

What is the MultiSIM offering?

- The MultiSIM offering is a combination of a primary SIM card and up to four secondary SIM cards. The inclusive benefits of the SmartShare packages can be shared across the primary and secondary SIM cards. You can share data bundles and voice minutes from the primary SIM card with the secondary SIM cards.

Why should I use a MultiSIM service?

- The MultiSIM service is ideal if you use a number of devices (e.g. a tablet, a smartphone and a modem). The MultiSIM service allows you to share a plan's inclusive benefits, such as data and voice, of one primary SIM card and one account with up to four secondary SIM cards on your multiple devices.

What is a primary SIM card?

- This is the main SIM card in the MultiSIM group, from which the secondary SIMs will share its inclusive benefits.

What are secondary SIM cards?

- These are additional SIM cards (up to four are possible) that are linked to the primary SIM.

Do the Secondary SIM cards have the same mobile number?

- No. Each secondary SIM card has a different mobile number.

How do I subscribe to MultiSIM?

- Subscribe to a new Postpaid Voice or Data plan on a 24 month contract and multiple SIMs can be linked to the primary package. If you are an existing Postpaid Voice and Data subscriber you can request to use your existing packages to activate the MultiSIM service.

Which subscribers can make use of MultiSIM?

- MultiSIM is available to all Telkom Mobile Postpaid Voice and Data subscribers, and is ideal if you have multiple devices.

How much does MultiSIM cost?

- Each secondary SIM carries a monthly R9 subscription.

Which devices can share and use my inclusive benefits?

- Shared inclusive benefits (e.g. data bundles, voice minutes and SMS's) can be consumed by multiple devices; including iPads, smartphones, tablets and modems.

Which inclusive benefits can be shared?

- The data bundles, voice minutes, and spend limit of the primary SIM can be shared with and used by up to four other devices using MultiSIM.

Can I use all my SIM cards at the same time if I have the MultiSIM service?

- Yes, you can use all your SIM cards in the MultiSIM service group at the same time in multiple devices.
- What happens once the shared inclusive benefits run out?
- Once the shared inclusive benefits are exhausted, the primary SIM will use its own out of bundle rates, which are different from the out of bundle rates of the secondary SIMs. Alternatively any adhoc bundles purchased subsequently will be shared by the group and enable that all linked SIM cards have continuity of service.

What are the out of bundle rates for secondary SIMs?

- The out of bundle rates on MultiSIM for data is a flat rate of R1.00 per MB and R2.75 per minute on a per second billing increment for voice.

Will I receive multiple bills for the MultiSIM service?

- No, you will receive one bill for all the SIM cards in your MultiSIM group.

Can Hybrid and Prepaid customers subscribe to the MultiSIM service?

- Unfortunately, Hybrid and Prepaid packages are excluded from the MultiSIM service.

What are the capabilities of a primary SIM?

- You can do balance enquiries, airtime transfers, purchase bundles and subscribe to BlackBerry services.

What are the capabilities of secondary SIMs?

- These are the same as the primary SIM. You can do balance enquiries, airtime transfers, purchase bundles and subscribe to BlackBerry services.

Can a secondary SIM card exist or be used in isolation?

- No, a secondary SIM card cannot exist on its own without being linked to the primary SIM card.

What packages are available to the primary SIM?

- The primary SIM card can make use of contract packages. The primary SIM can have any of the Postpaid Internet packages (Internet 1, 2, 3, 4, 5, 5 Promo, 6 and 7) or any of the Postpaid Voice packages (SmartPlan 50, 100, 150, 250, 375, 500 and SmartShare Internet 750MB, 1.2GB, 1.7GB, 2.5GB Promo, 4GB Promo and 6GB Promo packages). A Primary SIM can also be used for new mobile broadband plans and new smartphone plans that will be launched.
- Can all the SIM cards in the MultiSIM service group share the BlackBerry BIS service?
- The BIS service can only be used by the SIM that is subscribed to the BlackBerry service, but the free 500MB can be used by all of the SIM cards in the MultiSIM group.

Can a secondary SIM subscribe to BIS?

- Yes, secondary SIM cards can also subscribe to BIS.

Is porting supported?

- Port in and port out is supported for both primary and secondary SIMs.

Can you convert or migrate within the MultiSIM group?

- Yes, conversion and migration are supported for both primary and secondary SIM cards.

Are enterprise customers allowed to subscribe to the MultiSIM service?

- Yes, the MultiSIM service is available to individuals and enterprise customers.

Where can I get the MultiSIM service?

- You can visit your nearest Telkom Direct store, 8ta flagship store, Telkom Express store, Telkom Mobile dealer, new Telkom 8ta store, or contact the call center.