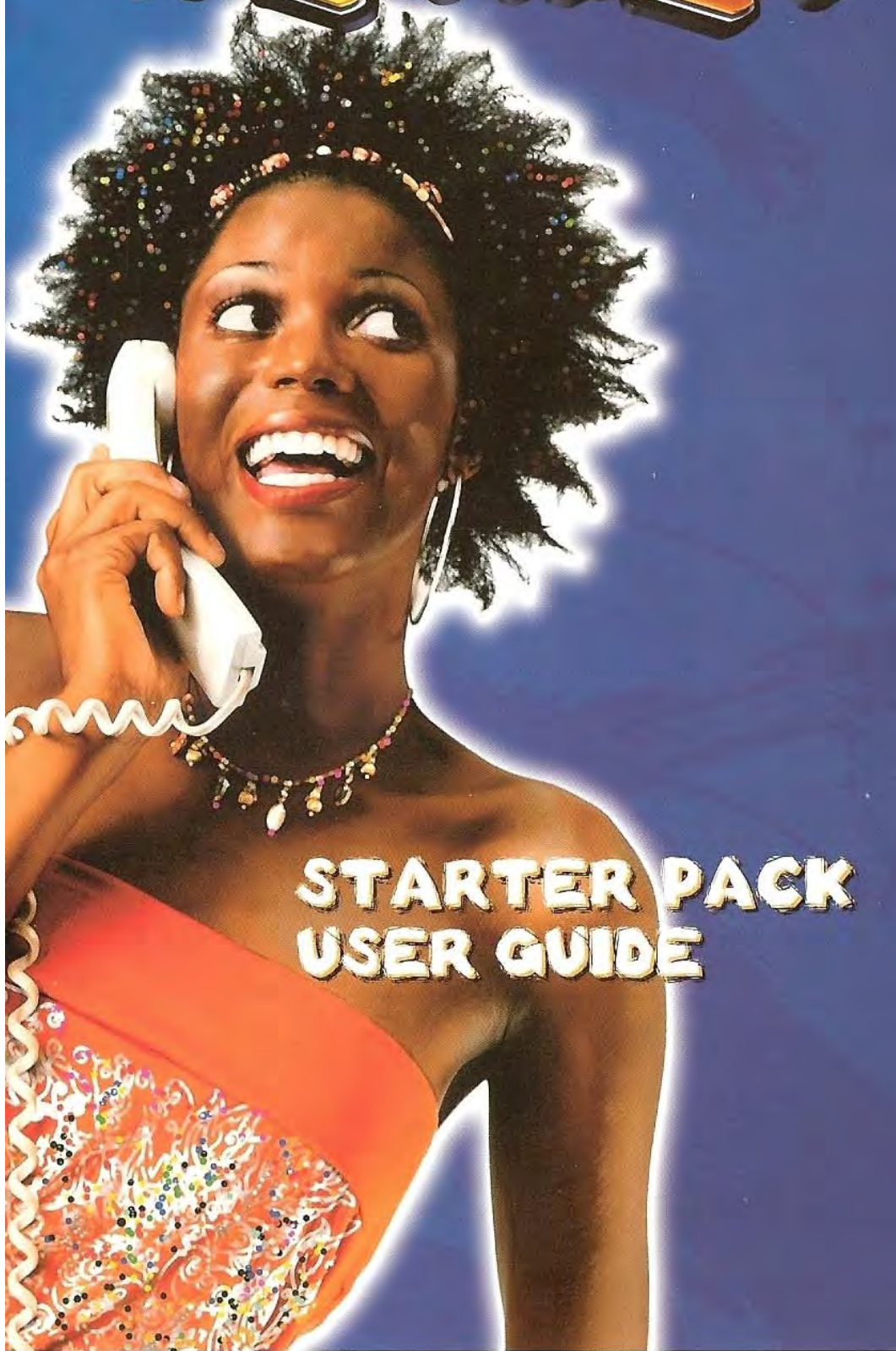


Telkom PrepaidFone

WAYA-WAYA



STARTER PACK USER GUIDE

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Touch tomorrow

Introduction

Thank you for selecting PrepaidFone as your choice of service. This guide explains how to activate and use your service.

Telkom PrepaidFone is an exciting residential service, which Telkom has introduced. This service was the world's first prepayment service on a fixed-line telephone network. You do not receive monthly statements, which are higher than what you budgeted for, and you can control who uses your service by means of a secret code. You can add money to your balance by means of a recharge voucher or receipt. The account is activated as soon as you have entered your starter number successfully. The first rental is automatically deducted immediately after activation so ensure you also top up with a recharge voucher to enable you to make calls.

The following **selected features** are now available on PrepaidFone:

• MultiPIN	• Basic Voicemail
• Call Answer	• WaitingCall
• IdentiCall	• CallCatcher Package
• Silver Line	• TelkomInternet

MultiPIN is a feature on PrepaidFone that allows you to have one master account and sub-accounts. Each user will have their own security PIN and will recharge their own account.

This guide explains how to activate and use the service. If you have selected to be registered as a **MONO** (single) account, you would need to use the instructions on page 4 to activate your service.

If you have selected to be registered as a **MULTI** account (with sub users), you would need to use the instructions on page 5 to activate your service.

Telkom will levy **PrepaidFone charges** in accordance with rates as determined by Telkom from time to time, subject to Telkom's PSTS licence conditions.

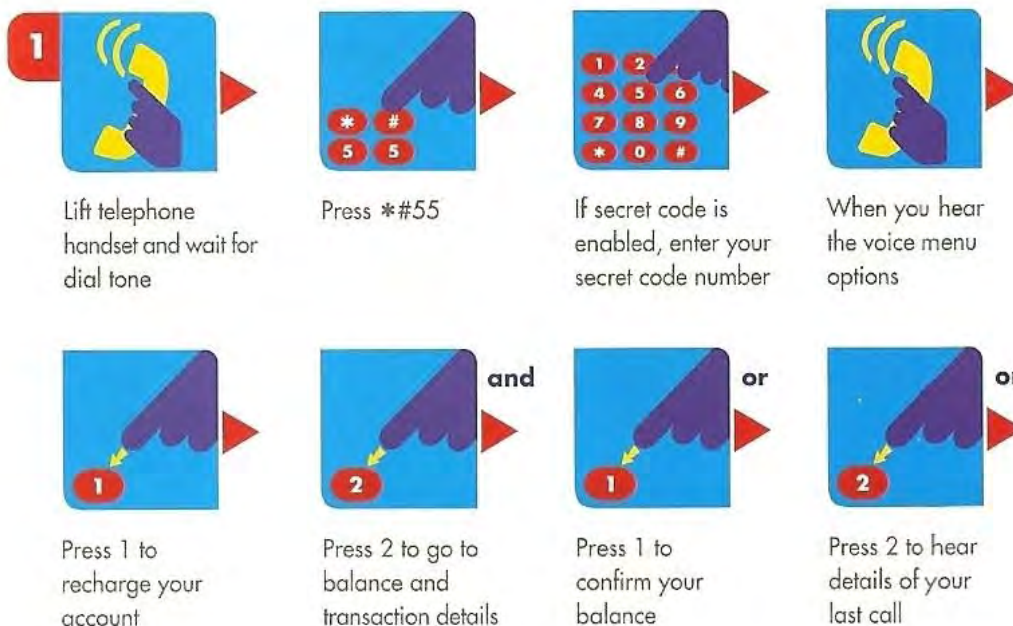
For any **PrepaidFone related enquiries** or to order any feature please dial 0800 11 53 57 or visit your nearest Telkom Customer Service Branch.

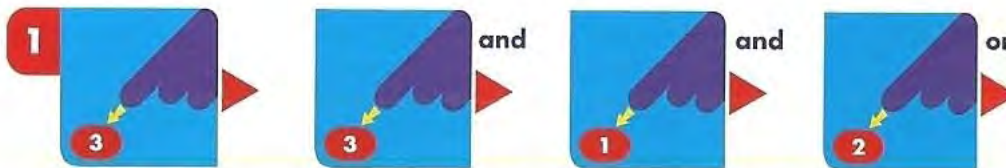
The following summarised voice menu will assist you to manage your PrepaidFone service

1 Voice menu for PrepaidFone service

All features can be managed by simply following the voice instructions

- 1** Lift telephone handset and wait for dial tone
- 2** Press ***#55** and wait for further instructions from the voice prompts
- 3** If your secret code is enabled, enter your secret code number
- 4** When you hear the voice menu options
- 5** Press **1** to recharge your account
- 6** Press **2** to go to balance and transactions details **and**
Press **1** to confirm your balance **or**
Press **2** to hear details of your last call **or**
Press **3** to hear details of your last three transactions
- 7** Press **3** to go to personal options **and**
Press **1** to change your secret code **or**
Press **2** to enable or disable your secret code **or**
Press **3** to change your current language





Press 3 to hear details of your last three transactions

Press 3 to go to personal options

Press 1 to change your secret code

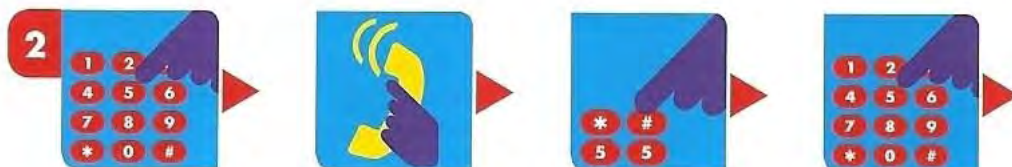
Press 2 to enable or disable your secret code



Press 3 to change your current language

2 How do I activate my MONO (single) account service?

- 1 Choose any 4-digit number
- 2 Lift telephone handset and wait for dial tone
- 3 Press *#55
- 4 Select your preferred language
- 5 Enter your chosen 4-digit secret code after the prompt
- 6 System will ask you to enter PrepaidFone Identity Number
- 7 Enter your PrepaidFone Identity Number
- 8 Wait for system to confirm updated balance



Choose any 4-digit number

Lift telephone handset and wait for dial tone

Press *#55

Enter your chosen 4-digit secret code when prompted



System will ask you to enter PrepaidFone Identity Number



Enter your PrepaidFone Identity Number



Wait for system to confirm updated balance

3 How do I activate my MULTI account service (with sub users)?

- 1 If you have requested sub accounts please note that they will only be activated 24 hours after request
- 2 Choose any 4-digit number for the first sub account
- 3 Lift telephone handset and wait for dial tone
- 4 Press *#55
- 5 Select your preferred language
- 6 For the first sub account enter "1" and your chosen 4-digit secret code for the first sub account after the prompt has requested it
- 7 Repeat steps 2 to 6 for each sub account depending on how many sub accounts you have added.

Accounts:

"0" = master

"1" = sub account 1

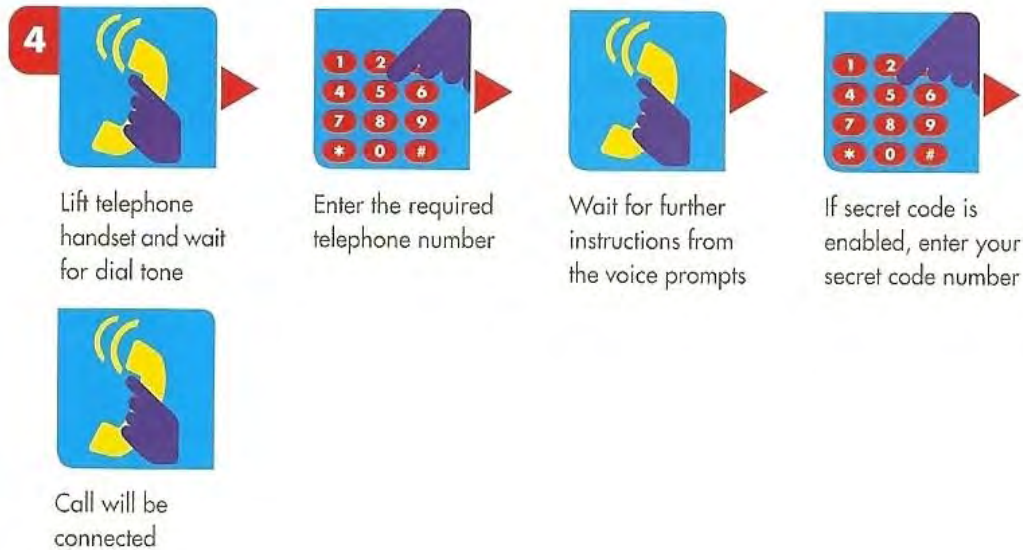
"2" = sub account 2

Note: A maximum of 2 sub accounts can be added.



4 How do I make a call?

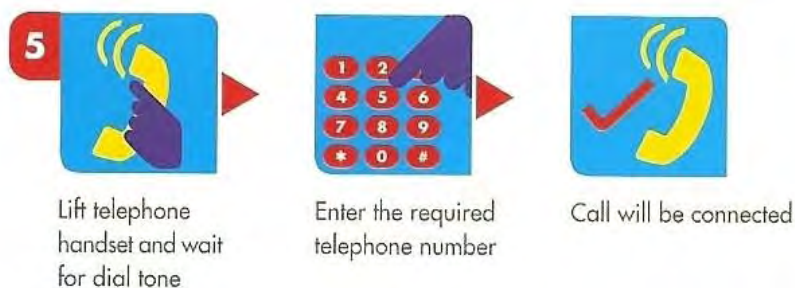
- 1 Lift telephone handset and wait for dial tone
- 2 Enter the required telephone number
- 3 Wait for further instructions from the voice prompts
- 4 If secret code is enabled, enter your secret code number
- 5 Call will be connected



5 How do I make a call to the emergency services?

Emergency services include the ambulance, electricity, fire brigade, police flying squad, and water. This will only apply to numbers beginning with 080 or 10

- 1 Lift telephone handset and wait for dial tone
- 2 Enter the required telephone number
- 3 Call will be connected

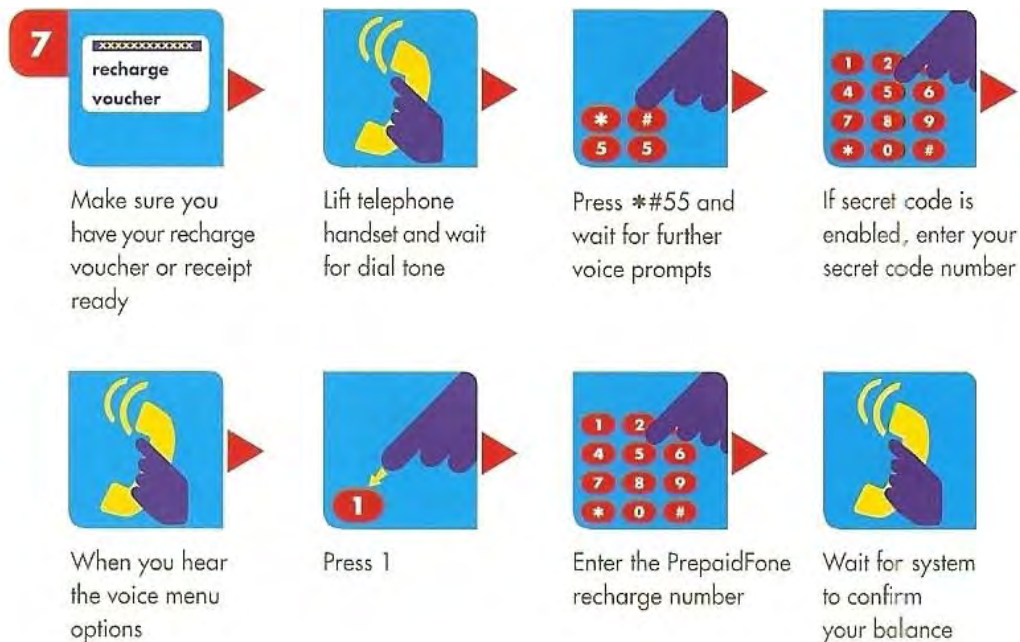


6 Operator assisted calls are not allowed (e.g. 1025, 1028)

PrepaidFone customers cannot receive collect calls or make booked calls

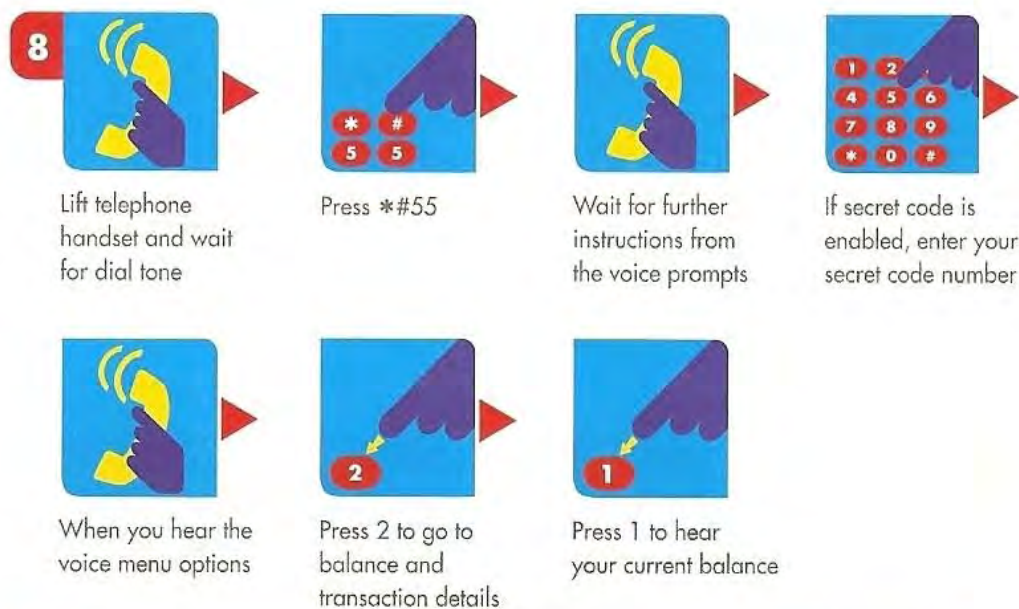
7 How do I recharge the account?

- 1 Make sure you have your recharge number ready
- 2 Lift telephone handset and wait for dial tone
- 3 Press *#55 and wait for further instructions from the voice prompts
- 4 If secret code is enabled, enter your secret code number
- 5 When you hear the voice menu options
- 6 Press 1
- 7 Enter the PrepaidFone recharge number
- 8 Wait for system to confirm your balance



8 How do I check my available balance?

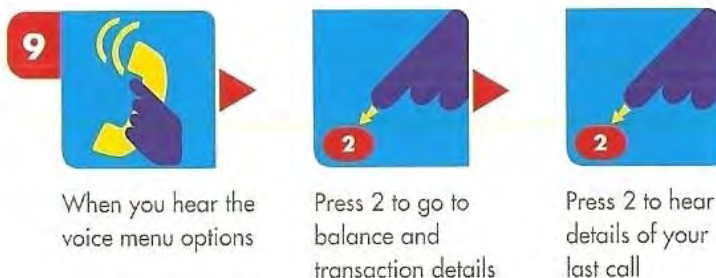
- 1 Lift telephone handset and wait for dial tone
- 2 Press *#55 and wait for further instructions from the voice prompts
- 3 If your secret code is enabled, enter your secret code number
- 4 When you hear the voice menu options
- 5 Press 2 to go to balance and transaction details
- 6 Press 1 to hear your current balance



9 How do I get the details of my last call?

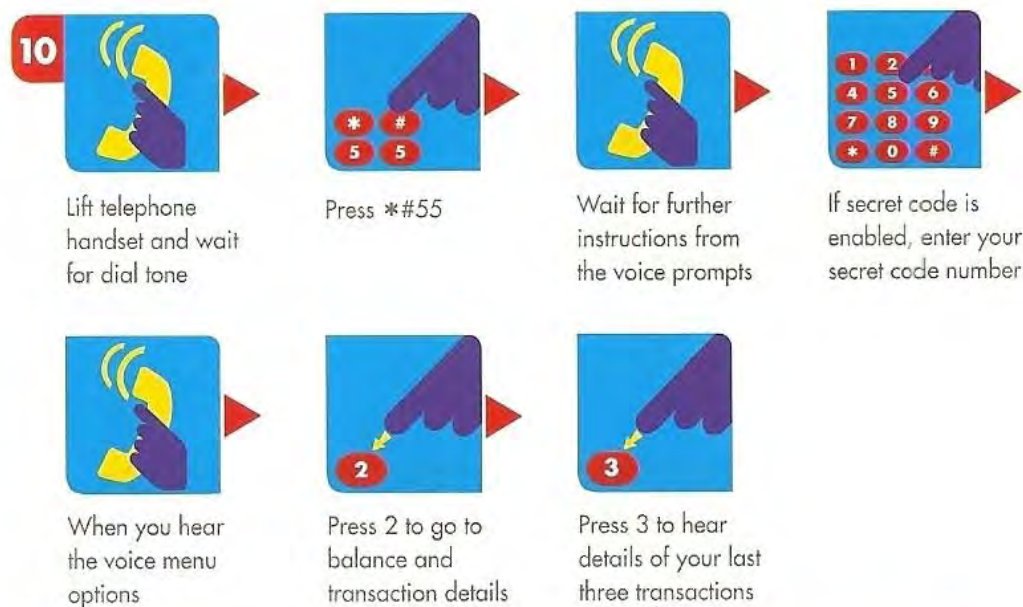
- 1 Lift telephone handset and wait for dial tone
- 2 Press *#55 and wait for further instructions from the voice prompts
- 3 If your secret code is enabled, enter your secret code number
- 4 When you hear the voice menu options
- 5 Press 2 to go to balance and transaction details
- 6 Press 2 to hear details of your last call





10 How do I get the details of my last three transactions?

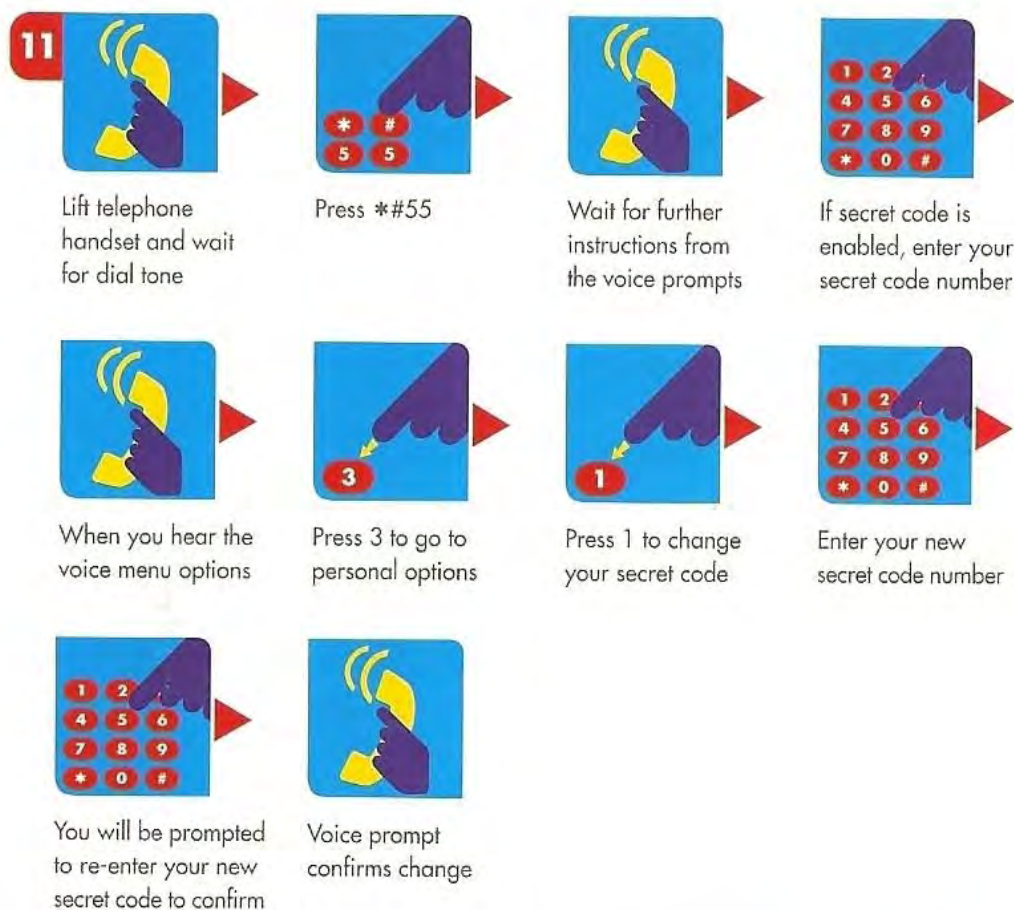
- 1 Lift telephone handset and wait for dial tone
- 2 Press *#55 and wait for further instructions from the voice prompts
- 3 If your secret code is enabled, enter your secret code number
- 4 When you hear the voice menu options
- 5 Press 2 to go to balance and transaction details
- 6 Press 3 to hear details of your last three transactions
- 7 Access to this option is charged at a unit cost



11 How do I change my secret code?

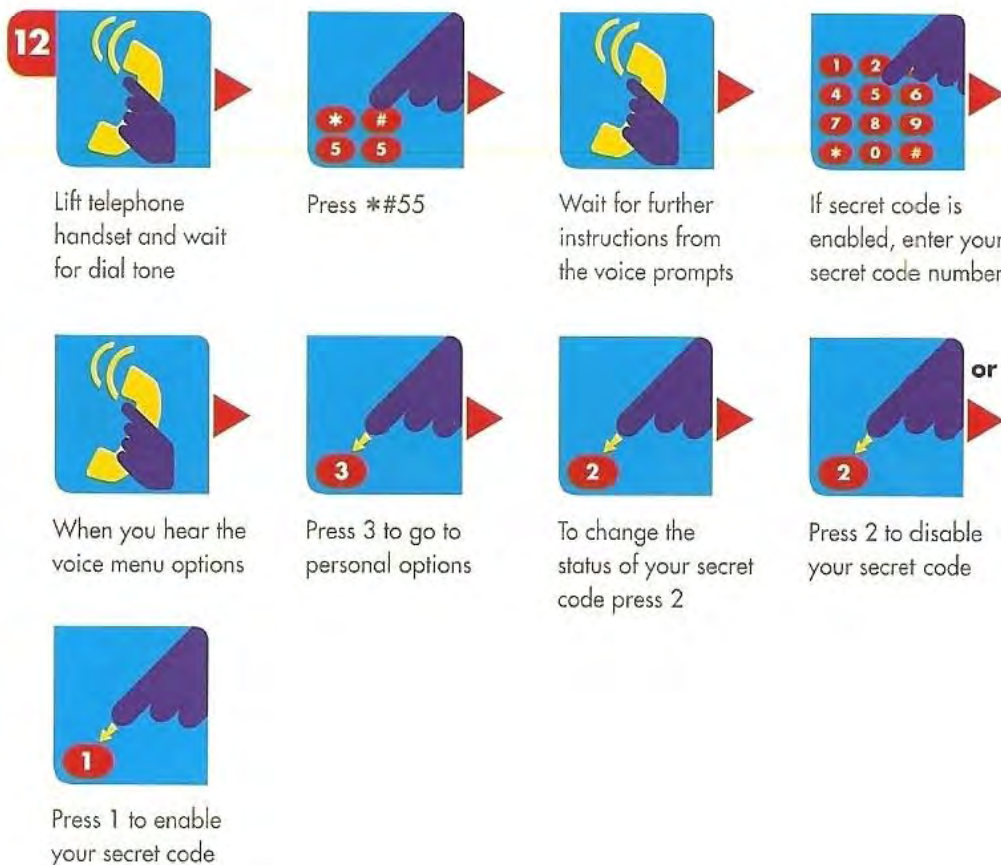
- 1 Lift telephone handset and wait for dial tone
- 2 Press *#55 and wait for further instructions from the voice prompts
- 3 If your secret code is enabled, enter your secret code number

- 4 When you hear the voice menu options
- 5 Press 3 to go to personal options
- 6 Press 1 to change your secret code
- 7 Enter your new secret code number
- 8 You will be prompted to re-enter your new secret code to confirm
- 9 Voice prompt confirms change



12 How do I enable or disable my secret code?





- 1 Lift telephone handset and wait for dial tone
- 2 Press *#55 and wait for further instructions from the voice prompts
- 3 If your secret code is enabled, enter your secret code number
- 4 When you hear the voice menu options
- 5 Press 3 to go to personal options
- 6 To change the status of your secret code press 2
- 7 Press 2 to disable your secret code
or
- 8 Press 1 to enable your secret code



13 How do I change the language?

- 1 Lift telephone handset and wait for dial tone
- 2 Press *#55 and wait for further instructions from the voice prompts
- 3 If your secret code is enabled, enter your secret code number
- 4 When you hear the voice menu options, press 3 for personal options
- 5 When you hear the personal menu options, press 3 to change your language
- 6 Press 1 for English **or**
 Press 2 for Afrikaans **or**
 Press 3 for IsiZulu **or**
 Press 4 for IsiXhosa **or**
 Press 5 for Sesotho
- 7 Menu repeated in selected language

13










Lift telephone handset and wait for dial tone

Press *#55

Wait for further instructions from the voice prompts

If secret code is enabled, enter your secret code number







When you hear the voice menu options

Press 3 for personal options

When you hear the personal menu options

Press 3 to change your language option



Press 1 for English
Press 2 for Afrikaans
Press 3 for IsiZulu
Press 4 for IsiXhosa
Press 5 for Sesotho

14 Rental

7 Day Rental:

Rental will be deducted on a 7 day cycle basis in advance. Once your credit is used up, you will have to buy another recharge voucher to continue with your service. You will be given a 6 day grace period in which you may receive calls and dial emergency numbers, but will not be able to make any other outgoing calls. During the grace period, your rental will accumulate and automatically be deducted from the new voucher upon recharging. If your account is not recharged within the grace period, the line will be suspended, and thereafter discontinued.

31 Day Rental:

Rental will be deducted on a monthly cycle basis in advance. Once your credit is used up, you will have to buy another recharge voucher to continue with your service. You will be given a 30 day grace period in which you may receive calls and dial emergency numbers, but will not be able to make any other outgoing calls. During grace period, your rental will accumulate and automatically be deducted from the new voucher upon recharging. If your account is not recharged within the grace period, the line will be suspended, and thereafter discontinued.

Wayaya Rental:

Rental will be deducted on a 365 day cycle basis in advance from date of activation. Throughout the year, every voucher that you top up with will solely be for outgoing calls. Once your credit is used up, you will have to buy another recharge voucher to continue with your service. Should you not recharge by the next rental update, you will be given a 51-day grace period in which you may receive calls and dial emergency numbers, but will not be able to make any other outgoing calls. During the grace period, your rental will accumulate and automatically be deducted from the new voucher upon recharging. If your account is not recharged within the grace period, the line will be suspended, and thereafter discontinued.

15 Grace Period

You have a grace period during which time you will be able to receive incoming calls and make outgoing emergency calls. Your service will be suspended after this grace period. To prevent this you need to top-up your account regularly.

16 How to reconnect after suspension

- 1 Buy a recharge voucher or receipt
- 2 Lift telephone handset and wait for dial tone
- 3 Press *#55 and wait for further instructions from the voice prompts
- 4 If your secret code is enabled, enter your secret code number
- 5 When you hear the voice menu options
- 6 Press 1 to recharge your account
- 7 Enter the PrepaidFone recharge number
- 8 Wait for system to confirm your balance





If secret code is enabled, enter your secret code number



When you hear the voice menu options



Press 1 to recharge your account



Enter the PrepaidFone recharge number



Wait for system to confirm your balance

17 What will happen to my account if terminated by Telkom?

If the account is not recharged during the grace or suspension period it will be dismantled. The account holder will have to re-apply and pay the full installation amount again to make use of the service. It is very important that the account is managed effectively to ensure that the service is working at all times.

18 What will happen to the sub accounts if the master account enters dismantlement state and is terminated by Telkom?

If the master account does not recharge his account during the grace or suspension period the account will be dismantled together with the sub accounts. No refunds will be given to any sub account and the master account will have to re-apply and pay the full installation amount again to make use of the service. The master account must then also re-apply to add sub users to the master account. It is very important that the master account manages his account effectively and ensures that there is always money in the account so that all sub users can have a working service.

19 What do I do if my PrepaidFone is not working?

If your service is not working, you can report the fault by calling 10212. You will be required to supply your telephone number and your problem will be attended to as soon as possible. For additional information, any other problems or assistance, you can contact the Call Centre on 0800 11 5357.

Additional services available

PrepaidFone can be used for connecting to the internet; a call to the service provider is the same as for non-PrepaidFone.

With the PIN activated in MONO

In the dialled number field enter: Internet Service Provider (ISP) number, six commas, PIN number and #

E.g. for ISP number 0800999999 and PIN 3724 enter - 0800999999,,,,,,3724#

To access internet on a MultiPIN service:

In the dialled number field enter: ISP number, six commas, account number, PIN number and #

E.g. for ISP number 0800999999 sub account 2 and PIN 3724 enter - 0800999999,,,,,,23724#

The assumption is that the modem is set for delay of 1 second per comma. Commas can be added or removed according to circumstances.

Note: Modem settings must be correct for internet or fax access.

