

Agenda

Telkom CSB Commercial Execution

FY27-FY30

DAY 1: Sunday, 15 February 2026		Time
Arrival and Check-in Pont de Val Boutique Hotel	All	14h00 - 15h00
ARRIVAL SNACKS		15h00 - 15h30
Agenda Item	Presenter(s)	Duration
FY27 – FY30 Strategic Priorities	Lunga (30min)	15h30 - 16h00
FY27 Business Plan Expectations	Siphethe (1hr)	16h00 - 17h00
DINNER		18h00 - 21h00
DAY 2: Monday, 16 February 2026		Time
BREAKFAST		07h00 - 09h00
Agenda Item	Presenter(s)	Duration
Market insights and Breakthrough Commercial Impact	OW (1hr)	09h00 - 10h00
IT - Accelerating Our Capabilities to Drive Business Growth	Dr. Nox (1hr45min)	10h00 - 11h45
TEA BREAK	15min	11h45 - 12h00
FY27 Business Planning: Network Plan/Strategy/split by region	Lebo (1hr)	12h00 - 13h00
LUNCH	45min	13h00 - 13h45
FY27 Business Planning: Network Plan/Strategy/split by region	Lebo (1hr)	13h45 - 14h45
FY27 Business Planning: Openserve CCO FY27 Strategy	Makgosi (1hr30min)	14h45 - 16h15
TEA BREAK	15min	16h15 - 16h30
FY27 Business Planning: Digital Solutions Strategy	Randall (1hr)	16h30 - 17h30
DINNER		18h00 - 21h00
DAY 3: Tuesday, 17 February 2026		Time
BREAKFAST		07h00 - 08h30
Agenda Item	Presenter(s)	Duration
Reflections – Strategy & Performance To Date	Simo (45min)	08h30 - 09h15
Grow + Defend + Attack Regional Plans		
Marketing: Unlocking Regional Opportunities	Gugu (30min)	09h15 - 09h45
FY27 Business Planning: Data Science & CVM	Prof. Patrick (1hr)	09h45 - 10h45
TEA BREAK	15min	10h45 - 11h00
FY27 Business Planning: Brand Comms & Digital	Shado & Michel (1hr)	11h00 - 12h00
FY27 Business Planning: Products	Yvonne (1hr)	12h00 - 13h00
LUNCH	45min	13h00 - 13h45
FY27 Business Planning: Customer Experience	Alida (45min)	13h45 - 14h30
FY27 Business Planning: Regional Game Plan	Dr. Mbuso (1hr)	14h30 - 15h30
FY27 Business Planning: Indirect Sales & Wholesale	Musa (45min)	15h30 - 16h15
TEA BREAK	15min	16h15 - 16h30
FY27 Business Planning: Direct Sales	Mark (45min)	16h30 - 17h15
FY27 Business Planning: CSB Operations	Albertus (45min)	17h15 - 18h00
DINNER		18h30 - 21h30

DAY 4: Wednesday, 18 February 2026**Time****BREAKFAST**

07h00 - 09h00

Agenda Item**Presenter(s)****Duration**FY27 Business Planning: Digital Channels strategy
(Web/App/Marketplace)

Lanyard (1hr)

09h00 - 10h00

FY27 Business Planning: SMB Strategy

Hasnain (1hr 30min)

10h00 - 11h30

TEA BREAK

15min

11h30 - 11h45

FY27 Business Planning: Converge Comms Strategy

Hasnain (1hr 30min)

11h45 - 13h15

LUNCH

45min

13h15 - 14h00

Summary & Closing

Lunga (1hr)

14h00 - 15h00

DEPARTURE

15h00