

FAQs for IPECS CONTACT CENTRE SOLUTION

- 1. I see the contact center solution offers different packages. Will I be able to upgrade within the package if my business expands?**

Upgrades within the IPECS CCS are allowed within the parameters specified within the offer. Certain upgrades will involve the installation of additional HMP and SIP licenses. The additional licensing fees will be added to the invoice in the event of upgrades and the remainder of the rental period will be applicable to the upgraded service.

- 2. What is your policy regarding downsizing of the IPECS CCS solution?**

A request to Downgrade the IPECS CCS to a lower package will be regarded as a request to terminate the Agreement and penalties will be payable.

- 3. I see that your basic package caters for the full functionality of an Inbound Contact Centre solution. Will I be able to add additional functionality when my business needs change?**

The modular design of the IPECS CCS allows customers to add Outbound functionality as well as IVR, SMS services, Social Media integration, Surveys and Call Recording as optional modules.

- 4. Will I be able to enter into a Service Level Agreement with Telkom if my business is mission critical?**

The IPECS CCS caters for power and server redundancy, business continuity as well as various Service Level Agreements tailor-made per customer. Pricing is available on request and after consultation.

- 5. I am new in the Contact Centre business. Do you have professionals that can provide us with advice or assistance when I obtain the Contact Centre Solution?**

Telkom have trained professionals who will be able to assist the customer with their special requirements. The professionals' fees are calculated per hour and will depend on the type and level of service required. Pricing will be provided upon request and after consultation with the customer

- 6. What is your policy regarding maintenance and warranties on Outright Purchases?**

The outright sales offerings include a 12-month warranty as well as a special free maintenance contract for a period of 12 months. An additional maintenance contract after the 12 month warranty contract expired can be obtained at a cost of 10% of the total cost of the equipment per year. The maintenance contract cost can be paid upfront or in quarterly installments.

- 7. I have a current contract on my IPECS PBX system. Can I link my Contact Centre Solution to my existing PBX contract and continue with the term period and the applicable discounts?**

A new contract will have to be entered into for the IPECS Contact Centre Solution due to the special conditions of our suppliers around the agent licenses.

8. I have a Rental Term agreement on my IPECS Contact Centre Solution. I understand that all maintenance cost is included in the rental price over the term period?

All equipment that goes faulty while under a Rental Term Contract will be replaced free of charge. The customer will however, be charged an unnecessary call-out fee if the equipment on site reported as faulty is not covered by the Rental Term agreement or if it was found that the fault was caused by external factors not relating to the IPECS Contact Centre Solution under contract.

9. Will I be trained on the use of the system once it has been installed? How much will the training cost?

Our customer trainers will visit you once the system is installed to train all your staff on the use of the equipment. The first training session is free of charge. All subsequent training will be charged at the standard Telkom fees.

10. If I move offices, will I be able to transfer the IPECS CCS Solution to the new premises?

No Outdoor Transfers will be available on the IPECS CCS Solution. Indoor transfers carry a specific tariff on the server. No term discount will be given on this amount.

11. Do I need to take out additional insurance on my IPECS CCS equipment to cover eventualities such as theft or damage?

The monthly tariffs do not cover the theft or loss of equipment. The customer must arrange his own short term insurance to cover the equipment. The insurance value can be roughly calculated as follows:

Current Stock price of the equipment + 20% = Insurance value.

12. I am very busy during the day and cannot afford any down-time for installation of equipment. Will the specialist be able to do the installation of the IPECS CCS after hours?

In the event of a CUSTOMER requesting TELKOM to install the Service(s) outside of Business Hours, the installation will be carried out at the prescribed installation charge plus forty percent (40 %).

13. How long will I have to wait for installation of the IPECS Contact Centre solution?

Normal lead times are 4 weeks from signing of the contract for basic contact Centre solutions. More complex installations where integration into the customer's CRM is required can take more time to complete and the time needed will be advised by the Specialist who will be handling the installation. These lead times does not include the exchange line connection and excludes rural areas that are not close to a service center.