

Telkom CallerTunes/CRBT Frequently Asked Questions (FAQ'S)

Q: What is the Telkom CallerTunes Service?

A: The Telkom CallerTunes Service is a Ring Back Tone Service which replaces the customary Ring Back Tone with a Subscriber selected and approved *Music Tone* thereby further enhancing the User experience.

Q: How much does the Telkom CallerTunes Service cost?

A: Subscribers can opt for individual CallerTunes or a pre-packaged Music Box containing a multitude of Tunes or both.

- CallerTunes are charged at R1/Week per downloaded Tune (first week Free)
 - Music Boxes are charged at R1/Day per downloaded Music Box (first day Free)
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Q: How do I register for this service?

A: Simply follow any of the steps below to register and subscribe:

- Via USSD, Dial *180# and follow the instructions on the menu
 - Via USSD, Dial *178# and follow the instructions on the menu
 - Via SMS, send the respective Tune Code to 178
 - Press 1 to Copy a Tune from the called party
 - Press 2 to Copy a Music Box from the called party
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Q: What are the subscription channels for CallerTunes?

A: The subscription channels for CallerTunes are:

1. USSD – Dial *180# and follow the instructions
 2. SMS – Send the respective Tune Code to 178
 3. One Key Copy – Tunes/Music Boxes copied from the Called Party
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Q: How do I Copy the Tune of someone I called?

A: Press 1 while the tune is playing before the calling party picks the call

Q: How do I Copy the Music Box of someone I called?

A: Press 2 while the respective Music Box is playing before the calling party picks the call.

Q: How often can I change the Tunes in my personal library?

A: You can change the songs in your personal library as often as you want.

Q: Do I pay for every change of Tune in my personal library?

A: Yes. Every new tune downloaded attracts a download fee.

Q: What is the maximum number of Tunes I can have in my personal library?

A: The User can have a maximum of 10 Tunes.

Q: How do I auto-renew my Tunes(s)?

A: Choose auto-renewal option when you receive the confirmation message when subscribing to a Tune.

Q: What happens to my Tunes on expiration?

A: Your Tunes will be deactivated if you do not take any action when you receive the pre – expiry notification message.

Q: How do I know the Tunes I have in my library?

A: Send “mytunes” to 178

Q: How do I delete a Tune from my library?

A: Send “del+tunecode” to 178 to delete a Tune. For Example, del702439 to 178.
