

Postpaid customers
(You are postpaid if you don't buy airtime to use your service)

61 Oak Avenue, Highveld,
Techno Park, Centurion 0157

Dear Valued Customer

MIGRATION TO WIRELESS SERVICE

As per telephonic agreement, as one of our highly valued Telkom Postpaid customers, you have been selected to migrate from your current copper service to a wireless service, **for free**. This decision was made because you either fall in an area where the aging copper service is prone to faults, or you are in an area where copper services will be discontinued in the near future.

What you need to know about your Telkom service on a wireless technology

- You still have the same plan and benefits with Telkom, at the same cost
- You retain your number
- There is no additional cost to you to move to the wireless service
- Your new device is at no cost to you
- Your service will not be affected by copper damage or theft

When accepting this delivery, please remember to:

- Insert your 3G SIM card
- Charge your phone as soon as possible
- Read the booklet – the device is really easy to set up and install

Important: You will receive a phone call soon from a Telkom agent to switch your service from copper to wireless. In order for this to happen – **your new phone must be charged and the SIM inserted**. If your landline stops working and an agent hasn't spoken to you as yet, simply switch on the new device – it will work.

Should you decide to not go-ahead with the migration and not take ownership of this device, the following will happen:

- In a high fault area, you may experience regular service interruptions
- In an area where the service will be discontinued, and you decline today's offer, but decide later to migrate to a wireless service, you will have to pay for the migration – that means you will have to purchase a device and pay for home delivery. There will also be a risk of losing your number

Thank you for your loyal support. We look forward to continuing to provide you with service in the future.

Yours sincerely

The Telkom Team