

FAQ: Uncapped strategy DSL/FTTH **Consumer Residential Customers**

1. Who qualifies for the speed upgrade?

The existing uncapped customer base that have been identified with an uncapped bundle of up to 2Mbps & up to 4Mbps and can sync to a faster speed. Applicable for customers currently on DSL/FTTH technology.

- The 2Mbps uncapped customers shall be upgraded to 4Mbps uncapped bundle
- 4Mbps uncapped customers shall be upgraded to 8Mbps/10Mbps uncapped bundle (depending on the network capability).

It is important to note that Customers who are currently on the 4Mbps Uncapped Promo Offer @ R599 and the 10Mbps uncapped Promo offer @ R799 will not form part of the campaign for the speed upgrade as they are already on the new Uncapped Bundle pricing but will qualify for the Telkom Anytime Extra Calling plan at no additional cost.

2. What happens to customers that does not qualify for speed upgrade?

Customers that cannot sync to a higher speed will remain on their existing bundle at the applicable bundle price.

3. What is the process of the speed upgrade for the existing uncapped customers?

- 3.1. E-mail will be send to inform customers about the upgrade.
- 3.2. After 30 days, we will upgrade customers.
- 3.3. Customer will receive an SMS upon successful upgrade.
- 3.4. Customers can contact the CC if they wish to upgrade before the 30-day period.
- 3.5. Customers that wish to keep their packages can go back to the original package.

4. What differentiate the new bundles from the existing bundles?

The new Unlimited Home Bundle includes the Telkom Anytime Extra Calling plan at no additional cost and price is being reduced, except for 2Mbps uncapped bundle.

5. What are the benefits of the new Uncapped Bundles for customers?

- 5.1. The existing 2Mbps uncapped customer that qualifies for the upgrade will get;
 - ✓ Up to 4Mbps access speed
 - ✓ 4Mbps uncapped internet account
 - ✓ Telkom Anytime Extra Calling Plan
 - ✓ 1GB Telkom Internet Mobile data

All of the above for an additional R6

- 5.2. The existing 4Mbps uncapped customer that qualifies for the upgrade to either up to 8Mbps or up to 10Mbps will get;
 - ✓ Up to 8Mbps or up to 10Mbps access speed
 - ✓ 8Mbps or 10Mbps uncapped internet account
 - ✓ Telkom Anytime Extra Calling Plan
 - ✓ 2GB Telkom Internet Mobile data

All of the above for an additional R5 or R25 when upgraded from the 4Mbps to the up to 8Mbps or 10Mbps uncapped bundle respectively.

6. What does the Telkom Anytime Extra calling plan include;

- Unlimited calling from Telkom to Telkom & to Telkom Mobile numbers
- 20% discount on calls to the top 30 international destinations
- Calling plan features included call answer, caller ID and call waiting

7. Will I still retain my current e-mail address?

Yes, the email address will be carried over to the new product offer

8. What are the FUP level on the uncapped Internet account

| Telkom Internet Uncapped FUP Chart | | | | | Usage Management between 07h00 to 24h00 | | | | | |
|------------------------------------|----------------------|----------------------------|--|----------------------------------|---|---------------------|---|---------------------|---|---------------------|
| Product Names | Product Speed - Mbps | 07h00 - 24h00 FUP Total GB | Usage Potential between 24h00 and 07h00 GB | Total product Usage Potential GB | FUP Level 1 (Throttled between 19h00-21h00) | | FUP Level 2 (Throttled between 18h00-22h00) | | FUP Level 3 (Throttled between 07h00-00h00) | |
| | | | | | GB | Throttle Speed Mbps | GB | Throttle Speed Mbps | GB | Throttle Speed Mbps |
| Home/Business Uncapped | 2 | 200 | 148 | 348 | 100 | 1 | 150 | 0.5 | 200 | 0.384 |
| Home/Business Uncapped | 4 | 360 | 295 | 655 | 180 | 2 | 270 | 1 | 360 | 0.5 |
| Home/Business Uncapped | 8 | 720 | 591 | 1311 | 360 | 4 | 540 | 2 | 720 | 1 |
| Home/Business Uncapped | 10 | 900 | 738 | 1638 | 450 | 5 | 675 | 2.5 | 900 | 1.25 |
| Home/Business Uncapped | 20 | 1800 | 1477 | 3277 | 900 | 10 | 1350 | 5 | 1800 | 2.5 |
| Home/Business Uncapped | 40 | 3600 | 2953 | 6553 | 1800 | 20 | 2700 | 10 | 3600 | 5 |
| Home/Business Uncapped | 100 | 6000 | 7383 | 13383 | 3000 | 50 | 4500 | 25 | 6000 | 12.5 |
| Notes | | | | | Usage not accounted towards FUP between 24h00 and 07h00 | | | | | |

9. Does a customer qualify for a new modem when doing upward upgrade?

No new modem will be issued; Customers will carry on with their existing contract

10. What happens to the current contract?

The current contract will be carried over with the remaining period

11. Does New to Franchise customers qualify for the new Uncapped Bundle offers

Yes, they will qualify for the new pricing and get Telkom Anytime calling plan, provided there is infrastructure available.

12. Does Customers on the Soft Capped bundles qualify for the speed upgrade

Customers on the Soft Cap bundles do not qualify for the speed upgrade like the uncapped bundle customers however customers are welcome to upgrade and sign up for the uncapped bundles at their own will or via Telemarketing campaigns.

13. Do I qualify for TI Mobile?

Yes, consumer customers get a default Telkom Internet (TI) Mobile data with one SIM card

- 1GB TI Mobile Data for 4Mbps
- 2GB TI Mobile Data for 8Mbps and 10Mbps
- 3GB TI Mobile Data for 20Mbps, 40Mbps and 100Mbps

Please follow this process on how the customer gets the TI Mobile Data.

- **Customer**
 - Visit the TDS and request the Mobile data for Telkom Internet.
- **Contact Centre**

- The user must determine and verify the customer's requirement and refer the customer to the nearest TDS if mobile data is required.
- The Contact Centre must advise the customer to take the RICA documents to TDS.
- **TDS**
 - The user must determine and verify the customer's requirement.
 - Check if the customer has an existing Telkom Internet.
 - Issues the applicable order on OMS.
 - Perform RICA on the customer as per the standard process.
 - Issue the customer with a Telkom branded SIM card.

14. How do I process the new bundles?

Current process on OMS will apply, process included in the Business Rules

15. Will Telkom staff rates apply?

No, only market level prices will apply