

ICASA Service Charter Regulations

We are required to:

- Clearly explain our contract terms and conditions and our complaints handling procedure at the point of sale or before you enter into a contract with us.
- Provide you with the terms and conditions, duration, your obligations at the expiry of the promotion and all applicable fees associated with a promotion.
- Provide a detailed itemised bill to post-paid end-users on request, and a usage report to pre-paid end-users on request.
- Notify you of planned service interruptions due to service or system upgrades via SMS or our website, 7 days before and a day before such interruptions.

Our complaints process

1. Please complain to us directly before escalating your complaints to ICASA (the sector regulator) or any other regulatory authority via the contact details provided.
2. We will acknowledge receipt of your complaint within 48 hours by sending you a reference number.
3. We will endeavour to resolve your complaint within 14 days. If you are not satisfied with our resolution of your fault/complaint, or if we take longer than 14 days, please escalate your complaint to the Escalation Centre by emailing: EscCentre@telkom.co.za
4. If you are not satisfied with the resolution provided by the Escalation Centre, you may escalate your complaint to ICASA by emailing: consumer@icasa.org.za

Our contact details:

CALL CENTRES

Fixed line residential services queries **10210**

Fixed line business services queries **10217**

All mobile service queries **081 180**

Sales **10213**

SMS **30591**

Telkom Direct Stores **Walk in!**

Website www.telkom.co.za/sites/contactus/
www.telkom.co.za/myservices/

On-line Chat

Social media **Facebook: TelkomZA**
Twitter: @hellotelkom

Download our Apps: **Search for Telkom in the Google Play Store or Apple App Store**
You can also talk to us via HelloPeter.com and My Broadband

Where there is a billing dispute:

- Your service(s) will not be suspended while the disputed bill is being investigated.
- A disputed unpaid portion of any bill will not be handed to a collection agency or charged penalties and/or interest until the complaint has been closed.

Rebates:

- You are entitled to a rebate if you have not received contracted services for which you have already paid. The rebate is limited to the days of service lost, pro-rated against your subscription.

For more detailed information, please visit:

http://www.telkom.co.za/about_us/regulatory/terms-and-conditions.shtml

The Telkom logo is displayed in white text on a blue rectangular background.