

Frequently Asked Questions

- Q:** I am currently in a Fibre footprint but only want Voice. Can I subscribe to any of these new Closer offers?
A: Yes, you may. You will however pay for the full stand-alone subscription and not the bolt-on price.
- Q:** I am currently on copper and want to switch over to Fibre. Can I continue with my new Closer calling plan on Fibre and will it be the same price?
A: Yes, you continue with your new Closer plan on Fibre and there is no difference in pricing.
- Q:** I have a small business that I run from home. Can I subscribe to any of these Closer calling plans?
A: No, unfortunately not if you are registered as a Business customer. These products are meant for single line Consumer customers only.
- Q:** Can I only call Telkom numbers (fixed and mobile) with my ON NET minutes?
A: Yes, only Telkom Fixed line and Telkom Mobile numbers (terminating on Telkom's network) will qualify as an ON-NET minute/call.
- Q:** The number I am about to dial looks like a normal landline number. How will I know if this number belongs to Telkom?
A: Please visit the public number query website / link and insert the number you are looking up to establish whether it is serviced by Telkom: <https://www.porting.co.za/PublicWebsite/>
- Q:** I am a Social Pensioner / over 70 years of age and used to get a pensioner discount on my Telkom account. Will this discount be carried over to the new Closer calling plans?
A: No, unfortunately not. Telkom has expired all Pensioner discounts in November 2020 and existing Pensioner customers were informed accordingly. All customers are subject to the same prices.
- Q:** I am a NEW Social Pensioner / over 70 years of age. Do I qualify for any discounts on my Telkom account?
A: No, unfortunately not. Telkom has expired all Pensioner discounts in November 2020. All customers are subject to the same prices.
- Q:** I am an existing Telkom Closer customer. If I migrate to one of the new Telkom Closer products, will I get a device which I can use for voice?
A: No, your existing analogue phone instrument will work since there is no change in technology.
- Q:** I am an existing Telkom Closer customer. If I migrate to Fibre on one of the new Telkom Closer products, will I get a device which I can use for voice?
A: Yes, Openserve will install an ONT (Optic Fibre Network Terminator) on your premises. You will then plug in your existing analogue phone instrument.
- Q:** I am a new customer. If I subscribe to one of the new Telkom Closer products can I purchase a device from Telkom?
A: Yes, you may purchase your device of choice via sales agreement (outright, 6,12 or 24 months)

- Q:** Can I convert my current copper voice line to one of these new Closer products?
- A:** Yes, if you are a Consumer customer with a single line you may. Please call 10210 /10213 or go to your nearest Telkom Direct store
- Q:** I am an existing Telkom customer. Will I be charged to move to any of the new Telkom Closer products?
- A:** No, it will be at no cost to you.
- Q:** Will I get a new telephone number?
- A:** No, you will keep your existing number. A new customer will be allocated a 10-digit geographical number in accordance with the Numbering Plan Regulations
- Q:** Will any of the minutes that I get as part of my offer carry over to the next month?
- A:** No, all the inclusive minutes not used up by end of billing cycle will expire and new minutes will be allocated for the new period (valid again for one calendar month)
- Q:** Can I change between the new Closer options?
- A:** Yes, once per month only. Note that **no proration of resources (minutes)** will take place (you will forfeit any unused minutes)
- Q:** I do not have a Telkom service, but am interested in getting a Telkom Closer product. What will I pay for?
- A:** You will pay normal installation fees for your service and you will have to obtain your own device(s) or purchase a device at Telkom, outright or via a sales agreement.
- Q:** If I have any inclusive (allocated) ON NET **minutes** left on my New Telkom Closer offer at the end of my billing cycle, will this be carried over?
- A:** No, every month the user will be allocated 3000 minutes regulated by a FUP (Fair Usage Policy) to use in accordance with the rules for the specific offer subscribed to.
- Q:** What is Telkom to Telkom minutes?
- A:** Telkom to Telkom minutes are ON NET minutes and include a call from a Telkom number to another Telkom number. So, you may dial any Telkom Fixed line or any Telkom Mobile number for free (FUP of 3000 minutes).
- Q:** What are OFF NET minutes or minutes to other local service providers?
- A:** These are minutes which originates on Telkom's network but Terminates on another local Service Provider's network. Please familiarize yourself with the type of calls that will be excluded, as part of the T&C.
- Q:** What is meant with FUP or Fair Usage applies?
- A:** This is the maximum of usage (3000 minutes) which will be allowed at no charge, provided that all criteria are met for a specific call type. The allocated 3000 minutes are included in every offer and regulated by a FUP (Fair Usage Policy) to use in accordance with the rules for a specific Closer offer.
- Q:** Why is it called Closer Unlimited* but the minutes are not unlimited and there is a FUP (Fair Usage Policy) of 3000 minutes that applies?
- A:** It is called Unlimited* because you have unlimited options on how you want to use your 3000 minutes (e.g.): You may decide to use it all for on-net calls or some on-net and some off-net. You may decide to use all 3000 minutes just to dial other mobile service providers or keep some for calling Telkom numbers as well etc.

- Q:** If I have any inclusive (allocated) ALL-NET **minutes** left on my Telkom Closer offer at the end of the billing cycle, 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. Any unused portion will fall away.
- Q:** In my old Closer calling plan, I got a discount (between 10 – 20 %) when I call overseas (international). Will this discount still be applicable on these new Closer plans? Can I use my ALL-NET minutes for this purpose?
- A:** No, unfortunately not. When you call international destinations, these calls will attract normal fixed line international call rates. Your inclusive ALL-NET minutes can be used to call other **local** service providers.
- Q:** Where can I see what an International call will cost me?
- A:** Please visit our website on the following link:
https://www.telkom.co.za/about_us/download/Telkom%20Fixed%20line%20International%20calls.pdf
- Q:** Is there a difference between “ALL-NET minutes” and “OFF-NET minutes”?
- A:** No, in both cases reference is being made to calls that terminates off Telkom’s network. ALL-NET minutes be minutes which can be used on any local networks. Note that additional charges may be incurred on Special calls or Operator assisted calls.
- Q:** Is there a way how I can check the balance / remainder of unused minutes?
- A:** No, unfortunately not. Telkom is however looking into developing a solution where you can view your balance
- Q:** I am a Small Business customer with a PABX. Can I replace my junction lines with this new product?
- A:** No, unfortunately not, these new Closer calling plans only caters for a single line with no PABX and only Consumer customers can subscribe to these Closer calling plans
- 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 in to any of the new Telkom Closer offers. Standard Geographic Number Porting rules will apply.
- Q:** Do I have to sign any contracts or be locked in a 24-month contract?
- A:** No, these offers are month to month. Unless the Closer voice forms part of a broadband offer, you will be bound by the term that governs that specific offer (usually with a router).
- Q:** If I dial an Operator assisted number like 1023 (Directory Enquiries) or 1026 (Time), will I pay for those calls?
- A:** Yes, these are typical calls that will be charged at the applicable standard rates.
- Q:** What about calls that starts with 086 & 087 or 088, are those numbers free?
- A:** No, these are Special Service and Premium rated numbers and will be charged at the applicable standard rates.
- Q:** In my old Closer Calling plan, I got VAS (value added services) such as CallCatcher, CallAnswer, IdentiCall & WaitingCall. Will these services still be part of the new Closer plans?
- A:** No, but you may subscribe to these services separately and add the charge to your monthly bill.
- Q:** What will happen if I have used up all 3000 minutes and even the inclusive 100 or 300 extra minutes?
- A:** You will be charged a flat rate of 0.70c per minute or you will be charged at the applicable standard rates (dependent on call type).
- Q:** I have my Broadband connection with Frogfoot, Vumatel, Link Africa or MetroFibre. If I want voice, can I subscribe to any of these new Closer offers?

A: Yes, you may. You will have to subscribe to IPVoice first and then add a Closer option of your choice at the bolt-on prices. IPVoice subscription will also be charged over and above your Closer bolt-on price.

Q: Can I subscribe to more than one Closer offer?

A: Yes, you may, provided that each subscription has its own line (number). You cannot have multiple Closer packages on one line.