

## Frequently Asked Questions

- **What number will appear on the linked phones?**  
The original incoming number (calling party's number) will appear on the phone.
- **Will additional call rate charges apply to the business owner when the call is diverted to voicemail?**  
Call forwarding charges are included if you are on the Telkom network.  
Note: Standard call rates for calls diverted outside the Telkom network.
- **Can customers make outbound calls using the virtual number?** No, only incoming calls.
- **Is there a limit to the number of phones that can be linked to the Single Number?**  
  
Yes, up to 20 phones/numbers can be linked to the Virtual Number service on the self-service portal.
- **Is there a limit to how many Virtual Number subscriptions customers may have?**  
No, there is no limit to the amount of Virtual Number subscriptions. Customers can have multiple numbers starting at R99 per subscription.
- **Can customers use Virtual Number across different South African provinces?**  
Yes, they may link multiple phones across any of the South African provinces or geographic locations.
- **How to add, remove and manage phones linked to the Virtual Number?**  
Adding and removing of linked phones can be done by the business owner at any time via a self-service web portal. There is also no limitation to how often changes can be applied.
- **How is Virtual Number billed?**  
The Virtual Number subscription will appear on the customers Telkom bill.
- **What is the cost associated with the Virtual Number?**  
Customer will pay a once-off activation fee of R30,00. Thereafter a monthly fee of R99. For clients calling the Business on the Virtual Number, the client will pay standard landline call charges (irrespective if the call is answered on the landline or mobile phone).  
Calls to Virtual Number answered by the Business on any phone (landline or mobile) within the Telkom network, are included – no forwarding charges.  
Calls to Virtual Number answered by the Business on any phone (landline or mobile) outside the Telkom network, will be billed at 79c per minute.

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