



Call Rates

Package 1

Destination	Peak VAT Incl	Peak VAT Excl	Off-Peak VAT Incl	Off-Peak VAT Excl
On Network	R0.15	R0.13	R0.15	R0.13
National	R0.28	R0.24	R0.28	R0.24
Mobile	R0.49	R0.43	R0.49	R0.43

All rates are quoted per-minute. Calls charged in 30-second increments with a minimum of 60 seconds. Peak – Monday to Friday 7am to 8pm. Off-Peak – all other times.

Comparative Call Rates - Package 1

Destination	IT Hero	Telkom	Savings	-
On Network/Inter-branch	R0.15	R0.46	71%	Note 1
Local	R0.28	R0.46	41%	Note 1
National	R0.28	R0.46	41%	Note 1
Mobile	R0.49	R1.31	62%	-

Note 1: Telkom's minimum charge is R 0.65. Saving calculated on an average mix of long and short calls.

Package 2

Destination	Peak VAT Incl	Peak VAT Excl	Off-Peak VAT Incl	Off-Peak VAT Excl
On Network	R0.17	R0.15	R0.17	R0.15
National	R0.30	R0.26	R0.30	R0.26
Mobile	R0.60	R0.52	R0.60	R0.52

All rates are quoted per-minute. Calls charged per second from the first second. Peak – Monday to Friday 7am to 8pm. Off-Peak – all other times.

Comparative Call Rates - Package 2

Destination	IT Hero	Telkom	Savings	-
On Network/Inter-branch	R0.17	R0.46	71%	Note 2
Local	R0.30	R0.46	41%	Note 2
National	R0.30	R0.46	41%	Note 2
Mobile	R0.60	R1.31	64%	Note 2

Note 2: Savings are based on both the rates and the benefit of per-second billing.

Other Destinations

Rates to international destinations can be looked up at www.ithero.co.za/voip

Calls to 080 (toll-free) numbers and emergency service numbers (112, 10111, 10117) are free.

Calls to directory enquiries and Telkom operator services (10xx) are charged at the National rate.

Notes

These rates are effective 1 April 2018. Call rates may change from time to time.

Please refer to www.ithero.co.za for the latest rate schedule.