

Frequently asked questions

1. What is BizTalk (Wireless Access)?

The BizTalk (Wireless Access) is an analogue service with a single geographic number, bundled with voice VAS and a calling plan. It is positioned as an alternate voice solution for POTS and Basic Rate ISDN (without number ranges) over LTE/3G that includes a CPE/device to support voice and fax calls.

2. How do I apply for the service?

The Telkom BizTalk (Wireless Access) service will be available through Telkom's online channel, Telkom Direct Stores, contact/call centres (10217), sales staff

3. Who qualifies for the product offering?

Business Customers.

4. What happens if there is no coverage in my area?

The service is only available where Telkom's 3G/LTE [coverage is](#) available.

5. Is there a contract for a set period or is there a month on month contract?

It is available on a 24 months contract.

6. Who do I call if I have a technical query or coverage related problem?

Customers can call **10217**

7. What happens if I relocate?

Customers need to notify Telkom. The customer's number may change if they relocate outside their present exchange area

8. In cases on migration, do I get to keep my number?

Yes, all customers that migrate to BizTalk (Wireless Access) get to keep their existing geographical number

9. Will I require a new CPE/device for the BizTalk (Wireless Access) Service?

Yes, a new CPE/device will be supplied for free with the service.

10. What is the warranty on the CPE/device?

The CPE/device comes with a 24 month carry in warranty.

11. Who will install my new CPE/device?

You may select to self-install your new service, or alternatively for onsite technical assistance, you may request a technician to install the CPE/device, at a cost to you. Helpdesk support for Self Install or technical assistance is available through our Call Centre. Onsite technical assistance, for migrations from our existing fixed landline service, is available free of charge

12. Where in my business do I position the CPE/device?

a.) For the best network coverage

The CPE/device should be positioned in areas where Telkom has the strongest signal strength for optimal experience. Different spots in your home may give varying signal strength. In order to obtain the best signal, place the CPE/device indoors close to a window. Use the signal strength indicator on the device as a guide. Most of the CPE/device have a signal strength indicator to enable you to place the CPE/device in the best location. Some of the CPE/device do support the use of external antennas to obtain a better signal strength inside the building. This can be obtained from a Telkom Direct Store and must be installed by a Telkom technician or Telkom approved installer. This can also be obtained from the Telkom technician when a technical dispatch is requested.

b.) For the best Wi-Fi hotspot coverage in your home or office

When positioning your CPE/device, we recommend that you consider where you will be using most of the connecting devices. Important things to consider are the power connections, Wi-Fi coverage and the signal strength of the CPE/device. If there are areas in your home/office that fall outside the hotspot range, we recommend that you purchase a Wi-Fi range extender to extend the range of your Wi-Fi hotspot.

13. How many devices can I connect to my CPE/device?

Most of the CPE/device support multiple devices (Specified in the device manual) depending on the CPE/device. Please keep in mind that the number of devices connected via Wi-Fi will reduce the data speed experienced per device.

14. What to do in case of a power failure?

After a power failure, some devices will require that you switch it on at the On/Off button on your CPE/device. Some of the devices will remain off when the power supply is restored. For customers that require an uninterrupted service, it is recommended that a Battery backup unit is obtained based on the 'Standby' power requirements. Please keep in mind the recovery time specified for the Battery Back-up unit under normal load conditions as specified in the Battery backup unit specifications. It is advisable to verify that the connector of the power supply is compatible with connections required for the Battery backup unit.

15. How do I buy additional data bundles or increase my data allocation?

You can top up your data at any Telkom Store or by using the Telkom App that is available at the Apple App Store or Google Play Store.

16. What is the quality of the BizTalk (Wireless Access) service?

The BizTalk (Wireless Access) service is a wireless service and is dependent on the signal strength similar to that of your mobile phone. However, the BizTalk (Wireless Access) service will not be impacted by copper damage or theft.

17. Can I subscribe to other Calling Plans that are available on other Telkom fixed line services?

Telkom's BizTalk (Wireless Access) service cannot be used in combination with other Telkom calling plans.

18. I currently only have a BizTalk (Wireless Access) service. May I subscribe to a data service at a later stage?

Yes you may add the optional "Add On" data service, but you will be required to subscribe to that data service. Individual Data service rules will apply. Please phone 10217 (Business) for more detail or visit your nearest Telkom store.

19. Why am I sometimes unable to make or receive calls?

The BizTalk (Wireless Access) service is a wireless service and it can happen that during peak calling times, a user can experience a loss in signal strength which will prevent calls from being made or received. In cases like this, please check the status of network availability as displayed on the service indication LED to determine whether you have a network connection. Please refer to the Quick Start Guide or the Help Menu of your BizTalk (Wireless Access) CPE/device.

20. What should I do when I am a BizTalk (Wireless Access) Customer and the service doesn't register on the network server?

Verify that your username and password as well as the server's settings are configured correctly. If the device is still specifying registering, contact 10217 (Business) to help you with the configuration of the VoIP and SIP setting

21. What equipment do I require to program my Telkom BizTalk (Wireless Access) facilities?

- You will require a CLI telephone to share in the benefits of Telkom's BizTalk (Wireless Access).
- You also need a tone-dialling telephone/fax machine to be able to activate these services.

22. Can I upgrade or downgrade to a different BizTalk (Wireless Access) package?

Yes – you can upgrade or downgrade between BizTalk (Wireless Access) packages.

23. What VAS does BizTalk (Wireless Access) come with?

- 24. **IdentiCall** - Displays the number of the person calling you (except numbers restricted by the caller)
- 25. **Call Answer** - Takes messages for you
- 26. **WaitingCall** - Notifies you of another incoming call
- 27. **ForwardCall** - Enables you to forward your telephone calls to another telephone or cellphone
- 28. **BlockCall Plus**- Prevents unwanted calls made from your phone.

NB: Other compatible VAS are optional at an extra cost to the customer

29. Can I use BlockCall Plus if Call Answer is activated?

Yes, previous limitations that existed were rectified.

30. Can I use WaitingCall with Call Answer?

Yes, but then the voicemail-upon-busy option must be turned off. This is done by dialling **# 65 #**

31. Can I use Call Answer if I have ForwardCall?

Yes, you can have both ForwardCall and Call Answer activated on the same line, but ForwardCall always overrides Call Answer.

32. Can I use Call Answer with WaitingCall?

Yes - but remember to turn off the voicemail-upon-busy option. This is done by dialling **# 65 #**

33. Can I block all calls and use ForwardCall?

Yes, but first activate ForwardCall and then activate BlockCall Plus using the All Calls barring category.

34. Will unlisted numbers be displayed with IdentiCall?

Yes, all customers served from electronic exchanges will send their numbers when making a call. They will be informed via the external educational campaign about the per-call restriction option, by dialling ***31***.