

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 pay for the full stand-alone subscription and not the bolt-on price.
- 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. 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:** 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 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 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 a new customer. If I subscribe to one of the new Telkom Closer products can I get 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** will take place (you will lose the 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 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: 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: 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: 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: 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:

<https://www.porting.co.za/PublicWebsite/>

Q: Is there a difference between “ALL-NET minutes” and “OFF-NET minutes”?

A: No, reference is being made to calls that terminates off Telkom’s network. ALL-NET refers to minutes that can be used on any or all 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, Telkom is in the process of 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 Premium rated calls 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: I have my Broadband connection with Frogfoot, Vumatel or Link Africa. 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.