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New Telkom App Enables Customers to Manage both Home and Mobile Accounts

The new Telkom app aims to improve customer service by giving customers the ability to manage both home and mobile accounts from an easy-to-use app on your smartphone or tablet.

This app replaces two existing apps: Telkom (for home accounts) and Telkom Mobile (for mobile accounts). The consolidation of the two apps means that customers will now have a completely seamless experience while managing both their mobile and home needs.

Attila Vitai, CEO, Consumer and Small Business for the Telkom Group, says: "We are confident that we are offering an even more convenient experience to our customers through the new Telkom app. Being able to manage both home and mobile accounts in a single app is a competitive draw."

The app was developed in response to common pain points mentioned by customers, who wanted a single, streamlined experience for managing all their Telkom accounts through their mobile device. "We wanted to simplify things for our customers, who lead busy lives and don't have time to track orders, get fault progress updates and pay bills by trying many different channels. The new Telkom app offers all of these features in one place through a personal mobile device, without having to contact a call centre or visit a store," said Vitai.

Telkom app's features include online bill payments, data top ups, fault logging for landline numbers, logging and tracking problems, orders and appointments, phone upgrade requests and even cancellation of WASP services. There are over fifty features in the app.

The Telkom app is FREE and available for both iOS and Android devices. Download from the Apple App Store and Google Play Store.

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ABOUT TELKOM:

Telkom is a leading communications services provider in South Africa. We had consolidated operating revenue of R37.3 billion and normalised profit after tax of R4,052 million for the year ended 31 March 2016. Total assets amounted to R46.8 billion and equity attributable to the owners of Telkom to R26.1 billion as of 31 March 2016. The group generated normalised free cash flow of R3.9 billion for the year ended 31 March 2016.

As of 31 March 2016, we had approximately 3.2 million telephone access lines in service and 1,077,939 ports connected via MSAN access. We offer business, residential and payphone customers a wide range of services and products, including:

- fixed-line retail voice services using PSTN (Public Switched Telephone Network) lines, including ISDN (Integrated Services Digital Network) lines, and the sale of subscription based value-added voice services and calling plans;
- fixed-line customer premises equipment rental and sales services both voice and data needs and these include PABX, Computers, Routers, Modems, Telephone handsets and other ancillary equipment;
- interconnection services, including terminating and transiting traffic from South African mobile operators, as well as from international operators and transiting traffic from mobile to international destinations;
- fixed-line data services, including domestic and international data transmission services, such as point-to-point leased lines, ADSL (Asymmetrical Digital Subscriber Line) services, packet-based services, managed data networking services and internet access and related information technology services;
- Data Centre Operations includes e-commerce, application service provider, hosting, data storage, e-mail and security services;
- W-CDMA (Wideband Code Division Multiple Access), a 3G next generation network, including fixed voice services, data services and nomadic voice services;
- mobile communication services, including voice services, data services and handset sales through our mobile brand called Telkom Mobile;
- information and communication services including cloud services, infrastructure services, workspace services, global service integration management and hardware and network equipment sales locally, in seven African countries, the UK and Dubai through Business Connexion Group; and
- other services including directory services, through Trudon (Pty) Ltd, wireless data services, through Swiftnet (Pty) Ltd.
- Convergence is one of our key strategic initiatives in building a sustainable future for Telkom. We will lead the provision of converged services in South Africa in support of our mission statement: Seamlessly connecting people to a better life.