

General FAQs for Telkom

1. Can I sign up directly with Zoho?

Yes, however Telkom can offer additional offline product support through our Zoho implementation services partner. (Suggestion: Telkom to offer a bundle purchase, Free Data etc.)

2. Do you offer discount?

No, All Zoho products are offered at a standard fix price.

3. If I sign up for a trial, will I be able to get a trial extension?

No, you cannot get a trial extension, when your trial expires, you can subscribe to one of our pricing plans that best suits your business needs.

4. What happens after my 14 days trial?

When your trial expires, you will be notified by an email to subscribe to one of Zoho pricing plans that best suits your business needs.

5. Can I move my data from my previous trial account to my other trial account?

Unfortunately, this can only be done once you subscribe to one of Zoho pricing plans that best suits your business needs. You can however sign up for an additional trial with another app.

6. Do I need to sign up for a trial for each product?

Yes, each product will require you to sign up for a separate trial, you can however opt for one of the bundle options to get access to most of the apps at once.

7. How long are the Zoho product contracts?

Zoho products are renewed every 4 years.

8. If I am happy to proceed to payment, how do I access the payment portal while I am still in my trial period?

Once you are in your trial, you will have an option to upgrade your account and this will direct you to the payment options.

Call +27 (0)11 677 6000 | **Fax** +27 88 011 677 6344 | **Email** info@telkombusiness.co.za

Customer Care No. 0860 YELLOW (086 093 5569) | **Customer Care Fax** 088 011 677 6344

Street Address Block F Eastgate Office Park, 24 South Boulevard, Bruma, 2198 | **Mailing Address** PO BOX 10474 Johannesburg 2000

Trudon (Pty) Ltd Reg No 1992/002329/07 | **Directors** K Mzondeki (Chair), L. Siyo (CEO), M Lekota, B. van Vollenhoven, T. Molefe, B. Wiebols, B. Swanepoel. P. Rorich, J.A. Stipinovich

Click telkombusiness.co.za

9. Do you offer support, maintenance and professional services?

This is offered by our professional outsource support partner Centrax Systems.

10. I did not receive a confirmation email after setting up my account with ZOHO. What Should I do?

Sometimes the confirmation email we send during registration process does not make the new users inbox. This may due to one of the following reasons.

- You provided an incorrect email address
- The Email was flagged as spam

11. I get an "Invalid Confirmation!" message when I click the link provided in the confirmation email. What's wrong?

New users signing up for Zoho services must click the confirmation link within 30 days of receiving the email. If you click the confirmation link after 30 days, you will see an "Invalid Confirmation!" message. In that case, confirm your email address again by resending the confirmation link to the email address you used to set up your Zoho account.

12. I cannot create a new Zoho account. Why could this be?

Account creation may be blocked for any of the following reasons:

- Our service might have received automated requests from your computer or network if it is infected with a virus or spyware application.
- Your connecting network might have been previously used by a spammer or infected.

Either of these reasons could prevent you from successfully signing up for a new account. Run an antivirus scan to ensure that your computer or network is not infected.

Call +27 (0)11 677 6000 | **Fax** +27 88 011 677 6344 | **Email** info@telkombusiness.co.za

Customer Care No. 0860 YELLOW (086 093 5569) | **Customer Care Fax** 088 011 677 6344

Street Address Block F Eastgate Office Park, 24 South Boulevard, Bruma, 2198 | **Mailing Address** PO BOX 10474 Johannesburg 2000

Trudon (Pty) Ltd Reg No 1992/002329/07 | **Directors** K Mzondeki (Chair), L. Siyo (CEO), M Lekota, B. van Vollenhoven, T. Molefe, B. Wiebols, B. Swanepoel. P. Rorich, J.A. Stipinovich

Click telkombusiness.co.za