

# IP Voice Frequently Asked Questions

**Telkom**

# Frequently Asked Questions

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## What is IP Voice?

IP Voice is an alternative telephone service that works off your Internet connection.

For Telkom Internet bundle customers, it cuts out unnecessary landline costs and you are only charged for your Calling plan, while for other Network ISP service customers, the service will cost R50.44 per month excluding the Calling plan.

Perfect for anyone with fixed or mobile Internet looking for a home or business telephone number that is flexible, affordable and easy-to-use.

### How does it work?

Once you sign up for an IP Voice service, we'll give you your own unique VoIP number.

It works like a phone number, and you'll use it whenever you need to make and receive calls over the Internet.

### Do I need a VoIP phone?

We recommend that you make use of our VoIP-enabled phone, the setup and registration is automated and minimal customer input is required.

### Can I use my existing VoIP phone?

If you have an existing VoIP phone, it is important to note that we may not be able to support or assist you in the configuration of your current phone.

If you are using another handset that was not purchased from us, then you can manually enter your IP Voice Details.

Just make sure you never give these details out to anyone, as this could compromise the security of your account.

Telkom pre-configures all VoIP enabled phones purchased through Telkom with the applicable VoIP settings.

You will have to log onto the customer portal to activate the configuration.

### Can I keep my Geographic number?

Yes, you may migrate you existing PSTN or Fibre Voice service to IP Voice.

### What do I need to do to migrate my Telkom voice landline to my IP Voice service?

You need to apply for the service via Telkom's sales channels, and once the order is registered, you will receive notifications via SMS and Email on the progress. A link will be provided where you must login to complete your migration process within 7 days after the order was successful.



### What's this all going to cost?

It's free for Telkom Internet bundle customers and other ISP customers will pay a monthly rental fee of R50.44 for IP Voice clients.

You'll also pay for your Calling plan on a monthly basis, that you can use to call other mobile & landline numbers. Remember that local and international call rates apply.

### What do I need to use IP Voice?

- An uncongested Internet connection such as Fibre to the Business (FTTB), Fixed Home LTE, or DSL.
- A SIP/VoIP Phone.
- An active IP Voice service.

Thank You!

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