Telkom Online Shop Black Friday eVoucher Promotion Terms and Conditions November 2026

1. The Online Shop Black Friday online voucher is open to eligible Telkom Mobile contract and LTE contract customers who qualify in terms of clause 4 below. Competition Rules:

1.1 This online voucher offer ("Offer") is organized and run by Telkom SA SOC Ltd (Registration Number 1991/005476/30), a listed company duly registered in accordance with the laws of the Republic of South Africa, with its registered address at Telkom Park, The Hub, 61 Oak Avenue, Techno Park Highveld Centurion, Pretoria ("Telkom") including its affiliates, partners, associations and agents ("Organizers").

1.2 By participating in this Offer, , you agree and are bound to these terms and conditions.

1.3 The Offer gives qualifying customer a digital voucher from a partner brand when they buy a qualifying product or service online, as set out below:

2. Offer Period:

2.1. The Offer will run from 00h00 am on 15 November 2026 and will continue until 23h59 pm on 30 November 2026 ("Offer Period") and will have multiple stages. Each stages have its own dates and voucher values, which ware shown on the Deals page, the product pages and cart on the Online Shop. Below are the indicative stages:

2.1.1 Launch week 1 | 00h00 am on 15 November to 23h59 pm on 20 November 2026
2.1.2 Launch week 2 | 00h00 am on 21 November to 23h59 pm on 26 November 2026
2.1.3 Black Friday weekend | 00h00 am on 27 November to 23h59 pm on 30 November 2026

2.2 T C h e duration of the Offer may be curtailed or extended.

3. Who qualifies:

3.1 To qualify, you must:

3.1.1 be a natural person;

3.1.2 be a South African citizen or a permanent resident with a valid identity document or passport, South Africa;

3.1.3 be 18 (eighteen) years of age or older

3.1.4 Buy a qualifying product or service as set out in clause 4 below during the Promotional Period

4. How the Offer works:

4.1 The voucher is guaranteed only when you shop online https://www.telkom.co.za/online-shop/black-friday and your order is successful activated and or installed:

- Postpaid smartphone contract deals through the Telkom online shop device gallery;
- LTE contract deals through the Telkom online shop device;

4.2 Orders placed through Call Me Back, in store, through the call centre or through any other channel do not qualify.

4.3 For qualifying orders, the order must be successfully submitted through the online shop channel, pass credit vetting, approved debit order mandate and the device or service must be activated or put in service before the voucher is released.

4.4 Postpaid smartphone and LTE contract deals are subject to a countdown timer. When you select a deal, a voucher is reserved for you for the duration of the time shown in the countdown timer and you must complete checkout and submit your order within that time. If the timer expires before you do so:

4.4.1 The reserved voucher is no longer valid for your order;

4.4.2 Your cart is cleared; and

4.4.3 The voucher is returned to the stage allocation and may be claimed by another customer. You may start a new order after expiry of the countdown timer, subject to the voucher availability. A voucher is only guaranteed for an order that is submitted before the timer expires. the voucher will no longer be valid. Your cart will be cleared and when you checkout or submit your order, and on your acceptance the voucher will no longer be eligible, and your cart will be cleared.

4.5 Voucher quantities are limited to the allocation for each stage, on a first come, first serve basis. The Offer is available while the voucher. The Offer is available while voucher last and may be withdrawn once the stage allocation has been used. The Promoter may, in its sole discretion, release additional vouchers at any time during the Promotion Period, in which case the Offer will become available again until the additional vouchers have been used. The Promoter is not obliged to release additional vouchers, and no participant is entitled to a voucher on the basis that additional vouchers may be released.

4.6 You only receive one voucher per qualifying order.

5. Voucher Offer

5.1 The voucher you receive depends on the product you buy:

5.1.1 Apple will get iStore voucher

5.1.2 Samsung will get Samsung Galaxy Accessory voucher

5.1.3 Huawei, OPPO, Honor and vivo will get Takealot voucher

5.1.4 LTE will get Amazon voucher

5.2 The voucher value is the value shown on the Offer when you browse, place your order.

5.3 Vouchers are digital. Telkom will send the voucher to the new mobile number for Postpaid mobile contracts linked to your order once you your device or service is activated.

5.4 For LTE, the voucher will be sent to your primary contact number that you used when ordering your service and will only be sent once your service has been installed and activated. You must make sure that your contact details are correct.

5.5 Each voucher is issued by the partner and is subject to that partner's own terms and conditions, including where it can be redeemed only on partners website and not in physical stores or affiliate stores or websites, any minimum spend and its expiry date:

5.5.1 iStore voucher - https://www.istore.co.za/

5.5.2 Samsung Galaxy Accessory voucher - https://www.galaxyaccessories.co.za/

5.5.3 Takealot voucher - https://www.takealot.com/

5.5.4 Amazon voucher - https://www.amazon.co.za/

5.6 Voucher cannot be exchanged for cash or credit, are not transferable or refundable, cannot be substituted by you for another voucher, and cannot be replaced if lost, stolen or already used. .

5.7 Telkom may replace a voucher with one similar value from the same or a different parter if the original voucher is not available.

5.8 Each voucher can only be used once.

5.9 All Promotional vouchers will only be valid until 28 February 2027 and may be used once for a single purchase. Only one voucher may be used per purchase transaction. Where the purchase value exceeds the voucher amount, the customer must pay the balance. Any unused voucher value remaining after the transaction will be forfeited and cannot be exchanged for cash or used in a future transaction.

6. Cancellations, returns and changes to your orders:

6.1 No voucher is issued if you're your order is cancelled, rejected, fails credit vetting, declined debit mandate, is not activated or put in service or is returned or cancelled before the voucher is released.

6.2 If you cancel your contract or return a product after a voucher has been issued, Telkom reserves the right to recover the value of the voucher.

7. Verification, fraud and disqualification

7.1 Telkom may ask for your copy of your identity document, passport or proof of residence, and may verify your detail, including your identity, age, and place of residence, by automated means or other checks. You are responsible for making sure the information you give is true, accurate and correct. By taking part, you agree to this.

7.2 Telkom may refuse or withdraw a voucher, and disqualify an order, it suspects fraud, manipulation, falsified, incomplete or altered details, reselling an order or claim made by a third party on your behalf, or use of another person's details or multiple accounts to get more than one voucher.

7.3 If the details of the person claiming the voucher do not match those of the customer on the order, Telkom may withhold the voucher. Your order may be proceeded in that moment but it not include the voucher as it is assisted by an agent.

8. Messages you may receive

8.1 If you start an order and do not complete it i.e abandon the order, Telkom may contact you about the deal by means of WhatsApp or calls including a Telkom agent taking over the WhatsApp conversation.

9. Your information

9.1 Telkom will use your information to process your order, check that you qualify, issue your voucher and where needed, contact you about it. By taking part, you agree that Telkom may share the details needed to issue your voucher and contact you with the partner brand and agents or service providers acting for Telkom, and that your details will be used only for these purposes and as set out in Telkom privacy policy.

9.2 We respect your privacy and by agreeing to this Terms and Conditions you voluntarily agree to abide by our privacy policy, which can be viewed at Telkom Group

10. Liability

10.1 To the extent the law allows, Telkom and its directors, employees, affiliates, partners and agents are not liable for loss or damage arising from taking part in the Offer or from receiving or using a voucher, including a partner's brand products, service, stock or redemption conditions.

10.2 Telkom is not responsible for lost or stolen vouchers, or for vouchers sent to incorrect details that you supplied.

10.3 Telkom is not liable for network or service interruptions, device compatibility, or any failure to meet its obligations caused by events beyond reasonable control.

11. General

11.1 Telkom's standard terms and conditions, and the terms of the product or service you buy, continue to apply.

11.2 Telkom may change these terms, or cancel or withdraw the Offer, at any given time with reasonable notice on the Telkom website. Change applies once published.

11.3 Telkom will interpret and apply these terms at its discretion. Any attempt to break these terms may lead to immediate disqualification, with or without notice.

11.4 A copy of these terms is available at https://group.telkom.co.za/regulatory/terms-and-conditions-campaigns.html.

11.5 Information about the Offer in advertised and marketing material also forms part of these terms. Telkom may correct errors in any Offer material. Errors and omissions excepted (E&OE).

11.6 If information about the Offer conflicts, the order priority is:

11.6.1 The deal terms shown on the Deals page, product or cart;

11.6.2 These terms;

11.6.3 Other advertising and marketing material; and

11.6.4 The partner brand's voucher terms, which apply to using the voucher itself

11.7 If any part of these terms cannot be enforced, the rest stays in force.

11.8 Nothing in these terms is meant to go against the Consumer Protection Act. Where the Act applies, these terms are read so that they comply with it.