

MS. EMMA VENTER  
12 STERKBOS ST  
ELLISRAS  
ONVERWACHT  
0557

Statement date 06 Apr 2018  
Account no 336689423  
EFT Ref No 2849260005028467774

## Account summary

Date	Description	Reference	Amount
04 Mar 2018	Balance brought forward		R 597.05
26 Mar 2018	Payment: Thank You	0201918	-R 600.00
	<b>Subtotal</b>		-R 2.95
06 Apr 2018	Invoice for April	0067526396	R 604.26
	Subscription & usage for 0147631280	Unlimited Home DSL 4	R 352.06
	Subscription & usage for 0147631280_1	Unlimited Home DSL 4	R 301.62
	Subscription & usage for TIN3154251	Unlimited Home DSL 4	R 288.51
	Discounts		-R 337.93
	<b>Total due</b>		<b>R 601.31</b>

Due by 28 Apr 2018

R 601.31

Dear Customer, the Minister of Finance announced an increase in the Value Added Tax (VAT) rate from 14 % to 15 %, effective 1 April 2018. Our products and services are subject to VAT and therefore the VAT rate increase will apply and our prices will be adjusted. The VAT rate increase will be applied on all invoices dated from 1 April 2018 and the updated rates will be available on our website from 31 March 2018, please visit <https://tlkm.link/VAT>.

DIAL \*123# TO GET PERSONALISED  
DISCOUNTED OFFERS WITH **Mo'Nice**

\*Only applicable to Telkom Mobile customers.



Telkom SA SOC Ltd. Reg office: Telkom Park, The Hub, 61 Oak Avenue, Centurion, 0157. Comp Reg No 1991/005476/30. VAT No 4680101146.

## Payment information



28492600050284677740810000060130

Group no 28492 System no 6000502846 Payment code 7774 Control code 081 Cycle 2

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Amount due

R 601.31



## Account assistance



Landline	Mobile
<p><b>Ways to pay your invoice</b> Debit order, ATM, Electronic Fund Transfer, Bank (ABSA, FNB, Nedbank, Standard Bank, Mercantile Lisbon Bank, Investec Bank), Retail outlets (Pick 'n Pay, Shoprite, Checkers), Tell-E-Bill &amp; Post Office.</p> <p><b>How we calculate VAT</b> We calculate VAT per product or service type individually. Only the sum thereof appears on the tax invoice.</p> <p><b>How we calculate interest</b> Interest is charged on all amounts due that have not been paid on, or before, the due date indicated on your invoice. Interest is calculated from the date of issue of the invoice until the date we receive the payment. We may amend the interest rate from time to time.</p> <p><b>How we calculate cost of calls</b> Calls are charged per second with a minimum charge per call. The distance of the call and the time you make the call determine the call charge per second. Calculate the approximate cost of a directly dialled call from a telephone at <a href="http://www.telkom.co.za/tariffcalculator">www.telkom.co.za/tariffcalculator</a>.</p>	<p><b>Ways to pay your invoice</b> Debit order.</p> <p><b>How we calculate VAT</b> We calculate VAT per product or service type individually. Only the sum thereof appears on the tax invoice.</p> <p><b>How we calculate early cancellation penalties</b> Where penalties are applicable, they are calculated on the remaining contract period, in line with the CPA guidelines on penalty calculations.</p>
<p><b>Ways to receive your invoice</b> Email, Electronic billing &amp; MMS.</p>	
<p><b>How long does it take to restore your service once suspended for late payment</b> We will restore suspended services as soon as possible, but the restoration is subject to the receipt of the payment on our billing system.</p> <p>The Terms and Conditions are available at <a href="http://www.telkom.co.za/general/termsandconditions/index.html">http://www.telkom.co.za/general/termsandconditions/index.html</a></p>	

## Shop



<p><b>Call</b> 10213</p>	<p><b>Shop</b> <a href="http://www.telkom.co.za/today/">www.telkom.co.za/today/</a></p>	<p><b>Find a store</b> <a href="https://tlkm.link/StoreLocator">https://tlkm.link/StoreLocator</a></p>
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## Tips



### Protect yourself from phishing

Phishing uses fraudulent websites and emails to steal your personal data. Criminals gain information by sending you emails with links to sites that look like sites you trust and request you to click on these links to 'confirm' or 'update' your personal information. Be aware of requests asking for personal information (ID, ATM or PIN numbers), urgent appeals that your account may be closed if you fail to reply, misspellings and grammatical errors and not using your name and odd-looking URLs.

## Follow us



MS. EMMA VENTER  
12 STERKBOS ST  
ELLISRAS  
ONVERWACHT  
0557

Invoice date 06 Apr 2018  
Account no 336689423  
Invoice no 0067526396

VAT inclusive			
Subscription & usage for 0147631280 Unlimited Home DSL 4			R 352.06
Subscription services			
Description	Period		
Closer CallCatcher	04 Apr 18 - 03 May 18	R 9.94	
Telkom Anytime Extra	04 Apr 18 - 03 May 18	R 141.38	
Your Line	04 Apr 18 - 03 May 18	R 200.74	
Subtotal		R 352.06	
Subscription & usage for 0147631280_1 Unlimited Home DSL 4			R 301.62
Subscription services			
Description	Period		
DSL Faster	04 Apr 18 - 03 May 18	R 301.62	
Subtotal		R 301.62	
Subscription & usage for TIN3154251 Unlimited Home DSL 4			R 288.51
Subscription services			
Description	Period		
Home Uncapped (4 Mbps)	04 Apr 18 - 03 May 18	R 288.51	
Subtotal		R 288.51	
Discounts			-R 337.93
Discount plan	Ref no	Discount	
Closer Call Catcher	0147631280	-R 9.94	
Internet plan Based On Service	TIN3154251	-R 123.57	
Main Broadband RC BO	0147631280_1	-R 63.04	
Telkom Closer Anytime Weekende	0147631280	-R 141.38	
Subtotal		-R 337.93	
Total (Charges for Apr 2018)			R 604.26
VAT @ 15% included on taxable items			R 78.81
*Line item not included in VAT calculation			

## Getting help



Landline	Mobile
<p><b>Customer care line: 10210</b></p> <p><b>Fault reporting</b> SMS the word SERVICE and your 10-digit telephone number to <b>30591</b>. Alternatively, login to <a href="http://www.telkom.co.za/today/help/home/">www.telkom.co.za/today/help/home/</a> and click on <b>faults</b>.</p> <p><b>Balance enquiry</b> SMS your 10-digit telephone and SA ID number to <b>0123210210</b> (leave a space between the telephone and ID numbers). Alternatively login to <a href="http://www.telkom.co.za/eservices/">www.telkom.co.za/eservices/</a>, link your account, go to <b>Billing</b> and click on <b>View and Pay your home and Business Bill</b>.</p> <p><b>Chat to an agent</b> <a href="https://tlkm.link/chat">https://tlkm.link/chat</a></p> <p><b>Online billing</b> Pay and view your bill online by creating a My Telkom account and login to <a href="http://www.telkom.co.za/eservices/">www.telkom.co.za/eservices/</a></p>	<p><b>Customer care line: 081 180</b></p> <p><b>SMS for assistance</b> Send an SMS to <b>081 180</b> or visit <a href="http://www.telkom.co.za/today/help/personal">www.telkom.co.za/today/help/personal</a></p> <p><b>On device self-service</b> Dial <b>*180#</b> and select the relevant option to manage bundle purchases, Unlimited VASs and your spend limit. You can also transfer airtime and change device settings.</p> <p><b>Balance enquiry</b> Dial <b>*188#</b> and an SMS will follow with the balances.</p> <p><b>Chat to an agent</b> <a href="https://tlkm.link/chat">https://tlkm.link/chat</a></p> <p><b>Community</b> The Telkom Community is a friendly and relaxed place where customers, staff and industry experts can come together to share knowledge and support each other. Login to <a href="https://community.telkom.co.za/">https://community.telkom.co.za/</a> and you can experience it yourself.</p>
<p style="text-align: center;"><b>Telkom App</b> Our easy-to-use app is downloadable from the <a href="#">Google Play Store</a> and <a href="#">Apple App Store</a>. You can purchase bundles, check your balances and locate your nearest Telkom shop.</p>	

## FAQ



Landline	Mobile
<p><b>How do I reset my password?</b> Login to self-service via <a href="http://www.telkom.co.za/eservices">www.telkom.co.za/eservices</a> and click on <b>Forgot your password</b>.</p> <p><b>Do I have DSL/Fibre/LTE coverage in my area?</b> To confirm coverage in your area, go to <a href="http://www.telkom.co.za/coverage/">http://www.telkom.co.za/coverage/</a>.</p> <p><b>How do I check my Internet data usage?</b> You can view your data usage for the month, and previous months, on the ADSL usage tracker at <a href="http://www.telkom.co.za/today/help/home/">www.telkom.co.za/today/help/home/</a>. Go to <b>Internet &amp; WiFi</b> then select <b>View my internet usage</b>. You will require your Internet username and password to log in.</p> <p><b>How do I protect my electronic devices?</b> Thunderstorms can affect performance, and even damage your electronic devices. You can protect your equipment by <b>unplugging</b>, or <b>installing the necessary surge protector</b>.</p>	<p><b>How do I check if I'm eligible for an upgrade?</b> Dial <b>*123#</b> and press option 1.</p> <p><b>How do I check my data usage?</b> Download the App and you can view your data.</p> <p><b>How do I find a Wi-Fi hotspot?</b> Go to <a href="https://tlkm.link/wifihotspot">https://tlkm.link/wifihotspot</a>.</p> <p><b>Can I do an online payment?</b> Yes. To do an online payment, first register or login to <a href="https://apps.telkom.co.za/alpha/public/register">https://apps.telkom.co.za/alpha/public/register</a>. Then, go to the <b>Billing</b> section of your account and click on <b>Payment</b>.</p>

## Statement Explanation

### Statement

# Telkom

MR AN OTHER  
32 ABC FLATS  
FAIRVIEW SECURITY COMPLEX  
12 BABERTON LINK  
CAPE TOWN  
1234

Statement date

18 Apr 2015

Account No

XXXXXXXXXXXX

EFT Ref No

XXXXXXXXXXXXXXXXXXXX

**Your account and EFT details.**  
Please keep handy when making an account enquiry or electronic payments.

**Please note your EFT number may have changed.**  
You need to change this on your internet banking profile.

**Account summary.**  
A summary of your account which reflects the balance of your previous bill, the payments received and the total current bill.

#### Account Summary

Date	Description	Reference	Amount
18 Mar 2015	Balance brought forward		R684.41
31 Mar 2015	Payment: Thank you		-R900.00
	<b>Subtotal</b>		<b>-R215.59</b>
18 Apr 2015	Invoice April	111G1012871D	R1,902.14
	Subscription & related charges for 0219555599	Unlimited Anytime Plan	R1,141.06
	Subscription & related charges for 0812331234	SmartPlan 100	R760.08

**The total amount you need to pay for the current month.**

Due by 9 May 2015 **R1,685.55**

**Debit order details.**

Bank account to be debited with R1,685.55 on 9 May 2015

**Important messaging might appear here.**

**Moving home?** We will move your Telkom fixed line free of charge. Apply online at [www.telkom.co.za/moving](http://www.telkom.co.za/moving) and you will receive a FREE CORDLESS PHONE! Consider it our house-warming gift to you. Terms and conditions apply.

# EXAMPLE

Deposit Retained until final account **R270.00**

Telkom SA SOC Ltd. Reg. office: Telkom Park, The Hub, 61 Oak Avenue, Centurion, 0157. Comp Reg No 1991/005476/30 VAT No 4680101146

**Mail payment slip.**  
Information that is used when paying at a Bank/Retail outlet/ Easy Pay/Post Office. Please do not detach this part from the form - take the full page with.

#### Payment information



Do not detach this portion from this Statement page.

Amount **R1,685.55**

Group no 00018 System no XXXXXXXXXX Payment code 2011 Control code 059 Cycle no 5



9 2021 XXXX XXXX XXXX XX

**The total amount you need to pay for the current month.**

Page 1 of 2

## Tax Invoice

# Telkom

MRAN OTHER  
32 ABC FLATS  
FAIRVIEW SECURITY COMPLEX  
12 BABERTON LINK  
CAPE TOWN  
1234

Invoice date  
Account no  
Invoice no  
Your VAT no

18 Apr 2015  
XXXXXXXXXXXX  
XXXXXXXXXXXX

**Your account details.**  
Please keep your account number handy when making an account enquiry.

VAT Inclusive

**Subscription & usage for 0219555599 Unlimited Anytime Plan** **R1,141.06**

## Subscription services

Description		Period	
Telkom Unlimited Anytime Plan	TIN0590394	18 Apr 2015 - 17 May 2015	R307.02
TI-AllAccess SoftCap (20GB)		May 2015	R130.70
DSL Fast		18 Apr 2015 - 17 May 2015	R144.74
DSL router	SA000046778	6 of 36 months	R120.00
X-Box		6 of 36 months	R225.00
<b>Subtotal</b>			<b>R927.46</b>

## Usage

Type	No of Calls/Usage	
National	24	R1.26
International	3	R22.54
Mobile	66	R185.84
Special service/numbers	2	R3.96
<b>Subtotal</b>		<b>R213.60</b>

**Subscription & usage for 0812331234 SmartPlan100** **R760.08**

## Subscription services

Description		Period	
Telkom SmartPlan 100		18 Apr 2015 - 17 May 2015	R307.02
Samsung S6 device subscription	SA0000467333	May 2015	R130.70
2GB bundle		18 Apr 2015 - 17 May 2015	R144.74
<b>Subtotal</b>			<b>R582.46</b>

## Usage

Type	No of Calls/Usage	
Calls to Telkom	2	R67.66
Calls to SA networks	4	R99.00
Messaging	3	R7.00
Internet/data usage	2MB	R3.96
<b>Subtotal</b>		<b>R177.62</b>

**Total (Charges for April 2015)** **R1,901.14**

**VAT @ 15% Included on taxable items** **R247.97**

**VAT inclusive.**

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