RT15-2021

Annexure 6c

Telkom Products and Services

Sign up for Telkom Naledi Packages for the best value.

Let's get you connected today. Email us on:

RT15Participants@telkom.co.za

Telkom

Table of Contents

Category 1A and Category 1B

Introducing Naledi Package deals ..... *Page 1*

What are Telkom Naledi Packages? .....*Page 2*

FAQs (Frequently Asked Questions) ..... *Page 3-6*

Advantages ..... *Page 7*

Category 1C Mobile Devices.....*Page 8*

Category 2 Value Added Services.....*Page 9-23*

Category 3 Accessories.....*Page 24*

CATEGORY 1A AND CATEGORY 1B
TELKOM MOBILE PACKAGES WITH PRICES

Introducing Naledi packages from Telkom specially made for your team of stars. Telkom Naledi Gold and Telkom Naledi Platinum come with exciting offers..

Naledi Gold with a device R500 pm

Telkom Naledi Gold

- Uncapped data
- 20GB Streaming data
- **Unlimited Closed User Group minutes (Telkom-to-Telkom calls including Telkom Landline)**
- 200 Other-network minutes
- 1 000 SMSs monthly
- SIM-only R350.00
- Device x 1 or Equivalent @ R500.00 per month

Naledi Platinum SIM-only R500 pm

Telkom Naledi Platinum

- Uncapped data
- 20GB Streaming data
- **Unlimited Closed User Group minutes (Telkom-to-Telkom calls including Telkom Landline)**
- 600 Other-network minutes
- 1 000 SMSs monthly
- SIM-only R500.00
- Add a device of choice as optional extra

What are Telkom Naledi Packages?

Telkom Naledi Packages are specially for National Treasury RT15 participants.**Telkom Naledi Gold** and **Telkom Naledi Platinum** both have exciting and competitive offers for you and your team.

Telkom Naledi Gold:

- Uncapped mobile data
- 20GB Streaming data
- Unlimited Closed User Group minutes
  (Telkom-to-Telkom calls including Telkom Landline)
- 200 Other-network minutes
- 1 000 SMS monthly
- SIM-only R350.00
- Device x 1 or Equivalent @ R500.00 pm

Telkom Naledi Platinum:

- Uncapped mobile data
- 20GB Streaming data
- Unlimited Closed User Group minutes
  (Telkom-to-Telkom calls including Telkom Landline)
- 600 Other-network minutes
- 1 000 SMS monthly
- SIM-only R500.00
- Add a device of choice as optional extra

The 20GB streaming data can be used for YouTube, Telkom One App, Facebook, Facebook Messenger, Twitter, Instagram, LinkedIn and WhatsApp.

The Naledi Packages are available as top-up or postpaid contracts and areavailable for 6, 12, 24, 36 or 48 month subscriptions.

Terms and Conditions apply.

FAQs

1. ***What type of account can be opened? Individual or Corporate (for each mobile package)?***

   Telkom Naledi Packages are specially for National Treasury RT15 participants and are not available for non-government institutions.

2. ***Can the mobile services be customized in that mobile package? (for each mobile package)***

   Naledi Gold offers an all-inclusive package available on contract or top-up. Users have the flexibility to take it as SIM-only for R350.00 pm orbundle it with the RT15 stipulated device range or choose a higher-priced device per their internal mobile device policy. Only the device portion of the mobile contract is customizable, as all other benefits are built in the package.

   The device instalment will vary based on the contract period of 6, 12, 24,36 or 48 months. The SIM-only portion of the mobile package remains R350.00 pm, irrespective of the contract period chosen by the user.

   Naledi Platinum offers an all-inclusive package available on contract or top-up. Users have the flexibility to take it as SIM-only for R500.00 pm or bundle it with a device of their choice per their internal mobile device policy.

   Only the device portion of the mobile contract is customizable, as all otherbenefits are built in the package. Bundling the Naledi Platinum mobile package with a device will attract a monthly contract cost higher than theR500.00 pm.

   The device instalment will vary based on the contract period of 6, 12, 24, 36 or 48 months. The SIM-only portion of the mobile package remains thesame at R500.00 pm, irrespective of the contract period chosen by the user.

FAQs

3. What happens when the other mobile services are depleted?

The only mobile service that will deplete on both **Naledi Gold** and **Naledi Platinum** mobile packages is the Minutes to Other Networks, as all other services are offered on an uncapped and unlimited principle.

A spend limit will be applied for customers on contract packages, while those on a top-up option will be able to purchase or recharge their accounts as and when they need to.

4. What are the unit rates to be charged for additional mobile services?

The unit rates to be charged for additional mobile services on both the Naledi Gold and Naledi Platinum will be as per below table:

Out-of-Bundle Unit Rate	
Other-Network Voice Minutes	R0.45
Closed User Group Minutes	R0.30
SMS	R0.030

FAQs

5. Mobile package with only the services and the subscription from 6 months to 48 months:

Naledi Gold

NALEDI GOLD SIM-ONLY

# Item Description	Free Allocation (Built into Package)	6 Months Contract Price	12 Months Contract Price	24 Months Contract Price	36 Months Contract Price	48 Months Contract Price
1. Uncapped data withoutfair usage policy	Unlimited	R350.00	R350.00	R350.00	R350.00	R350.00
2. Streaming Bundle	20GB					
3. Voice Minutes	200 Other-net Mins					
4. Closed User Group Minutes (Unlimited)	Unlimited Telkom Mobile and Fixed					
5. SMS	1 000 SMSs					
6. Closed User Group SMS						

NALEDI GOLD + DEVICE*

# Item Description	Free Allocation (Built into Package)	6 Months Contract Price	12 Months Contract Price	24 Months Contract Price	36 Months Contract Price	48 Months Contract Price
1. Uncapped data withoutfair usage policy	Unlimited	R920.00	R650.00	R500.00	R460.00	R430.00
2. Streaming Bundle	20GB					
3. Voice Minutes	200 Other-net Mins					
4. Closed User Group Minutes (Unlimited)	Unlimited Telkom Mobile and Fixed					
5. SMS	1 000 SMSs					
6. Closed User Group SMS						

*Assuming device RRP R3 699

All packages are available on Top-Up.

FAQs

6. Mobile package with only the services and the subscription from 6 months to 48 months:

Naledi Platinum

NALEDI PLATINUM SIM-ONLY						
# Item Description	Free Allocation (Built into Package)	6 Months Contract Price	12 Months Contract Price	24 Months Contract Price	36 Months Contract Price	48 Months Contract Price
1. Uncapped data withoutfair usage policy	Unlimited	R500.00	R500.00	R500.00	R500.00	R500.00
2. Streaming Bundle	20GB					
3. Voice Minutes	600 Other-net Mins					
4. Closed User Group Minutes (Unlimited)	Unlimited Telkom Mobile and Fixed					
5. SMS	1 000 SMSs					
6. Closed User Group SMS						

NALEDI PLATINUM + DEVICE*						
# Item Description	Free Allocation (Built into Package)	6 Months Contract Price	12 Months Contract Price	24 Months Contract Price	36 Months Contract Price	48 Months Contract Price
1. Uncapped data withoutfair usage policy	Unlimited	R1 070.00	R800.00	R650.00	R610.00	R580.00
2. Streaming Bundle	20GB					
3. Voice Minutes	600 Other-net Mins					
4. Closed User Group Minutes (Unlimited)	Unlimited Telkom Mobile and Fixed					
5. SMS	1 000 SMSs					
6. Closed User Group SMS						

*Assuming device RRP R3 699

All packages are available on Top-Up.

Advantages

Advantages of ***Telkom Naledi Gold*** *and* ***Naledi Platinum:***

- Customized SIM-based solution exclusively created for the State, based on discussions.
  This means that Telkom can customize and ringfence solutions to only RT-15 SIMs.

- Data is uncapped with no FUP applied to the package; data access willnever be terminated or stopped.

- Full allocation of all package bundles and benefits, even if a SIM, is activated mid-month.
  No pro-ration applied as we would do normally.

- The offered solution turns the complete Telkom Mobile network as well asTelkom fixed network into a Closed User Group (CUG). Telkom is the only company that can offer this converged voice-call solution across fixed andmobile numbers, which will result in significant voice-calling savings.

- We have developed and tailormade a unique CUG for the State that will allow users to call Telkom-to-Telkom mobile lines and Telkom fixed lines.

- A dedicated streaming bundle for YouTube, Telkom One App, Facebook, Facebook Messenger, Twitter, Instagram, LinkedIn and WhatsApp.

- State users on top-up options can top up their All-net minutes at the discounted State OOB rate of R0.45 (36% discount).

- Event billing and premium-rated events can be blocked at a SIM level,backed by the setting of a zero spend limit.

CATEGORY 1C
TELKOM MOBILE DEVICES

- Mobile devices catalogue will be obtained from Telkom showing available mobile devices.
- Mobile devices can either be an outright purchase or amortised for a period of 6 to 48 months.

END OF CATEGORY 1

CATEGORY 2
VALUE-ADDED-SERVICES

1. RT15-02-01 Mobile Device Management

Samsung Knox at R27,60

Remotely secure, monitor and manage applications, data and configuration settings
across all mobile platforms, on any local mobile network operator and for all smartphones
and tablets. This can be implemented on both company-and employee-owned devices.

- Multi-platform Device Management.
- Administration & Reporting.
- Policy Enforcement.
- Software Distribution.
- Security, Document & Content and Application Management.

---

2. RT15-02-02 Number Portability

Free

Allows a mobile cellphone client to change Network Service Providers and still keep the same cellphone number at no cost to The State. Telkom's Mobile Number Portalibilty (MNP) has a 100% port-in success rate and an average turnaround time of less than 17 hours (including donor network approval). Account must be paid up before a number is ported to a new service provider.

---

3. RT15-02-03 Security

Samsung Knox at R27,60

Telkom's device management solution offers your IT to push security features to protect devices.

---

4. RT15-02-04 International Roaming

R0,31

International Roaming means you can use your mobile phone outside of South Africa. And now you can enjoy the benefits of using our Preferred Partners while traveling for simplicity and reliable service.

To apply for International Roaming, please follow these steps.

1. To apply please download the forms via http://www.telkom.co.za/today/media/downloads/41584_Telkom_Roaming_Form_20150618_WMWqNnn.pdf

2. Complete the application form, press "Save to PDF" and print it out

3. Sign the printed form

4. Fax it to 088 012 311 3872 or email it to tm-cbo-inter@telkommobile.co.za
   Note: You might be requested to pay a deposit.
   If you have a cellphone administrator, please send your request to them.
   Preferred Partners International Roaming instructions.

- If you are travelling to a destination where we have Preferred Partners agreements, all you need to do when you arrive at your destination is switch your phone on and allow it to choose the Telkom Preferred Partners automatically.
- If your handset is “manually” set to a particular network then you will need to set your handset to automatically select a network”.

---

5. RT15-02-05 MMS Bundles

R0,50

Multimedia Messaging Service Data that specifically allows sharing of media/attachments such as pictures, videos and sounds.

---

6. RT15-02-06 Anti-virus for mobile devices

Samsung Knox at R27,60

Telkom’s cloud-based MDM solution also provides capability to remotely install Antivirus software on device. MDM tools start after a device has been set up, and they usually require enrolment, often linking profiles to users in Active Directory. MDM keeps your business data protected and ensures your company retains control over confidential information.

If a mobile device is lost or stolen, MDM can remotely lock and wipe all data. Remote locking and wiping capabilities enable companies to keep devices and data secure.

---

7. RT15-02-07 Swim Swap

Caters for a scenario where a customer wants to retain their MSISDN number but acquire a new SIM card (ICCID number) for example, when a SIM is faulty, stolen or must be changed due to device requirements.

Only the account holder or a duly authorised representative is allowed to request changes or obtain information on the account in question.

SIM swaps can only be done after the customer has provided positive identification.

A TBM customer whose account is in the business's name must bring a signed consent letter (letter of approval) from the company representative/administrator, his/her copy of ID and the copy of the customers ID.

If the account is in the customer's (self-paid employees) name, they must submit a copy of their ID and proof of residence not older than 3 months.

These documents are kept through DLIM as per RICA regulation, all SIM Swaps must be RICA compliant.

---

8. RT15-02-08 Bulk SMS

R0,15

Telkom has partnered with a stered WASP, Grapevine Interactive to provide the multi-channel Mobile Messaging Solutions for our business clients Our partner has Mobile Messaging built and operates a powerful SMS Marketing Platform for high volume SMS delivery and reporting. The platform processes in excess of

1500 messages per second, successfully delivering millions of marketing messages each day for clients.
The platform architecture is redundant, as based on the latest IBM quad core fault-tolerant hardware / SANs, utilising VMWare on Unix to dynamically spread load between Alert, General Purpose, and Bulk traffic streams.

We employ a dedicated team of mobile messaging specialists responsible for execution of Bulk SMS Marketing campaigns on behalf of clients. Our mobile campaign experience insures marketers can trust their campaigns are executed with the care and expertise needed for a risk-free service.

Messaging Platform tracks every message created, captures all responses and actively manages the opt-in status for every campaign.

Please note that the pricing breakdown provided is subject to change once the detailed requirements are understood.

Description		Cost (Incl. VAT)
Bulk SMS	Cost per standard message to local mobile networks International SMS	R0.15 R1.61
SMS Short Code	Once off setup fee per code Monthly fee per short code Reply Cost per SMS	R1265.00 R690.00 R0.15
Reverse Billed SMS	Reversed Billed SMS Cost per message Once off setup fee per code Monthly fee per short code Reply Cost per SMS	R0.69 R1265.00 R690.00 R0.15
USSD	Once off set up fee/ USSD code / Monthly fee per USSD string Click fee per USSD Session / Application Development	R1265.00 / R690.00 R0.075 / POA
Service Support package (Optional)		
Extended package: ▪ Support Times ▪ Support Channel ▪ Dedicated Support Queues	7:00 – 20:00 Monday – Friday and 8:00 – 13:00 Saturdays excluding public holidays Email & Telephone support	R4830.00
24hr package: ▪ Support Times ▪ Support Channel ▪ Dedicated Support Queues	24 hours a day including public holidays Email & Telephone support	R8280.00
Professional Services		
Hourly rate based on resource and requirements	Hourly fee A professional services fee will apply for any: Custom Development and Integration Project Management Training Campaign Management Documentation of requirements, use and test cases (if required)	R1 750.00 Billed upon understanding the scope and is subject to resource requirements.
	Additional training per hour	R2070.00

9. RT15-02-09 Insurance

From R70,00 to R310pm depending on device amount.

BlackFog

R69,00

Telkom's newly launched mobile device insurance gives you peace of mind, knowing that all your mobile devices are covered. So, although we can't stop any loss or damage that may occur, we can keep you moving should the unforeseen happen.

Telkom Mobile insurance covers accidental damage, loss or theft of your mobile devices. Includes smart phones, tablets, dongles and routers and offers competitive insurance rates for mobile
devices as below (incl VAT):

Mobile Device Insurance Band	Standard Premium	Premium for RT15 (20% Discount applied)	Basic Excess
R1 – R1 000	R33.30	R25.00	10% basic excess is payable on all claims. Additional excess fees may be applicable. T's & C's apply.
R1 001 – R3 000	R63.55	R50.00	
R3 001 – R5 000	R83.74	R65.00	
R5 001 – R7 500	R120.05	R95.00	

Mobile Device Insurance Band	Standard Premium	Premium for RT15 (20% Discount applied)	Basic Excess
R7 501 – R12 500	R152.33	R120.00	
R12 501 – R15 000	R195.70	R155.00	
R15 001 – R20 000	R244.13	R195.00	
R20 001 – R25 000	R295.00	R235.00	
R25 001 – R30 000	R343.00	R275.00	
R30 001 – R35 000	R385.00	R310.00	

Please note what is covered and not covered by Device Insurance. If you have any questions, call Finrite on: 086 100 5674.

What is COVERED	What is NOT COVERED
✓ Water Damage ✓ Accidental damage ✓ Theft and loss	× Scratches and superficial damage × Damage to accessories × Deliberate damage or through negligence × Damage from manufacturer defect or computer viruses × Damage from riot, strikes or civil commotion

10. RT15-02-10 ACCESS POINT NAME (APN)

R0,08 per MB

APN Management Platform

R7,55 per sim

A mobile solution for Corporates/Businesses that allows remote and secure access to your company information and business-critical applications on any mobile device from any location.

---

11. RT15-02-11 USSD

USSD is a short message protocol supported by ALL mobile phones. Unlike SMS, USSD is a session-based service, allowing for a two-way exchange of messages.

USSD offers companies a convenient and accessible mobile channel for enabling customer care services as well as supporting marketing and sales initiatives on mobile. For mobile users, it's a low-cost method of easily accessing services from their phones, particularly if they don't have Internet enabled devices. Examples of USSD applications are mini statements, account enquiries, order tracking requests and airtime purchases.

We will provide customised USSD application development, helping companies to leverage USSD as an accessible, easy-to-operate mobile communication and service channel.

USSD Push

A regular USSD session is initiated from a mobile phone when a code starting with a * and ending with a # is entered. With USSD Push you initiate the session and send the first message to which a customer can then respond.

Use USSD Push for customer driven actions that require authentication and verification such as one-time pins for website logins or transaction notifications for store card purchases.

Reverse Billed USSD

With Reversed Billed USSD when a mobile subscriber initiates an USSD session they will not be charged. The 20c per 20 seconds rate will be billed to the company to whom the code belongs instead.

USSD Features & Benefits

Dedicated USSD String	**Web & Email Reports**	**Two-way Channel**
Every USSD service is assigned a dedicated USSD string such as *120*127#.	Access to activity reports on Web or have them emailed on a scheduled basis.	USSD is a session based two-way communication channel and supports responses to menu options.
SSL Data Collection	**Custom Defined Services**	**External Validation**
Responses can be written securely to an external database.	Uniquely defined questions and answers for each *USSD* service application.	Answers can be validated by an external application service.
USSD Gateway Service	**USSD XML API**	**USSD Application Development**
Use USSD Connection to run your own USSD application services.	USSD API makes it easy for developers to integrate USSD into business processes.	We build USSD applications for you according to your own unique requirements.

12. RT15-02-12 MMS

R0,50

*Multimedia Messaging Service, or MMS, is a standard way to send messages that include multimedia content to and from mobile phones. It extends the core SMS (Short Message Service) capability that allowed exchange of text messages only up to 160 characters in length.
The most popular use is to send photographs from camera-equipped handsets, although it is also popular as a method of delivering news and entertainment content including videos, pictures, text pages and ringtones. We have ability to manage Bulk MMS campaigns on behalf of customers.

---

13. RT15-02-13 Devices

Refer to Category 1C above

---

14. RT15-02-14 Dual SIM card device

Refer to Category 1C above

The Dual sim card devices allows users to insert and use two network sim cards in one device.

---

15. RT15-02-15 SMS Bundles

R0,10

A pool of SMS's that can be loaded on a contract SIM as part of a package or purchased by a user.

---

16. RT15-02-16 Voicemail 2 SMS

Free

---

17. RT15-02-17 Africa Roaming

R1,52

International roaming on any Africa Family networks while abroad.

---

18. RT15-02-18 Caller Identity

Free

Network configured caller ID allows the number to be identifiable on all networks.

---

19. RT15-02-19 Call Limit

Free

This free service lets you manage your business's mobile costs by giving you greater control and reporting on your employees' mobile spend. With real-time enforcement and regular notifications, you'll know exactly when spend limits have been reached, and negate any surprises come month end.

- Can be assigned per account or individually per employee.
- Can be allocated according to predetermined categories, e.g. region, departments or business areas.
- Set on the subscription amount and enforces a limit on the usage.
- Doesn't impact current split-billing arrangements.
- Spend limits are enforced in real-time, thus no bill shock at the end of the month.

---

20. RT15-02-20 Data Roaming

Free

Use of another mobile network to access the internet on your phone while still being billed by your normal provider.

---

21. RT15-02-21 International Calling

R0,31

A typically costly service that permits calling a phone line in another country using that particular country's area or city code.

---

22. RT15-02-22 SMS Roamer

R1,00

Sending and receiving SMS text messages whilst roaming abroad.

---

23. RT15-02-23 Shared Bundles

R0,45

Sharing of resources such as mobile data, voice minutes, SMSs, etc across multiple SIMs/Users serviced by Telkom.

---

24. RT15-02-24 Instant Messaging

Free

Unlimited data is offered by Telkom to support Instant Messaging platforms such as WhatsApp and Viber.

---

25. RT15-02-25 Reversed Billing

R0,04

The Reverse Bill URL product gives organisations the ability to pay for data traffic directed to their selected website and/or applications. Only traffic generated from Telkom mobile subscribers i.e. Telkom SIM cards, will be reverse billed. Traffic generated from any other operator or medium will not be reverse billed.

Reverse Bill URL usage generated from Telkom mobile subscribers to the website/application will be accumulated and billed to the customer at the end of every month. The customer will be billed per MB rate for usage to their nominated website and apps. There is no once off setup fee or monthly maintenance fee associated with the Reverse Bill URL product.

---

26. RT15-02-27 Hosted Business Telephony UC Soft Client

R70,00

- Easy to use Smart Phone App downloadable from App store for IOS and Android
- Closed User Group – all internal calls will be free over PSTN
- Uses Mobile Data to make and receive calls
- Full Unified Communications functionality
- Keep existing PBX Numbers
- Standard PBX Features, such as:
    - Auto Attendant
    - Music on Hold
    - Telephone Management System
    - Call Forward
    - Call Transfer
    - Call Park
    - Voicemail

- Hosted UC Platform to be integrated with Telkom Mobile Network
- Integrated with Native Dialer, no softphone required
- One number – keep existing numbers
- One Voice Mail
- Most PBX Features using feature codes

END OF CATEGORY 2

Category 3
TELKOM ACCESSORIES

- Please refer to Annexure 7c (excel spreadsheet)

_____END OF CATEGORY 3_____

Let's get you connected today. Email us on:
RT15Participants@telkom.co.za

Telkom