

IP Voice – Product Description (Terms & Conditions)

Activation & Provisioning:

- Telkom to process the IP Voice service offered to a customer on the date of application – unless the customer specified a later date.
- The customer will be required to register on the portal within 7 (seven) days of an application to activate the IP Voice service onto his/her device. If not, he/she has to call the Call Centre to reactivate the order.
- The IP Voice service is dependent on an active internet connection.
- The IP Voice service does not cater for emergency calls.
- Where the customer is using Telkom supplied CPE, the device, if found faulty, cannot be returned, but shall be sent for repairs.

Migrations:

- Customers may migrate between different voice services, namely PSTN to IP Voice.
- Any migration between voice services must be done in accordance with the procedures determined by Telkom in this regard from time to time, as set out on the IP Voice Website.
- Agents need to add all Value Added Services when doing a migration that was active on the previous technology, refer to the supported VAS for IP Voice.

Minutes of use:

- The IP Voice service shall be prioritised on Telkom ISP Consumer or Business customers
- Usage shall not be subject to shaping technologies but usage is prioritised within the overall pool of usage data from IP Voice to ensure maximum throughput and minimal latency.
- Customers from other service providers should request their own ISP to prioritise IP Voice.
- All existing minutes of use charges, calling plan charges & benefits (Excluding line rental) will be applicable on the IP Voice service numbers.
- No call charges will be zero rated unless part of the benefit of a calling plan, as will all conditions which govern such a calling plan.
- The first service number is free for Telkom broadband access (ADSL, VDSL, FTTH, 3G/LTE) and Telkom 3rd party access, any additional service will be at a cost.