

Terms and Conditions relating to Back to Business PABX

1. Standard Credit Vetting Policy applies.
2. Customer requests can be initiated in the following ways:
 - a. Inland Direct Sales Force (DSF).
 - b. Coastal Direct Sales Force.
3. The Sales and Sales Support Representative must attach all relevant documentation on CMSS, e.g., a signed quote and contract.
4. Proper Instructions (Job description) must be included on order requests.
 - a. Fibre/LTE access used.
 - b. PABX requirements as per job description.
 - c. Delivery address
 - d. Contact Number
5. Connection type (Fibre or LTE) must be installed first before a PABX order is initiated.
6. The customer can add any additional equipment at any point in time; note that this will affect the advertised price.
7. For all PABX solutions, Call Centre and Telkom Stores must forward an action item to Inland or Coastal DSF to communicate with the customer regarding solution requirements.
8. The standard ordering process will apply for any new or additions to PBX. (e.g. additional extensions, lines etc).
9. No faulty equipment is to be returned to Telkom Stores, client must be advised to contact Telkom Assurance at 10214.
10. Migration from legacy PBX to Back to Business PABX will be allowed.
11. Back to Business contract to be used in OMS to apply the discount (24%) to align with the advertised price, the same will apply for any PABX solutions on the EMG100 for the Back to Business campaign period. (Method and Procedure)
12. **Sales must insert “Back to Business” in the External Reference field in OMS for tracking and reporting purposes.**
13. The Service is subject to Telkom’s Standard Terms and Conditions for the Provision of Electronic Communications Services and Products, which is available at www.telkom.co.za.

Should there be any conflict between these Product-specific Terms and Conditions and Telkom's Standard Terms and Conditions, the Product-specific Terms and Conditions shall prevail.

14. The PABX deal is available on 36 months contract only.
15. VoIP Bundles subject to access Technology available – Coverage dependent.
16. Available to new customers and upgrades.
17. All deals and equipment to be processed by DSF and Dealers for the **PABX deals**.
18. PABX orders will be issued in Proposal mode and routed to the relevant queue when the customer accepts the quote.
19. No CPE to be provisioned from the TDS store.
20. Static IP is optional at standard rates.
21. Discounts are only applicable to the components included in the PABX bundles (Back to Business iPECS bundle).
22. If the customer wants additional components added to the bundles/deals, they will be billed for the additional components: e.g. Additional licenses and Hardware.