

## Frequently Asked Questions (MIX and Mobile Add on)

**Q. I subscribe to a Telkom Mix bundle. Can I migrate to any of the new offers?**

A. You may only migrate once your existing Telkom Mix contract expires. You will be liable for penalties should you migrate beforehand. This will be viewed as early termination of a contract.

**Q. I am a Consumer customer and run my own business from home. Am I allowed to subscribe to a Telkom Mix bundle / Mobile add on offer?**

A. If you pay any business customer rates, you will not be eligible to subscribe to any Mix or Mobile add on offers that were tailored for Consumer / Residential customers. Please visit the Business web pages on [www.Telkom.co.za](http://www.Telkom.co.za) to find a suitable business deal.

**Q. If I have any minutes or data left on my current Telkom Mix bundle by the time I upgrade, can these resources be carried over?**

A. No, unfortunately not. No minutes (airtime), data or SMS's can be carried over to a new offer with any upgrade or renewal. Customers must be given an opportunity to deplete the balance first before they renew/upgrade. In the event where a customer agree to forfeit any balances, a renewal/upgrade/migration can be done.

**Q. For how long after my contract has expired, knowing that any further discounts are being forfeited, will I be allowed to continue on a month to month basis?**

A. You may choose to stay on the existing offer for up to 6 months after which you will be required to upgrade/renew or migrate to a prepaid option. Note that you may upgrade from month 22 and that any benefits/discounts associated with your current Mix bundle will expire.

**Q. I am a Vodacom / MTN / Cell C / Telkom Mobile customer. Can I port my existing mobile number into the Telkom Mix iPhone bundle?**

A. Yes, customers may port their number into a Mix offer. Customer will first have to port their number into Telkom Mobile. Standard Mobile Number portability rules to apply.

**Q. Can I select my own Telkom calling plan for MIX offers (Not Mobile Add on)?**

A. Unfortunately not. The "entry level" calling plan is set and a customer can only be on the "entry level" or higher plan. No Mix offer will be allowed on any plan lower than the "entry level" plan.

**Q. Are there any Mix offers available on just a line, DSL, Weekend or Weekend and Evening plan?**

A. Unfortunately not. A customer will have to subscribe to the “entry level” calling plan which comes with the Mix offer. If a customer is already on a higher than required plan, they may opt to stay on that plan.

**Q. Can I select any other mobile handset than the one on offer – even if I am willing to pay in any difference?**

A. Unfortunately not. The device has been preselected and form part of the bundle. Not even in the event that there are no stock or a device is at end of life will it be allowed to choose any other device with same value.

**Q. Can a customer with any installed base (line, DSL, any Fixed line calling plan) add a “Mobile Add on” contract to their line?**

A. Yes, there is no prerequisite as is the case with Mix. The addition of a “Mobile add on deal/offer” is basically taking what is on offer on the Mobile side and adding it to a fixed line bill with a bit of discount, where applicable. The customer will still get one bill if provisioning happened on fixed line stack.

**Q. What is the benefit of subscribing to the Telkom Mix bundle vs. subscribing to the standalone fixed line calling plans and the Telkom Mobile plans?**

A. Customers receive the following:

- Free calls from landline to associated mobile number
- Depending on contract, free calls to a nominated landline for the duration of contract.
- Discount on monthly subscription
- CLIP is a chargeable VAS, unless stated otherwise.
- Free SIM and connection

**Q. Will I receive two separate bills from Telkom, one for my landline and one for my mobile?**

A. No, you will receive one bill from Telkom. Calls made from each number will be shown separately on your invoice.

**Q. Can I link more than one mobile contract to my landline?**

A. You are allowed one Telkom Mix contract only per landline (BAN), but you may also add, additional Mobile add-on deals (up to three), provided that normal credit vetting has been passed.

**Q. What are the limitations on “free bidirectional calling” between your landline and Telkom Mobile number?**

A. There is no limit to the number of calls; however an AUP/ FUP (Average usage / Fair usage policy) will apply. If a customer is found to abuse this benefit, Telkom will have the right to suspend their service.

---