



## FREQUENTLY ASKED QUESTIONS – SMB\_ R600 Takealot Voucher Promotion on Fibre, LTE Unlimited Data & Smart Voice Bundles

### 1. What is the promotion period?

- This Promotion will run from 1 June 2024 to 31st of August 2024. All orders processed up to 31 August 2024 qualify for the Takealot voucher.

### 2. Who is eligible for the promotional Takealot Voucher?

- New to Franchise customers within the Openserve FTTH or 3<sup>rd</sup> Party network coverage.
- The promotion is applicable only to SMB customers who sign up for
  - 12-month Core/ Endless Fibre contract
  - 12/24/36-month LTE 10Mbps/ 20Mbps Unlimited Data contract
  - 24-month Smart Voice bundle contract
- DSL customers who migrate to fibre will qualify for the promotion.
- 3rd party FNO customers (excluding Telkom Easy Connect, Frogfoot Air and FTTH Prepaid).

### 3. What is included in the bundle that qualifies for the Takealot Voucher?

Bundle Name	Unlimited VoIP 1	MoBiz Smart SMS Marketing (300)	Takealot Voucher	Price
Telkom Core Fibre 50/25Mbps	✓	Starter	R600	R853
Telkom Endless Fibre 50/50Mbps	✓	Starter	R600	R949
LTE 10Mbps Unlimited	✓	Starter	R600	R683
LTE 20Mbps Unlimited	✓	Starter	R600	R833
Smart Voice Basic	✗	Starter	R600	R324

### 4. How will the benefit work?

- Only the first 1 000 Customers who sign up during the promotional period 01 June to 31 August 2024 will receive a R600 Takealot Voucher.

### 5. When will the customer receive the voucher?

- The Voucher will be allocated to the customer after the Fibre, LTE or SmartVoice service has been put into service.

**6. What is the validity period of the Takealot voucher?**

- The voucher expires on 30 November 2024

**7. Can the voucher be exchanged for cash?**

- No, voucher cannot be redeemed for Cash.

**8. What are exclusions from the promotion?**

- Month-to-month customers will not be eligible to receive a voucher.
- Pre-orders and upgrades do not qualify for the voucher.
- Telkom Endless 1Gbps FTTR.
- Telkom Easy Connect, Frogfoot Air and FTTH (Prepaid)
- Telkom Consumer FTTH is excluded from the promotion.

**9. What happens if a customer cancels service within the contracted period?**

- Standard claw-back terms and conditions for each product offer that include an installation and device claw back costs where applicable will apply.
  - The Customer will be liable for the full cost of any Fibre line ordered; however, the pro-rated remaining cost of the installation and router will be charged at the time of cancellation.