500. If you make purchases to the value of R2500 and you are a new Infinite customer that qualified for a 50% accessory discount voucher, you will only pay R1250 after your 50% discount have been calculated. Should your cart total be more than R2500, your discount will only be applied to the first R2500 of your total.

10. What if I am an existing Infinite customer?

This benefit is for new or renewing customers, so upon renewing your contract, provided it is on the qualifying mobile plans, you will qualify for the benefit.

11. What if I purchase a FlexOn 2 plan?

FlexOn 2 and FlexOn 4 plans do not currently qualify for this benefit, however, you can always upgrade from FlexOn 2 to FlexOn 6 and above at any time, without any penalties.

12. What if I purchase a SIM Only plan that is month-to-month and not in a deal?

In order to qualify and gain value from this benefit you must be on a term contract, either 24-months or 36 months.

13. Will a SIM Only deal that is over 24-months qualify for a discount voucher?

Yes, you must be on any of our deals, be it 24 months or 36 months

14. My contract has ended, currently on month-to-month, and I do not want to upgrade/renew, do I still qualify for the monthly discount voucher benefit?

No, to enjoy these benefits, you will need to renew/upgrade your contract. At month 24 (last day of contract term) of your contract, all benefits will cease. Benefits will be reactivated once you have renewed your Infinite Max Plus contract.

15. How long is the accessory discount voucher benefit valid?

The benefit is applicable for your entire contract period, be it 24 or 36 months. Once the contract ends the benefit will cease, however, should you renew your contract, the benefit will be reinstated. Meaning you can buy accessories every month of your contract period and use the discount voucher to claim your 25% or 50% discount for that month.

16. What if the device I want is linked with a once-off R500 voucher?

The voucher you will receive is dependent upon the mobile plan you buy and not necessarily the device itself. For example, if you purchase a Samsung device on FlexOn 6 you will receive a 25% Discount voucher, that will apply throughout the duration of your contract. If you purchase the same device on Infinite you will receive a 50% discount voucher. However, should you purchase the same device paired with a FlexOn 2, you might receive a R500 once off accessory voucher if this is a promotional deal at the time. Please note, if applicable the once off free monetary accessory voucher will only apply to specific deals. These deals will be marked accordingly. In a case where you prefer the once-off voucher instead of the discount voucher, on condition that you have not redeemed the discount voucher at all, we can at our discretion change you from a discount voucher, to a single once off voucher upon request.

17. Will the discount still apply if I purchase an item that is on promotion/sale?

Any item that is already on promotion, that is, offered at a reduced price will not qualify for the discount. This means that your discount only applies to items that are fully priced.

18. Who do I call if I have a general Telkom mobile query or a technical query?

Customers may contact Telkom Customer Care, by dialing 180, (free from your Telkom mobile number).

19. Who do I contact for help with the discount voucher or the accessory products??

Once you have your voucher and have queries regarding the accessory products, please contact DYT and they will assist you with any issues you may have.

- **Email:** hello@dressyourtech.co.za
- **Call:** 011 236 7821

20. Where can I find more detail regarding the product specific Terms and Conditions for Smartphone Postpaid Mobile plans

Telkom Mobile Standard Terms and Conditions as well as these product specific conditions can be found on: https://group.telkom.co.za/about_us/regulatory/terms-and-conditions.shtml.

For general product information you can visit our website.

E&OE.