

MR. ALAN FOGARTY  
 5 ALBATROS CT  
 PORT ELIZABETH  
 SEAVIEW  
 6011

Statement date 12 Oct 2021  
 Account no 335126142  
 EFT Ref No 9069660005017737774

**Account summary**

Date	Description	Reference	Amount
12 Sep 2021	Balance brought forward		R 756.05
05 Oct 2021	Payment: Thank You	0000677	-R 756.05
	<b>Subtotal</b>		<b>R 0.00</b>
12 Oct 2021	Invoice for October	A193532418	<b>R 756.17</b>
	Subscription & usage for 0413781486	Unlimited Home DSL 5Mbps	R 475.67
	Subscription & usage for 0413781486_1	Unlimited Home DSL 5Mbps	R 301.62
	Subscription & usage for TIN1527703	Unlimited Home DSL 5Mbps	R 288.51
	Discounts		-R 309.63
	<b>Total due</b>		<b>R 756.17</b>

**Due by 05 Nov 2021 R 756.17**

Great news. As a valued customer, your DSL speed was doubled during the month of March, at no extra cost to you. Upgrades will be dependent on Openserve network capability. Your upgraded speed may only reflect on a future invoice. You may be required to reboot your router to experience your new speed. T and Cs apply and can be viewed at <https://tlkm.link/TermsConditionsSite>.



Telkom SA SOC Ltd. Reg office: Telkom Park, The Hub, 61 Oak Avenue, Centurion, 0157. Comp Reg No 1991/005476/30. VAT No 4680101146.

**Payment information**



90696600050177377740840000075615

**Do not detach this portion from this Statement page**

**Amount due R 756.17**

Group no 90696 System no 6000501773 Payment code 7774 Control code 084 Cycle 4



## Account assistance



Landline	Mobile
<p><b>Ways to pay your invoice</b></p> <p>To make payment please log onto Telkom's website and log onto the old portal to make payment via EFT or credit card, this payment option will ensure immediate restoration of your service. First time users will be required to register (<a href="https://apps.telkom.co.za/alpha/public/register">https://apps.telkom.co.za/alpha/public/register</a>) and create a profile prior to processing your payment.</p>	
<p><b>Ways to receive your invoice</b></p> <p>Email, Electronic billing and MMS.</p>	
<p><b>How long does it take to restore your service once suspended for late payment?</b></p> <p>We will restore your suspended services as soon as possible, but the restoration is subject to the receipt of the payment on our billing system.</p> <p>The Terms and Conditions are available at:  <a href="http://www.telkom.co.za/general/termsandconditions/index.html">http://www.telkom.co.za/general/termsandconditions/index.html</a></p>	
<p><b>How we calculate VAT</b></p> <p>We calculate VAT per product or service type individually. Only the sum thereof appears on the tax invoice.</p> <p><b>How we calculate interest</b></p> <p>Interest is charged on all amounts due that have not been paid on, or before, the due date indicated on your invoice. Interest is calculated from the date of issue of the invoice until the date we receive the payment. We may amend the interest rate from time to time.</p> <p><b>How do we calculate cost of calls</b></p> <p>Calls are charged per second with a minimum charge per call. The distance of the call and the time you spend on the call determine the call charge per second. Calculate the approximate cost of a directly dialed call from a telephone at <a href="http://www.telkom.co.za/tariffcalculator">www.telkom.co.za/tariffcalculator</a>.</p>	<p><b>How we calculate VAT</b></p> <p>We calculate VAT per product or service type individually. Only the sum thereof appears on the tax invoice.</p> <p><b>How we calculate early cancellation penalties</b></p> <p>Where penalties are applicable, they are calculated on the remaining contract period, in line with the CPA guidelines on penalty calculations.</p>

## Shop



<p><b>Call</b></p> <p>10213</p>	<p><b>Shop</b></p> <p><a href="http://www.telkom.co.za/today/">www.telkom.co.za/today/</a></p>	<p><b>Find a store</b></p> <p><a href="http://tlkm.link/StoreLocator">http://tlkm.link/StoreLocator</a></p>
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## Tip



<p><b>Ensuring you're on an authentic Telkom web page</b></p> <p>Use these tips to identify and avoid fraud or scams on Telkom Websites.</p> <ul style="list-style-type: none"> <li>• Check if the URL is misspelled. Examples: <a href="http://www.Telk0m.co.za">www.Telk0m.co.za</a> (where the letter o has been substituted with number zero), or <a href="http://Telkom.org">Telkom.org</a> instead of <a href="http://Telkom.co.za">Telkom.co.za</a>.</li> <li>• Look for a padlock – the authentic Telkom site will have a padlock on the upper left of the address bar.</li> <li>• Are offers too good to be true?</li> </ul>
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## Follow us



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Invoice date 12 Oct 2021  
Account no 335126142  
Invoice no A193532418

VAT inclusive

Subscription & usage for 0413781486 Unlimited Home DSL 5Mbps			R 475.67
<b>Subscription services</b>			
Description	Period		
Closer CallCatcher	12 Oct 21 - 11 Nov 21	R 9.94	
ForwardCall	12 Oct 21 - 11 Nov 21	R 5.05	
Normal Jack	12 Oct 21 - 11 Nov 21	R 19.77	
Telkom Anytime Extra	12 Oct 21 - 11 Nov 21	R 148.56	
Your Line	12 Oct 21 - 11 Nov 21	R 210.00	
<b>Subtotal</b>		<b>R 393.32</b>	
<b>Usage</b>			
Type	No of calls/usage		
Mobile	24	R 82.35	
<b>Subtotal</b>		<b>R 82.35</b>	
Subscription & usage for 0413781486_1 Unlimited Home DSL 5Mbps			R 301.62
<b>Subscription services</b>			
Description	Period		
DSL Faster	12 Oct 21 - 11 Nov 21	R 301.62	
<b>Subtotal</b>		<b>R 301.62</b>	
Subscription & usage for TIN1527703 Unlimited Home DSL 5Mbps			R 288.51
<b>Subscription services</b>			
Description	Period		
Home Uncapped (5 Mbps)	12 Oct 21 - 11 Nov 21	R 288.51	
<b>Subtotal</b>		<b>R 288.51</b>	
Discounts			-R 309.63
Discount plan	Ref no	Discount	
Closer Call Catcher	0413781486	-R 9.94	
Internet plan Based On Service	TIN1527703	-R 100.07	
Main Broadband RC BO	0413781486_1	-R 51.06	
Telkom Closer Anytime Weekende	0413781486	-R 148.56	
<b>Subtotal</b>		<b>-R 309.63</b>	
Total (Charges for Oct 2021)			R 756.17
VAT @ 15% included on taxable items			R 98.63

\*Line item not included in VAT calculation

## Getting help



Landline	Mobile
Customer care line: 10210	Customer care line: 081 180
<p><b>Online billing</b> Pay and view your bill online by creating a My Telkom account and login to <a href="https://apps.telkom.co.za/alpha/public/register">https://apps.telkom.co.za/alpha/public/register</a>. Here is a step by step guide on how to register and link your Telkom Account at <a href="https://tlkm.link/RegLinkTelkomAcc">https://tlkm.link/RegLinkTelkomAcc</a> and Paying via EFT/Pay Now Option at <a href="https://tlkm.link/PayingEFT">https://tlkm.link/PayingEFT</a>.</p>	
<p><b>Balance enquiry</b> SMS the word BALANCE space your 10-digit telephone number space and SA ID number to <b>30591</b> (Example "BALANCE 012xxxxxxx 6412155xxxx"). Alternatively login to <a href="https://apps.telkom.co.za/alpha/public/register">https://apps.telkom.co.za/alpha/public/register</a> to get your outstanding balance and pay your account.</p> <p><b>Fault reporting</b> SMS the word SERVICE space and your 10-digit telephone number to <b>30591</b> (Example "SERVICE 012xxxxxxx"). Alternatively login to <a href="http://www.telkom.co.za/today/help/home/">www.telkom.co.za/today/help/home/</a> and click on <b>faults</b>.</p>	<p><b>Balance enquiry</b> Dial <b>*188#</b> and an SMS will follow with the balances.</p> <p><b>Device self-service</b> Dial <b>*180#</b> and select the relevant option to manage bundle purchases, Unlimited VASs and your spend limit. You can also transfer airtime and change device settings.</p> <p><b>Apple Support</b> To view your Apple purchase history or to get more help visit: <a href="https://apple.com/bill">https://apple.com/bill</a>.</p>
<p><b>Chat to an agent</b> <a href="https://tlkm.link/chat">https://tlkm.link/chat</a></p>	
<p><b>Telkom App</b> Our easy-to-use app is downloadable from the <a href="#">Google Play Store</a> and <a href="#">Apple App Store</a>. You can purchase bundles, check your balances and locate your nearest Telkom shop.</p>	
<p><b>Community</b> The Telkom Community is a friendly and relaxed place where customers, staff and industry experts can come together to share knowledge and support each other. Login to <a href="https://community.telkom.co.za/">https://community.telkom.co.za/</a> and you can experience it yourself.</p>	

## FAQ



Landline	Mobile
<p><b>How do I reset my password?</b> Login to self-service via <a href="http://www.telkom.co.za/eservices">www.telkom.co.za/eservices</a> and click on <b>Forgot your password</b>.</p> <p><b>Do I have DSL/Fibre/LTE coverage in my area?</b> To confirm coverage in your area, go to <a href="http://www.telkom.co.za/coverage/">http://www.telkom.co.za/coverage/</a>.</p> <p><b>How do I check my Internet data usage?</b> You can view your data usage for the month, and previous months, on the ADSL usage tracker at <a href="http://www.telkom.co.za/today/help/home/">www.telkom.co.za/today/help/home/</a>. Go to <b>Internet &amp; WiFi</b> then select <b>View my internet usage</b>. You will require your Internet username and password to log in.</p> <p><b>How do I protect my electronic devices?</b> Thunderstorms can affect performance, and even damage your electronic devices. You can protect your equipment by <b>unplugging</b>, or <b>installing the necessary surge protector</b>.</p>	<p><b>How do I check if I'm eligible for an upgrade?</b> Dial <b>*123#</b> and press option 1.</p> <p><b>How do I check my data usage?</b> Download the App and you can view your data.</p>