

# YAHCLICK 2017 PROMOTION

1. **Aim.** The aim of the promotion is to create growth on our customer base and revenue
2. **Objectives.** The objectives of the promotion are:
  - a. To grow our Yahclick customers base through acquisition of new customers,
  - b. To retain our existing base through contracting out of contract customers on more attractive offers
3. **Promotion Concept.** The Promotion consist out of 3 components, namely:
  - a. Special offers on monthly service plans and Customer Premise Equipment on a 12 month's contract for new customers only
  - b. Special offers on monthly service plans and Customer Premise Equipment on a 24 month's contract for new customers only
  - c. Special offers on a 12 month's renewal for Out of Contract customers on their monthly service plans (no CPE's involved)

## 12 MONTHS SPECIAL OFFER

4. This special offer aim at new subscribers who sign a 12 month's agreement with Vox between 15 June 2017 and 14 September 2017 and opt to own the CPE.
5. The subscriber needs a **Monthly Service Plan, a CPE and installation.**

Data only Service Plans - 12 months contract	Selling Price Vat In	Standard CPE Installation	74/9600/1W CPE Cash Price	74/9800/2W CPE Cash Price	98/9800/2W CPE Cash Price
YahClick Data 2/1GB-2048/256kbps 12 months	R99	R1,881	R6,999	R8,999	R10,999
YahClick Data 5/1GB-2048/256kbps 12 months	R249	R1,881	R6,999	R8,999	R10,999
YahClick Data 10/2GB-2048/512kbps 12 months	R499	R1,881	R6,999	R8,999	R10,999
YahClick Data 20/4GB-5120/768kbps 12 months	R999	R1,881	<b>R1,499</b>	<b>R3,499</b>	<b>R5,999</b>
YahClick Data 30/6GB-5120/1024kbps 12 months	R1,399	R1,881	<b>R1,499</b>	<b>R3,499</b>	<b>R5,999</b>
YahClick Data 50/10GB-7168/1024kbp 12 months	R2,299	R1,881	<b>R1,499</b>	<b>R3,499</b>	<b>R5,999</b>
YahClick Data 100/20GB-7168/1536kbps 12 months	R4,599	R1,881	<b>R1,499</b>	<b>R3,499</b>	<b>R5,999</b>
YahClick Data 200/20GB-7168/1536kbps 12 months	R8,499	R1,881	<b>R1,499</b>	<b>R3,499</b>	<b>R5,999</b>

### PREMIUM SERVICE PLANS WITH VOICE

Premium Service Plans with Voice Channels- 12 months contract	Selling Price Vat In	Standard CPE Installation	74/9600/1W CPE Cash Price	74/9800/2W CPE Cash Price	98/9800/2W CPE Cash Price
Premium 2/1GB-2048/256kbps 1 V/C 12 months	R199	R1,881	R6,999	R8,999	R10,999
Premium 5/1GB-2048/256kbps 1 V/C 12 months	R299	R1,881	R6,999	R8,999	R10,999
Premium 10/2GB-2048/512kbps 1 V/C 12 months	R499	R1,881	R6,999	R8,999	R10,999
Premium 20/4GB-5120/768kbps 2 V/C 12 months	R1,099	R1,881	<b>R1,499</b>	<b>R3,499</b>	<b>R5,999</b>
Premium 30/6GB-5120/1024kbps 3 V/C 12 months	R1,599	R1,881	<b>R1,499</b>	<b>R3,499</b>	<b>R5,999</b>
Premium 50/10GB-7168/1024kbps 5V/C 12 months	R2,599	R1,881	<b>R1,499</b>	<b>R3,499</b>	<b>R5,999</b>
Premium 100/20GB-7168/1024kbps 5V/C 12 months	R4,999	R1,881	<b>R1,49</b>	<b>R3,499</b>	<b>R5,999</b>

**6. Business rules for the 12 months promotion.** The following rules apply:

- a. The promotion starts on 15 June 2017 and ends on 14 September 2017
- b. Subscriber must sign a 12 month's contract and is not allowed to go into lock/suspension status during the contract period
- c. A setup fee of R200 vat Inclusive apply to all service plans
- d. The contract requires an approved CPE package
- e. The CPE type and Installation are dependent on feasibility and the position in the coverage area as well as the service plan, business service plans require a business CPE(9800/2W).. The prices for the different types differ.
- f. The services must be Installed at the Subscribers Premises and active for billing on our systems on or before 14 Sep 2017
- g. Every voice channel on the Premium Service plans guarantee quality of Service (QoS) for one concurrent call
- h. QoS is only available on Vox voice services
- i. The subscriber is liable for Non-Standard Installation items, such as travel fees, special mounts, grounding and accommodation where applicable
- j. The customer who subscribe to the subsidized CPE price of R1499 is liable for additional R4500 if the status chance to lock/suspended or terminate during the contract term
- k. An Early Cancellation Fee applies if the subscriber cancels the service within the contract period.
- l. The Subscriber is responsible to insure the hardware for replacement value of R8999 for the duration of the contract period
- m. Site survey is the first phase of the installation, if the subscriber insists on a pre-installation site survey, the subscriber is responsible for the cost of the site survey
- n. A business CPE is required for the high-end service plans, from 50GB upwards. In some areas it might also require a 98cm dish
- o. Static IP addresses are available at an additional cost
- p. Static IP addresses can only get paired to the satellite router once the satellite is installed
- q. A free zone is available on all these service plans (conditionally) between 01:00 and 06:00 daily

## EASYBUY SPECIAL OFFER

7. This Special offer is only applicable to **New subscribers who sign an agreement with Vox between 15 June 2017 and 14 September 2017.**

Data only Service Plans 24 month's contract	Selling Price Vat In	Standard CPE Installation	74/9600/1W Easybuy 24	74/9800/1W / 98/9600/1W Easybuy 24	98/9800/2W Easybuy 24
YahClick Data 20/4GB-5120/768kbps 24 months	R999	R1,881	R57	R135	R235
YahClick Data 30/6GB-5120/1024kbps 24 months	R1,399	R1,881	R57	R135	R235
YahClick Data 50/10GB-7168/1024kbp 24 months	R2,299	R1,881	R57	R135	R235
YahClick Data 100/20GB-7168/1536kbps 24 months	R4,599	R1,881		R135	R235
YahClick Data 200/20GB-7168/1536kbps 24 months	R8,499	R1,881		R135	R235

**PREMIUM SERVICE PLANS WITH VOICE**

Premium Service Plans with voice 24 months contact	Selling Price Vat In	Standard CPE Installation	74/9600/1W Easybuy 24	74/9800/1W / 98/9600/1W Easybuy 24	98/9800/2W Easybuy 24
Premium 20/4GB-5120/768kbps 2 V/C 24 months	R1,099	R1,881	R57	R135	R235
Premium 30/6GB-5120/1024kbps 3 V/C 24 months	R1,599	R1,881	R57	R135	R235
Premium 50/10GB-7168/1024kbps 5V/C 24 months	R2,599	R1,881		R135	R235
Premium 100/20GB-7168/1024kbps 5V/C 24 months	R4,999	R1,881		R135	R235

**8. Business Rules for the 24 months Easybuy Promotion.** The following rules apply:

- a. The promotion starts on 15 June and ends on 14 September 2017
- b. RICA and credit vetting required
- c. Subscriber must sign a 24 month's contract and is not allowed to go into lock/suspension/terminate status during the contract period
- d. A setup fee of R200 vat Inclusive apply to all service plans
- e. The contract requires an approved Easybuy CPE package and installation for the same contract period
- f. The CPE warranty period is extended for the full contract period but the subscriber is responsible for labour, travel and accommodation cost to repair or replace it.
- g. The CPE type is dependent on feasibility and the position in the coverage area as well as the service plan, business service plans require a business CPE(9800/2W). The prices for the different types differ.
- h. The CPE remains the property of Vox Telecoms till the last payment of the contract term, where after ownership will transfer automatically to the subscriber.
- i. The services must be Installed at the Subscriber Premises and active for billing on our systems on or before 14 September 2017
- j. Every voice channel on the Premium Service plans guarantee quality of Service (QoS) for one concurrent call
- k. QoS is only available on Vox voice services
- l. The subscriber is liable for Non-Standard Installation items, such as travel fees, special mounts, grounding and accommodation where applicable
- m. The customer who subscribe to the subsidized Easybuy CPE over 24 months is liable for additional R4500 if the status changes to lock/suspended or terminate during the contract term
- n. A fixed Early Cancellation Fee of R8999 applies if the subscriber cancels the service within the contract period
- o. The Subscriber is responsible to insure the hardware for replacement value of R8999 for the duration of the contract period
- p. Site survey is the first phase of the installation, if the subscriber insists on a pre-installation site survey, the subscriber is responsible for the cost of the site survey
- q. A business CPE is required for the high-end service plans, from 50GB upwards. In some areas it might also require a 98cm dish
- r. Static IP addresses are available at an additional cost
- s. Static IP addresses can only get paired to the satellite router once the satellite is installed
- t. A free zone is available on all these service plans (conditionally) between 01:00 and 06:00 daily

## CONTRACT RENEWAL FOR OUT OF CONTRACT CUSTOMERS

9. The offer is only applicable to following situations:

- a. A previous YahClick customer who cancelled their services with Vox and has an existing CPE, which is offline for longer than 30 days. The customer will in this case be liable for the installation cost, if needed
- b. An existing out of contract YahClick customer subscribed to an Old Generation Service plan who wants to renew his contract **(This will be treated as a special project from the internal sales team in Pretoria. The Product team will provide a proposed migration list to the team for this purpose)**

Data only Service Plans - 12 month's contract	Selling Price Vat In	Setup fee
YahClick Data 5/1GB-2048/256kbps 12 months	R249.00	R200.00
YahClick Data 10/2GB-2048/512kbps 12 months	R499.00	R200.00
YahClick Data 20/4GB-5120/768kbps 12 months	R999.00	R200.00
YahClick Data 30/6GB-5120/1024kbps 12 months	R1,399.00	R200.00
YahClick Data 50/10GB-7168/1024kbp 12 months	R2,299.00	R200.00
YahClick Data 100/20GB-7168/1536kbps 12 months	R4,599.00	R200.00
YahClick Data 200/20GB-7168/1536kbps 12 months	R8,499.00	R200.00

### PREMIUM SERVICE PLANS WITH VOICE

Premium Service Plans with Voice Channels- 12 months contract	Selling Price Vat In	Setup fee
Premium 2/1GB-2048/256kbps 1 V/C 12 months	R199.00	R200.00
Premium 5/1GB-2048/256kbps 1 V/C 12 months	R299.00	R200.00
Premium 10/2GB-2048/512kbps 1 V/C 12 months	R499.00	R200.00
Premium 20/4GB-5120/768kbps 2 V/C 12 months	R1,099.00	R200.00
Premium 30/6GB-5120/1024kbps 3 V/C 12 months	R1,599.00	R200.00
Premium 50/10GB-7168/1024kbps 5V/C 12 months	R2,599.00	R200.00
Premium 100/20GB-7168/1024kbps 5V/C 12 months	R4,999.00	R200.00

10. **Business Rules for the 12 Months Promotion.** The following rules apply:

- a. The promotion starts on 15 June and ends on 14 September 2017
- b. Customer must sign a new 12 month's contract.
- c. RICA and Credit vetting not required
- d. The customer must be in possession of an approved CPE package. Subscriber is liable for Non-Standard Installation items, such as travel fees, special mounts, grounding and accommodation if the CPE needs a reinstallation or alignment
- e. A business CPE is required for the high-end service plans, from 50GB upwards. In some areas it might also require an upgrade to 98cm dish
- f. Must be active for billing on our systems on or before 15 September 2017
- g. Subscriber must sign a new 12 month's contract and is not allowed to go into lock/suspension or terminate status during the contract term
- h. An Early Cancellation Fee applies if the subscriber cancels the service within the contract period.
- i. Static IP addresses are available at an additional cost
- j. Static IP addresses can only get paired to the satellite router once the satellite is installed
- k. A free zone is available on all these service plans (conditionally) between 01:00 and 06:00 daily

### VALUE ADDED SERVICES

11. The following value added services are available over the Yahclick service at additional cost to the customers

- a. Vox SupaFone
- b. Vox Vobi VoIP service
- c. Uncapped Voice Channels
- d. Wifi Router
- e. KwesePlay service that includes Netflix