

FAQs: Telkom E-education

What is E-education VAS?

Telkom E-education is a Value added services provided to Telkom customers through a partnership with Extramarks

What is Extramarks?

Extramarks is a new-age digital learning provider that aims at making learning easy, engaging and effective in classrooms and at home. It provides 360° education support to Grade R-12 learners through professionally developed multimedia learning content, delivered via technology-enabled Smart Learn Classrooms, and through Internet (Smart Study Pack) or hand-held devices (Smart Study Tabs) at home. Its multimedia content has earned prestigious awards, is aligned to the CAPS curriculum and involves layered teaching methodology.

What subject are offered?

- English
- Life Science
- Physical Science
- Natural Science
- Mathematics

How do I qualify?

It is very simple!

1. You have to be an existing or new Telkom customer with a 24 month contract.
2. Either on Fixed or Mobile contract with a Voice or Data plan.
3. As a qualifying customer, you will automatically receive a voucher code that you accept by redeeming on the Extramarks website to be able to access the E-education content.
4. Existing Telkom 24 month contract customers will receive the voucher codes during August and September 2017.
5. New 24 month contract customers will receive the voucher codes a day after the contract activation date.

How do I get the E-education content?

You will have to register on the Extramarks website and use the allocated voucher code to login and create a password.

Will I always require the Voucher code to login?

No, the voucher code will be used only once during the registration process, thereafter you will always use your username and password.

What happens in the event I misplace/lose my voucher code?

You can contact the call center on 180 for Telkom Mobile or 10210 for Telkom fixed line

Can I share the login details with other people?

Access to content will be restricted to one login at a time, there will be no simultaneous login with one username.

How long does the free offer last for?

You will have access to the E-education content for 12 months from the time of activation on the Extramarks website.

The Promotion will finish at the end of May 2017.

Will I be charged for data?

Yes, data usage will be billed for except where your plan/package offers free data.
(T&Cs apply)

Any content related queries?

For any content related queries, you can contact Extramarks call center:

Telephone: 0879432522

Email: info@extramarks.co.za

What if I am on another mobile network?

It's easy, simply become a Telkom subscriber by switching to Telkom Postpaid, Fixed or Mobile plan. (Voice or Data)

You can also keep your existing number by porting your current mobile number to Telkom.

For more information visit www.telkom.co.za

Terms and Conditions Apply.

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