



POSTPAID FIBRE

BLACK FRIDAY AND CYBER MONDAY PROMOTION SPECIFIC TERMS AND CONDITIONS

The provision of Telkom's Broadband Service and Telkom Smart Home Vouchers are subject to Telkom's Standard Terms and Conditions for the Provision of Electronic Communication Services and Products available at <https://group.telkom.co.za/regulatory/terms-and-conditions.html> as well as the Product Specific Terms and Conditions set-out in this document. Where there is any conflict between Telkom's Standard Terms and Conditions and the Product specific conditions, the latter should prevail.

THE PROMOTION PERIOD:

Black Friday promotion on Postpaid Fibre bundles will run from 23 November 2025 to 07 December 2025.

THE PROMOTION:

600 X R1000 (VAT Inclusive) Smart Home vouchers are available on selected Openserve and FNO New to Fibre (NTF) orders processed during the promotion period between **23 November 2025 and 07 December 2025**.

The first 20 orders successfully put into service (PIS) for Consumer, SMB and Gated Communities customers who signed up for a 12-month contract on Telkom Core or Telkom Endless fibre, between **28 November to 01 December 2025**, will qualify for a Fibre-to-the-Room (FTTR) Value Added Service installation to the value of at least R6000 including VAT, at no direct cost subject to the following conditions:

- FTTR VAS is only available in selected areas (Cape Town, Durban, and Gauteng).
- FTTR includes a 1-year maintenance warranty.

New and existing Fibre customers are allowed to purchase a MSI Cyborg 15" Laptop at a discounted price of R579 (Incl. VAT) per month over a period of 36 months subject to first come first serve whilst stock lasts.

New and existing Fibre customers are allowed to purchase a Tapo C410 Solar-Powered Security Camera Kit at a discounted price of R52 (Incl. VAT) per month over a period of 24 months subject to first come first serve whilst stock lasts.

WHO IS ELIGIBLE TO APPLY FOR A SERVICE:

1. The Smart Home vouchers will apply to selected Openserve and FNO Fibre offers within Fibre network coverage.
 - The Fibre network coverage can be confirmed on Telkom's website at the following URL <https://www.telkom.co.za/check-coverage>. Telkom shall not be held liable where customers failed to confirm network coverage prior to concluding the transaction.
2. The installation of Fibre-To-The-Room (FTTR) VAS is subject to availability, which can be confirmed on the [Openserve](#) coverage map.
3. The Black Friday promotion will be available to the following customers only:

- New to Fibre (NTF) customers.
 - DSL customers who migrate to fibre.
 - LTE customers migrating to Fibre.
4. The promotion will only apply to customers who sign a 12-month contract.
 5. If an existing DSL/Copper customer apply for Telkom Postpaid bundle on this promotion and wants to keep their service number, the service will be migrated to Retail Fibre voice or IP Voice with an applicable calling plan and rate agreed with the customer.
 - Should a customer subscribe to IP Voice, customer will need to purchase a router separately.
 6. Telkom internet mailbox is not included as part of the Telkom Core, Telkom Endless and Telkom Stream Connect products but can be purchased at the standard rate as a Value-added service.
 7. Only orders placed between 23 November 2025 to 07 December 2025, will qualify for the Telkom Smart Home Voucher.

EXCLUSIONS

The following customers are excluded from the Black Friday promotion:

- Prepaid Fibre customers
- Frogfoot Air Fibre customers
- Easy Connect Fibre customers
- Month-to-month customers
- Pre-orders and upgrades

TELKOM SMART HOME VOUCHERS SPECIFIC TERMS AND CONDITIONS

- Vouchers are for the redemption of Smart devices through a Telkom Partner via <https://thedevicehop.co.za/pages/telkom-smart-home>
- Vouchers are not valid for use on product offered on the Telkom website or in Telkom retail stores.

A. ISSUANCE AND REDEMPTION

- Vouchers may be issued as part of promotions, sales, or as a gift and can be redeemed exclusively on <https://thedevicehop.co.za/pages/telkom-smart-home>
- A voucher can only be redeemed once, unless otherwise specified.
- Telkom Smart Home Vouchers are non-transferable for resale or exchange with a third party. However, vouchers may be gifted to another individual, provided they are not sold, bartered, or exchanged for value.
- If a redemption amount is lower than the voucher value, the remaining balance will be available for future use until the voucher validity period ends.

B. VALIDITY AND EXPIRY

- Telkom Smart Home vouchers are valid for 36 months from date of purchase.
- Expired vouchers will not be extended, reissued, or refunded unless required by law.

C. RESTRICTIONS AND LIMITATIONS

- Vouchers may not be used in conjunction with other promotions, discounts, or offers unless explicitly stated.
- Vouchers cannot be used to purchase other vouchers or gift cards.

- If a voucher is lost, stolen, Telkom is not responsible for replacing or refunding it.

D. REFUNDS AND RETURNS

- Vouchers are non-returnable and non-refundable, even if lost, stolen, or expired. Once a voucher is delivered, it is the responsibility of the recipient to safeguard it.
- If goods or services are purchased with a voucher are returned and qualify for a refund or replacement, the refund will be processed as per the Digital Planet's terms and conditions found <https://thedevice.shop.co.za/pages/telkom-smart-home>

E. FRAUD AND MISUSE

- Telkom reserves the right to cancel or suspend a voucher if it suspects fraud, abuse, or violation of these terms.
- If a voucher is found to be altered, duplicated, or obtained unlawfully, Telkom may void it without notice.

F. CONTACT INFORMATION

For any queries or complaints related to vouchers, please email smarthomevouchers@telkom.co.za

- G.** Telkom reserves the right at any time to terminate this offer and will inform customers accordingly by customer's preferred form of communication.
 - a. Existing customer's services will be terminated with reasonable prior notice.
- 8. The voucher will be allocated to a customer after the order has been put into service (PIS).
- 9. Should the fibre service be cancelled prior to the end of the contract term, customers will be liable for a penalty fee, the remainder of the contract period which represents the discounted installation and router fee.
- 10. Telkom shall be entitled to adjust the Charges levied to a Customer from time-to-time as determined by Telkom, which adjustment may also be applicable to any Fixed Term Agreement entered into by the Customer.
- 11. Telkom reserves the right to amend these terms and conditions at any time. Such changes will be posted on the Telkom website and will be deemed to have been accepted by the Customer unless communicated otherwise. The obligation therefore is on you, the customer, to review these terms and conditions at regular intervals.

TELKOM SMART HOME CAMERA SPECIFIC TERMS AND CONDITIONS

A. WARRANTY

- TP-Link Tapo Smart Camera's include a standard 12-month limited warranty against manufacturing defects and faults.
- In the event of a faulty device the customer can contact the following channels:
 - Telkom at TelkomSmart.co.za
 - TP-Link at Phone: 010 590 6147 or support.sa@tp-link.com
 - SMD at [Returns@SMDTechnologies.com](mailto>Returns@SMDTechnologies.com)
- The customer must send their POD (Proof of Delivery) with Fault.
- A collection of the faulty device from Customer's provided address will be triggered.
- Once the device is evaluated and deemed suitable for replacement by TP-Link, the customer will receive tracking info for the replacement device.

- The device warranty will not cover the following:
 - failure of device due to excessive wear and tear beyond what is considered to be reasonable.
 - devices that were misused or neglected.
 - devices that were damaged accidentally or by Force Majeure (unforeseeable circumstances).
 - Instances where the device has been used or operated contrary to the operating and maintenance instructions outlined in the user manual.

B. OBF (Out of Box Failure)

- Should any of the devices in the customers Tapo Device be unboxed with
 - any faulty parts
 - poor finishing
 - visible damage
 - or fail to perform due to a manufacturing defect/ poor workmanship
 - The Customer must log the OBF device with:
 - Telkom at TelkomSmart.co.za
 - TP-Link at Phone: 010 590 6147 or support.sa@tp-link.com
 - SMD at Returns@SMDTechnologies.com
 - TP-Link will then trigger a collection of the faulty device from customer's provided address.
 - Once the device is evaluated and deemed suitable for replacement by TP-Link, the customer will receive tracking info for the replacement device.
 - Faulty device or OBF must not be returned to Telkom Stores, it will not be accepted.
12. Should the fibre service be cancelled prior to the end of the contract term, customers will be liable for a penalty fee, the remainder of the contract period which represents the discounted installation and router fee.
 13. Telkom shall be entitled to adjust the Charges levied to a Customer from time-to-time as determined by Telkom, which adjustment may also be applicable to any Fixed Term Agreement entered into by the Customer.
 14. Telkom reserves the right to amend these terms and conditions at any time. Such changes will be posted on the Telkom website and will be deemed to have been accepted by the Customer unless communicated otherwise. The obligation therefore is on you, the customer, to review these terms and conditions at regular intervals.