

## **Frequently Asked Questions (FAQs): POC – Prepaid Handset Financing**

**1. What is Prepaid Handset Financing service?**

Telkom has partnered with a financing company called Smart Advance to offer a service where Telkom customers will have the option to purchase a device through installment finance over a 3, 6 or 9 month period.

**2. Who qualifies to finance a device via installment finance?**

The service is available to new and existing Telkom customers. However, the customer has to meet the application, credit and vetting requirements in order to qualify to use installment finance.

**3. I am an existing Telkom mobile customer; do I automatically qualify to get a handset via installment finance?**

No, Telkom customers do not automatically qualify for handset installment finance. They also need to apply and meet the required credit and vetting requirements.

**4. How do I apply for prepaid handset finance?**

You need to go to [www.smartadvance.solutions.co.za](http://www.smartadvance.solutions.co.za) to access the application form and follow the application process.

**5. If my application is successful, where do I collect the handset or is it going to be delivered to my residential address?**

The service does not have a home delivery option but the qualifying customer will have to visit one of the Telkom stores listed below to collect the handset:

Menlyn Park  
Centurion  
Mall of Africa  
Mall of the South  
Benoni and  
Clearwater Mall.

**6. Can I go to any Telkom store to collect my handset if my application is successful?**

No. Only the following stores are available for collection of handsets:

Menlyn Park  
Centurion  
Mall of Africa  
Mall of the South  
Benoni and  
Clearwater Mall.

**7. What documents do I need when I visit the store to collect the handset I qualified for?**

- a. The SMS containing the application reference number
- b. Proof of identification
- c. Proof of residence

**8. After collecting the handset, where do I pay the monthly installments?**

When you collect the handset, the consultant will provide you with information of how you need to make payments on a monthly basis.

**9. Can I buy more than 1 handset on installment if I have a good credit score?**

No, you will qualify for only one prepaid handset finance deal at a time and you will not be eligible for another handset finance while another finance contract is in place and has not been settled/ paid in full.

**10. When I get to the store, can I change my mind and choose a different handset?**

No. The store consultant will only process a transaction related to the reference number that you have in possession.

**11. How much is the interest rate and how will I know what my monthly installment amounts are?**

For interest rates, payment terms and monthly installments; kindly contact Smart Advance (Pty) Ltd as follows:

Phone number: 012 045 0606 or fax us on: 086 599 4700

For general enquiries: [info@smartadvance.co.za](mailto:info@smartadvance.co.za)

For documentation: [bankstatement@smartadvance.co.za](mailto:bankstatement@smartadvance.co.za)

For arrears and arrangement enquiries: [collections@smartadvance.co.za](mailto:collections@smartadvance.co.za)

For customer service enquires: [customercare@smartadvance.co.za](mailto:customercare@smartadvance.co.za)

**12. Which contact number do I use when I want to check my monthly installment amount?**

Phone number: 012 045 0606

For customer service enquires: [customercare@smartadvance.co.za](mailto:customercare@smartadvance.co.za)

**13. How do I apply for handset finance? What documentation do I require?**

Smart Advance (Pty) Ltd is an online lender and registered credit provider and therefore you are required to register an account via [www.smartadvance.solutions.co.za](http://www.smartadvance.solutions.co.za) to complete all necessary steps to see what loan amount you qualify for. As per National Credit Amendment Act of 2015, you will require a 3 months bank statement to be uploaded as well as a copy of your ID to verify your income and identity.

The following are also required:

- You should be permanently employed for at least 3 months.
- You should not be placed under debt review, administration or sequestration.

- You need an active bank account which is opened in your name and your salary is deposited into monthly.