

If I don't make calls for up to R2500 a month, will I have to reapply for CellSaver?

- No, should you not qualify for the minimum threshold of R2 500 for a month you will not have to re-apply - you will continue receiving discount during months when the minimum threshold is achieved.

Will the calls made on WorldCall cards qualify for the CellSaver discount?

- Yes, WorldCall is a charge card service and although billed differently you will receive discount on these cellular made calls.
- We recommend WorldCall Charge Card to all companies not achieving the lowest threshold, this is an effective telecommunication tool that can be used to increase your cellular spend in order to achieve the lowest threshold.

Am I able to combine two of my branches to qualify for the minimum discount?

- Yes, you will be able to combine them into one account. You must decide which of the two branches should receive the monthly bill and will be responsible for paying the account. You will however not be able to determine which of the two branches has made the calls. Discounts are calculated based on the billing information for one billing account number.
- Please note that you cannot combine two account numbers under one specific account number. When choosing to combine the two accounts you must decide which account number must be incorporated with the other.
- **IMPORTANT NOTE:** Combination of accounts is only possible within the same exchange area (LAU). Please consult with your Regional Telkom Office before making a decision.

Will I receive a discount on the fixed-to-mobile spend, or only on the spend that exceeds the threshold?

- Once the minimum threshold has been achieved you will receive discount on the total amount of fixed-to-mobile spend.

Will I get a penalty if I terminate the service before the period of 30 days has lapsed?

- There are no penalties; you will however not continue to receive the discounts.

Will I see the specific percentage discount in my Telkom invoice?

- Yes, the discount amount will be shown in the "Discount" column with the inscription that will read "CellSaver". The total R-Value will appear in the total column, i.e the total discount for ALL cellular calls will be summarized and displayed under the total column. The specific % discount will also be indicated.

Is the CellSaver discount plan also billed per second as per the Least Cost Routing Packages?

- No - Telkom's current cellular billing methodology is utilized for CellSaver, i.e. cellular calls are charged in increments of one minute for the first minute and thereafter, every 30 seconds.

Can I save on both CellSaver and SupremeCall if activated on the same Telkom account?

- SupremeCall can be provided in combination with CellSaver; however, only cellular calls in excess of the SupremeCall inclusive rand value will contribute to reaching the CellSaver qualifying threshold. Therefore, only cellular calls made after the rand value has been depleted will receive CellSaver discounts. We recommend customers to consider this as an option if their overflow cellular spend is more than R2,500 per month. Alternatively customers can also upgrade to a higher value SupremeCall package to limit these overflow calls.