

Sales Process: EMG100 Locked 5 Extension Black Friday Campaign

1. Lead Engagement

- Sales teams should proactively target existing Telkom business customers eligible for legacy migration.
- New leads to be sourced via inbound queries, outbound calls, and digital campaign channels.
- Use branded collateral and pricing visuals to support conversations.

2. Needs Assessment

- Confirm the suitability of the EMG100 Locked 5 Extension solution based on:
 - Number of users/extensions
 - Existing infrastructure
 - VoIP readiness and internet stability

3. Offer Presentation

Present two core options:

- **Option A:** Hybrid PABX EMG100 Locked (5 Extensions) – R699 PM Incl. VAT
- **Option B:** Hybrid PABX + Unlimited VoIP (2 lines included) – R849 PM Incl. VAT

Highlight **Black Friday discount tiers** based on contract duration:

Contract Term	Added Discount	Final Price
2 Years	+10%	R799
3 Years	+10%	R769
4 Years	+10%	R749
5 Years	+10%	R699

Note: Final pricing may vary slightly based on VAT and installation specifics.

4. Quotation & Approval

- Generate a formal quotation via Telkom Business systems.
- Include campaign reference: **BF-EMG100-2025**
- Secure customer approval and signed contract.

5. Provisioning & Installation

- Schedule installation within 5–7 working days post-approval.
- Ensure all cabling and devices are included as per the campaign promise.
- Activate VoIP lines where applicable.

6. Post-Install Support

- Provide onboarding documentation and support contact details.
- Offer optional training for system usage.

Terms & Conditions: EMG100 Locked Black Friday Campaign

1. Eligibility

- Offer valid for **new customers** and **legacy PABX migrations**.
- Applicable only to **Telkom Business clients** within supported regions.

2. Campaign Period

- Valid from **21 October to 30 November 2025**.
- Installations must be booked by **15 December 2025** to qualify.

3. Contract Terms

- Minimum contract term: **24 months**.
- Early termination fees apply as per Telkom Business standard policy.

4. Pricing & Discounts

- All prices include VAT.
- Discount tiers apply based on contract duration.
- Approximate savings on 5-year term: **R4,500**.

5. VoIP Inclusion

- Unlimited VoIP includes **2 concurrent lines**.
- Additional lines available at standard rates.

6. Installation Scope

- Includes all required cabling and devices for 5 extensions.
- Custom configurations quoted separately.

7. Migration Support

- Legacy customers will receive full migration assistance.
- Downtime during migration will be minimised and communicated.

8. General

- Telkom Business reserves the right to amend or withdraw the offer at any time.
- Offer subject to technical feasibility and credit vetting.