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## **CHANGES TO THE TOLL-FREE IMPLEMENTATION FRAMEWORK IMPOSED BY ICASA**

Dear Telkom FreeCall 080 Customer,

As a valued Telkom FreeCall 080 customer, we have some important news regarding the development of toll-free services in South Africa. As you may be aware, calls to toll-free numbers are free to the caller if the call is made and received on the same network. This is not the case, however, if the caller and the called party are on different networks, in which case the caller is typically charged by his or her network operator, for making the call.

In terms of the Numbering Plan Regulations, 2016 (“the Regulations”), ICASA, has now introduced changes to the toll-free implementation framework. One of these changes is that toll-free calls must be free for the caller regardless of which network the call is made from.

The new toll-free implementation framework must be implemented by all operators with effect from 24 September 2016.

ICASA is relying on commercial agreements to be concluded amongst the affected licensed operators in order to facilitate implementation of the Regulations and to recover their costs relating to toll-free calls.

Telkom is still assessing the effect of the above developments. Depending on the outcome of the commercial agreements reached with the various operators, this may have implications on the charges for the FreeCall 080 service going forward. As a valued Telkom customer, be assured of our commitment to always act in your best interests.

We will keep you updated as the matter develops.

Yours sincerely



Kesaven Chetty

Executive: Product House