

## 6-MONTHS DISCOUNT ON TELKOM BUSINESS STREAM CONNECT FIBRE FREQUENTLY ASKED QUESTIONS

### 1. What is the promotion period?

- This Promotion will run from 01 April 2026 to 31 May 2026. All orders processed up to 31 May 2026 will qualify for the discount.

### 2. How will the benefit work?

- All new to Fibre (NTF) customers, including those who migrate from DSL, LTE and 3rd party FNO taking a 12-month contract period on 25/25Mbps Telkom Stream Connect Fibre will qualify for R100 (incl. VAT) discount for 6 Months.
- Customer will enjoy the benefit of the promotion for the first 6-months of their 12-months contract. Thereafter standard pricing will apply.
- After 6 months the price will go back to the standard price of R499 (incl. VAT) per month.
- The benefit will differ depending on the date that the customer signed up. Benefit eligibility **example**:
  - Customer A orders service in April 2026, will get discounts from April 2026 September 2026.
  - Customer B orders service in May 2026, gets the discounts from May 2026 – October 2026.
- The promotion includes a R1000 Smart Home Voucher limited to first 1000 subscribers on first come, first served basis.
- The Smart Home Voucher applies specifically to New to Fibre (NTF) customers, including customers' migrating from DSL and LTE purchasing postpaid Fibre over a 12-month contract period.
- For customers to receive their Smart Home voucher, the Fibre service must be successfully installed and active. The voucher will be issued once the service is active and will remain valid for a period of Six (6) months from the date of issue.

### 3. How much is the discount?

- R100pm discount on a 25/25Mbps Telkom Business Stream Connect.

### 4. How to redeem the Smart Home voucher?

The voucher is redeemable via the Telkom Smart Home partner website:

<https://thedeveshop.co.za/pages/telkom-smart-home>.

### 5. Who is eligible for the promotional offer?

- The promotion will apply to SMB customers.
- New To Franchise (NTF) fibre orders placed between 01 April 2026 – 31 May 2026 qualify for the promotion.
- DSL customers who migrate to fibre will qualify for the promotion.
- The promotion will only apply to customers who sign a 12-month contract.

- The Smart Home Voucher applies specifically to New to Fibre (NTF) customers, including customers' migrating from DSL and LTE purchasing postpaid Fibre over a 12-month contract period.

**6. Who is excluded from the promotional discount?**

- Existing Openserve fibre customers migrating to Telkom Business Stream Connect will not qualify for the promotion.
- Customers taking Telkom Business Stream Connect fibre on other speeds that are not eligible for the promotion will not qualify for the discounts.
- Customer must sign a 12-months contract, month-to-month contract does not qualify.
- Existing customers on Telkom Stream Connect who renew their contract will not qualify for the promotion.
- Orders processed in areas where Fibre service is still being rolled out will not qualify for the promotion.
- Easy Connect Fibre, Frogfoot Air and Prepaid Fibre do not qualify for the promotion.

**7. What happens to an existing DSL customer with migrate to this promotional offer?**

If an existing DSL/Copper customer applies for Telkom Stream Connect bundle and wants to keep their service number, the service will be migrated to Retail Fibre voice or IP Voice with an applicable calling plan and rate agreed with the customer.

**8. What happens if a customer cancels fibre service within the 12-months contract period?**

- Should the fibre service be cancelled prior to the end of the contract term, customers will be liable for a penalty fee corresponding to the discounted installation and activation fees for the remainder of their contract.