

## Frequently asked Questions

**Q:** If I take one of these SmartVoice products can I get a device from Telkom?

**A:** Yes, you will get one of the following:

- ✓ A wireless desktop phone (no contract)
- ✓ An Entry level smartphone (no contract)
- ✓ A suitable router (with a 24-month contract)

**Q:** Can I use my own smart device (mobile phone / wireless desktop phone) with this SmartVoice product?

**A:** Yes, there are SIM only options available. SIM card will work in any smartphone

**Q:** Can I use the mobile data on any network?

**A:** You can use the allocated (included) data on the Telkom mobile and their roaming partner's network

**Q:** Can I convert my current copper line with a calling plan to one of these new SmartVoice products?

**A:** Yes, call 10210 /10213 or go to your nearest Telkom Direct store

**Q:** What is the importance of referring to a geographic location?

**A:** The customer will be given a geographical number in accordance with the Numbering Plan Regulations

**Q:** How far can I be from my installation address and still make and receive calls on my device?

**A:** Up to 300km radius from the installation address, provided:

- You are within coverage (footprint)
- Battery life of device holds

**Q:** If I am not in a Telkom network area, can I still use my service?

**A:** Yes, provided there is sufficient coverage from Telkom's roaming partner

**Q:** Can I change between the SmartVoice options?

**A:** Yes, once per month only. Note that no proration of resources will take place (you will lose the accumulated minutes or data)

**Q:** I am an existing Telkom customer. Will I be charged to move to any of the SmartVoice products?

**A:** No, it will be at no cost to you

**Q:** I do not have a Telkom service, but am interested in getting a SmartVoice product. What will I pay for?

**A:** You will not pay for any installation/activation or delivery of device. You will however pay for your device (hardware) if you cancel within the first year (clawback ONLY on device cost and not monthly subscription)

**Q:** Will I be notified of how much of **data** resources are left?

**A:** Yes, at depletion intervals of 50%, 80% and 100%. Note that “out of bundle” rates will apply thereafter

**Q:** If I have any inclusive (allocated) ON NET minutes left on my SmartVoice offer at the end of the month, will this be carried over?

**A:** No, every month the user will be allocated 3000 minutes regulated by a FUP (Fair Usage Policy)

**Q:** If I have any inclusive (allocated) ALL NET **minutes** left on my SmartVoice offer at the end of the month, 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. However, any purchased (topped up) minutes may be carried over, depending on the pre-set rules that will govern those resources/bundles purchased. Please note the order of consumption below:

1. Allocated inclusive minutes for current month
2. Purchased minutes

**Q:** If I have any inclusive (allocated) ALL NET **data** left on my SmartVoice offer at the end of the month, will this be carried over?

**A:** Yes, inclusive (allocated) ALL NET **data** will be valid for the **current month plus one additional calendar month**. This will include purchased (topped up) data. Please note the order of consumption below:

1. Rolled over data from previous month(s)
2. Allocated inclusive data for current month
3. Purchased data bundles

**Q:** What will happen to my minutes & data when I change my number, or move and my number changes?

**A:** Any resources that are left on a service (number) will be forfeited when customer changes their number (customer initiated) or because they relocate to another exchange area and another number is allocated to them. Resources will not be transferred to the new service number.

**Q:** Seeing that there is no physical installation required, can I just provide my postal address when applying for SmartVoice?

**A:** No, a physical address where service is required will be needed. This is to lock you down to a radius so this service can operate like a fixed line look alike (FLLA)

**Q:** Will I be able to make international calls or do I first have to apply?

**A:** No need to apply for it. International calling will be active upon service (SIM) activation and will attract normal international call rates. Should you however wish to bar your service from making international calls, please call 10210/10213

**Q:** In my current calling plan, I get a discount when I call overseas (international). Will this discount still apply on SmartVoice? Can I use my ALL NET minutes for this purpose?

**A:** No, unfortunately not. When you call international destinations, these calls will attract normal international call rates.

**Q:** I am a pensioner / over 70 years old and qualify for a discounted rate. Will this discount still apply once I am on SmartVoice?

**A:** No, unfortunately not. The rich value of these offers makes up for any discounts previously given to customers. The market level pricing will apply to all customers equally.

**Q:** Seeing that this service will operate almost like a mobile service, will I be assigned a mobile number?

**A:** No, your number will be representative of the normal geographical area boundaries. Hence you must provide the physical address for where this service will be used

**Q:** Can I get 2 devices with separate SIM cards linked to the service?

**A:** No, only one device and one SIM per service number is allowed. Also, MultiSIM will not work (allocated resources may not be shared)

**Q:** How do I purchase additional minute or data bundles?

**A:** By dialling \*180#, via USSD menu or online (banking)

**Q:** I am a Small Business customer with a PABX. Can I replace my junction lines with this new product?

**A:** Unfortunately, SmartVoice only caters for a single line with no PABX. We are currently considering a device to be used in future to support these multiple extensions. Please visit the Business web pages on [www.Telkom.co.za](http://www.Telkom.co.za) to find a suitable business deal

**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 into any of the SmartVoice offers. Standard Geographic Number Porting rules will apply