

## Frequently Asked Questions

**Q:** I am an existing Telkom customer. If I migrate to one of these SmartVoice products can I get a device from Telkom?

**A:** Yes, you will get one of the following:

- ✓ A wireless desktop phone (no contract)
- ✓ An Entry level smartphone (no contract)
- ✓ A suitable router (with a 24-month contract)

**Q:** I am a new customer. If I subscribe to one of these SmartVoice products can I get a device from Telkom?

**A:** Yes, you may purchase your device of choice via sales agreement (outright, 6,12 or 24 months)

- ✓ A wireless desktop phone (sales agreement)
- ✓ An Entry level smartphone (sales agreement)
- ✓ A suitable router (with a 24-month contract)

**Q:** Can I use my own smart device (mobile phone) with this SmartVoice product?

**A:** Yes, your SIM card will work in any smartphone

**Q:** Can I use the mobile data on any network?

**A:** You can use the allocated (included) data on the Telkom mobile and their roaming partner's network

**Q:** Can I convert my current copper line to one of these new SmartVoice products?

**A:** Yes, call 10210 /10213 or go to your nearest Telkom Direct store

**Q:** What is the importance of referring to a geographic location?

**A:** The customer will be given a geographical number in accordance with the Numbering Plan Regulations

**Q:** How far can I be from my installation address and still be able to make and receive calls on my device?

**A:** Up to 300km radius from the installation address, provided:

- You are within coverage (footprint)
- Battery life of device holds

**Q:** If I am not in a Telkom network area, can I still use my service?

**A:** Yes, provided there is sufficient coverage from Telkom's roaming partner

**Q:** Can I change between the SmartVoice options?

**A:** Yes, once per month only. Note that no proration of resources will take place (you will lose the unused or accumulated minutes or data)

**Q:** I am an existing Telkom customer. Will I be charged to move to any of the SmartVoice products?

**A:** No, it will be at no cost to you. Your device and SIM card will be home delivered to you at no cost. You may also choose to do a migration from your copper service to SmartVoice in store.

**Q:** I do not have a Telkom service, but am interested in getting a SmartVoice product. What will I pay for?

- A:** You will not pay for any installation/activation or delivery of your device. You will however have to purchase your device via a sales agreement.
- Q:** Will I be notified of how much of data resources are left?
- A:** Yes, at depletion intervals of 50%, 80% and 100%. Note that “out of bundle” rates will apply thereafter
- Q:** If I have any inclusive (allocated) ON NET **minutes** left on my SmartVoice offer at the end of the month, will this be carried over?
- A:** No, every month the user will be allocated 3000 minutes regulated by a FUP (Fair Usage Policy)
- Q:** If I have any inclusive (allocated) ALL NET **minutes** left on my SmartVoice offer at the end of the month, will this be carried over?
- A:** No, inclusive (allocated) ALL NET **minutes** will only be valid for the **current month** and will not be carried over/accumulate. However, any purchased (topped up) minutes may be carried over, depending on the pre-set rules that will govern those resources/bundles purchased. Please note the order of consumption below:
1. Allocated inclusive minutes for current month
  2. Purchased minutes
- Q:** If I have any inclusive (allocated) ALL NET **data** left on my SmartVoice offer at the end of the month, will this be carried over?
- A:** Yes, inclusive (allocated) ALL NET **data** will be valid for the **current month plus one additional calendar month**. This will include purchased (topped up) data. Please note the order of consumption below:
1. Rolled over data from previous month(s)
  2. Allocated inclusive data for current month
  3. Purchased data bundles
- Q:** Seeing that there is no physical installation required, can I just provide my postal address when applying for SmartVoice?
- A:** No, a physical address where service is required will be needed. This is to lock you down to a radius so this service can operate like a fixed line look alike (FLLA)
- Q:** Will I be able to make international calls or do I first have to apply for this capability?
- A:** No, international calling will be active upon service (SIM) activation and will attract normal mobile international call rates. If you want your service barred from making international calls, please call 10210/10213. You can also make use of the “call barring” function on your device.
- Q:** In my current calling plan, I get a discount when I call overseas (international). Will this discount still be applicable on SmartVoice? Can I use my ALL NET minutes for this purpose?
- A:** No, unfortunately not. When you call international destinations, these calls will attract normal mobile international call rates. Your inclusive ALL NET minutes can be used to call other local service providers.
- Q:** Seeing that this service will operate almost like a mobile service, will I be assigned a mobile number?
- A:** No, your number will be representative of the normal geographical area boundaries. Hence you must provide the physical address for where this service will be used
- Q:** Can I get 2 devices with separate SIM cards linked to the service?
- A:** No, only one device and one SIM per service number is allowed. Also, MultiSIM will not work (allocated resources may not be shared)
- Q:** How do I purchase additional minute or data bundles?

**A:** By dialling \*180#, via USSD menu or online (banking)

**Q:** I am a Small Business customer with a PABX. Can I replace my junction lines with this new product?

**A:** Unfortunately, SmartVoice only caters for a single line with no PABX. We are currently considering a device to be used in future to support these multiple extensions. Please visit the Business web pages on [www.Telkom.co.za](http://www.Telkom.co.za) to find a suitable business deal

**Q:** I am currently with a different service provider. Can I port my number in from this service provider?

**A:** Yes, customers may port their number into any of the SmartVoice offers. Standard Geographic Number