

Terms and Conditions

- In applying for a SmartAccess service (FreeCall 080, ShareCall 0860 or MaxiCall 0861), please be aware of the fact that all Telecommunications Operators in South Africa are now required by the new Numbering Plan Regulations as promulgated by the Minister of the Communications, to apply to ICASA for the allocation of free n Numbers. This allocation from ICASA may take up to 28 business days before a requested number can be allocated. Telkom would like to assure you that we value your business and would like to apologize for any possible inconvenience in delay due to this legislated regulation.
- Depending on the complexity of your SmartAccess service requirements, it could take up to three weeks to supply your service on your existing telephone(s) - from the date of allocating your SmartAccess number and upon receiving all your call routing requirements .
- SmartAccess numbers can only be dialed from within South Africa as no international access is granted on these numbers.
- SmartAccess can terminate on other national service providers, provided it is on the approved list.
- The subscriber will be responsible for call costs for destinations terminating on other Service operators.
- Telkom Mobile is considered as another service provider.
- Ported Numbers are other operator number and will be billed accordingly.
- The requested number is subject to availability