FREQUENTLY ASKED QUESTIONS

BLACK FRIDAY CAMPAIGN

FAQs for Smart Home Vouchers

1. Where can I redeem my voucher?

   Vouchers can only be redeemed online through Telkom's Smart Home partner at: https://thedeviceshop.co.za/pages/telkom-smart-home

2. Can I redeem my voucher at a Telkom Store or the Telkom Website?

   No. Vouchers cannot be redeemed in Telkom retail stores or on the Telkom website.

3. How long is the voucher valid for?

   Your voucher is valid for 36 months from the date of issue.

4. What can I purchase with my voucher?

   You can use your voucher to purchase any Smart Home devices available in the Telkom Smart Home catalogue on the Device Shop website.

5. Can I top up if an item costs more than my voucher value?

   Yes, you may pay the difference using the payment options available on the Device Shop checkout page.

6. What happens if I lose my voucher?

   Please keep your voucher safe. Telkom is not responsible for lost or stolen vouchers, and they cannot be replaced.

7. Can I exchange my voucher for cash?

   No. Smart Home vouchers are non-refundable and cannot be exchanged for cash.

8. What if I return a product purchased with a voucher?

   If a return is approved, the refund will be issued as a voucher credit, aligned with Device Shop's return policy.

9. What should I do if my voucher code is not working?

   Double-check the code and ensure it is entered correctly.
   If the issue continues, log a support request using the form on the Device Shop page.

10. Who do I contact for voucher-related queries?

For any inquiries,
General inquiries: Email: smarthomevouchers@telkom.co.za
Delivery/Device queries: Use the support form on
https://thedeviceshop.co.za/pages/telkom-smart-home

FAQs for Smart Camera

1. How does the Tapo Smart Camera work?

   The camera connects to your home Wi-Fi and is controlled through the Tapo app. You can view live footage, receive alerts, and manage settings remotely.

2. What do I need to set up my Tapo Smart Camera?

   You will need:
   - A 2.4GHz Wi-Fi connection
   - A smartphone/tablet with the Tapo app
   - (Optional) Google Assistant or Alexa for voice control

3. Can I control my Tapo Camera when I'm not at home?

   Yes. As long as the camera is connected to Wi-Fi, you can access it from anywhere via the Tapo app.

4. Does the Tapo Smart Camera work with Alexa or Google Assistant?

   Yes, Tapo devices are compatible with both Alexa and Google Assistant. You can use voice commands to control lights, plugs, and cameras effortlessly.

5. How do I set up my Tapo Camera?

   1. Download the Tapo app.
   2. Connect the camera to power.
   3. Follow the in-app instructions to connect it to Wi-Fi.
   4. Customise your settings.

6. My camera is not connecting to Wi-Fi. What should I do?

   - Ensure your Wi-Fi is 2.4GHz
   - Check the password
   - Move the camera closer to the router
   - Restart the router and device
   - Reset the camera and reconnect

7. Is there a warranty?

Yes. Tapo devices include a 12-month limited warranty covering manufacturing defects.

8. How do I claim a warranty for a faulty device?

   If your Tapo device is faulty, contact one of the following support channels:
   Telkom: TelkomSmart.co.za
   TP-Link Support: Phone: 010 590 6147 | Email: support.sa@tp-link.com
   SMD Technologies: Email: Returns@SMDTechnologies.com
   You will need to provide proof of purchase and details of the issue. A replacement will be sent after evaluation.

9. Can I return a faulty device to a Telkom store?

   No. All warranty and OBF returns must be handled through the support channels listed above.

FAQs for FTTR VAS

1. Who qualifies for FTTR Value-Added Service (VAS)?

   The first 20 orders successfully put into service (PIS) for Consumer, SMB and Gated Communities customers will qualify.

2. How do I qualify for FTTR VAS?

   Customers must sign for a 12-month contract on Telkom Core or Telkom Endless Fibre, between 28 November to 01 December 2025, to qualify.

3. Is FTTR available in all areas?

   No, only in selected areas (Cape Town, Durban and Gauteng).

4. Where can I check to see if my area is FTTR VAS covered?

   The Fibre-To-The-Room (FTTR) VAS is subject to availability, which can be confirmed on the Openserve coverage map.

5. How does FTTR VAS work?

   FTTR is an indoor system that will extend the signal from your router to other parts of the house using transparent Fibre cable.

6. What will happen if FTTR VAS is not working?

   FTTR includes a 1-year maintenance warranty.

7. Can I buy FTTR VAS?

    FTTR VAS is currently not available for sale, but Telkom is busy developing a product that will become available in the next few months as a VAS.

8. If I upgrade my Telkom Core/Endless to 300/150Mbps offered on your Summer Campaign, will I qualify for FTTR VAS?

    No, only New To Fibre customers qualify.

9. Will I pay extra for FTTR VAS?

    No, the service will be given to the qualifying customer at no additional cost.

10. If I take the 1Gbps FTTR, will I qualify for FTTR VAS at no additional cost?

    No, FTTR is a 1Gbps service while FTTR VAS is offered as an add-on on any speed on Telkom Core and Telkom Endless.

11. What happens to the FTTR VAS if I move houses?

    Ensure that your new house is within FTTR coverage and contact Telkom. Unplug all the FTTR equipment and take it with you to the new house.

12. What are the benefits of FTTR VAS?

    - Seamless WiFi roaming
    - Multiple terminal connections.
    - Service acceleration.
    - Intelligent management.
    - Simple and beautiful layout

13. My house is currently connected to every room by network cable. Will you replace these network cables with fibre?

    - Yes. The installation engineers can replace the network cables with optical fibres.
    - The transparent optical fibre is basically invisible, and it will not affect your current decoration.

14. Your FTTR transparent fibre cables are glued on; will this fall off? How long will it last?

    - This glue is an innovative glue that improves the viscosity by 100% ~ 200% and ensures that the fibre does not fall off.