



Business Circle Micro: FAQ's

- 1) How does a Business Customer qualify for Business Circle Micro?
 - The Business Owner must have a minimum of 1 fixed service and maximum of 3 and minimum 1 mobile service (limited to FreeMe product offering) and a maximum of 30.
- 2) Which products can be linked into Business Circle Micro?
 - Business Analogues/Single Lines, All BizTalk Packages including BizTalk AllNet Packages, FLLA, BRI, PSTN or ECDSL, Junction lines and Wholesale ECDSL (because there will always be a PSTN available on these), Limited to FreeMe, FreeMe Business
- 3) When I roam internationally and call one of the members of Business Circle Micro, will it still be free?
 - No, when roaming, standard rates apply even if you are calling members within the circle.
- 4) Which products cannot be linked into Business Circle Micro?
 - Products like BRIs with DDI, PRIs, SIP Trunking, SmartSavers, OneRate, and Unlimited. All legacy mobile plans (Smartplans, Smartphones)
- 5) What is the maximum number of members in a Business Circle Micro?
 - 3 fixed and 30 mobile
- 6) Is there an Activation fee?
 - Yes, once of fee of R30, inclusive of vat.
- 7) Is there a Subscription fee?
 - R99 per group for a maximum of 3 to 30. Inclusive of vat.
- 8) Would I pay the same rate if I have less fixed or mobile services?
 - Yes, no matter how many numbers you add in the circle you will pay the full of R99 per circle.
- 9) Will I pay an activation fee of R30 every time I add numbers to the circle?
 - No, only incur once of activation fee of R30
- 10) Can one mobile or fixed line belong to multiple Business Circles Micro?
 - No, a mobile/fixed line can only subscribe to one Business Circle
- 11) Where can I apply for a Business Circle Micro?
 - Visit any Telkom store and or Call 10217 for assistance or speak to your Sales agent

- 12) Will I be required to phone the call centre every time I want to add or remove numbers
 - Yes, you may call the call centre or go to the TDS store.
- 13) If I remove /add the number in the middle of the billing month, will I be subjected to a pro-rated charge?
 - No, there will be no pro- rated, the normal full subscription fee will apply
- 14) If I add additional numbers to the existing circle?
 - No additional charges will apply. Maximum 3 fixed and 30 mobile.
- 15) Is there a fair usage policy (FUP)?
 - Yes, usage of up to 1500 minutes from a fixed line to other fixed line or mobile numbers that are part of the Business Circle will be considered acceptable usage and usage of up to 3000 minutes per month per mobile phone/line will be considered acceptable
- 16) Can the 3 landlines be on separate accounts?
 - No, all 3 landlines must be on the same account or ban
- 17) Can a Business Customer have two or more Business Circle Micro Vas in one Ban?
 - Yes provided that they are separate circles, no mobiles or fixed lines can belong to another business circle.