

How to Apply for a Telkom Residential Telephone Line

In order to have ADSL setup, you need to apply for a residential telephone line and then order a self-install ADSL line.

You can follow 2 simple steps in order to get started:

1) Apply for your residential telephone line

- Should you wish to order the service by phone call 10219 free of charge if you phone from a landline, and choose Option 2. From a cellular phone, normal cellular rates apply.
- You can also complete the Telkom residential telephone line order form (available on request) and visit your nearest Telkom branch.
- You can either opt for a normal residential service where the installation will cost R430.70 ex VAT once-off and the monthly rental will cost R116.93 ex VAT per month, or you can opt for one of the Telkom Closer Plans where installation is included.
- As soon as the Telkom internal processes are completed and provided that infrastructure exists, a Telkom technician will contact you to make an official appointment to install the service.
- After the service is installed, you will receive a monthly invoice indicating all the billable elements (calls, rental, etc). To avoid any frustration and uninterrupted service ensure that you pay your invoice in full before the due date as indicated on your invoice.

2) Order a self-install ADSL line (choose your line speed: 384kbps, 512kbps, up to 4096kbps), instructions for conversion of your phone line available on request.

Once you have completed these steps you can then pass the ADSL line conversion reference number on to us so that we can complete the process for you and setup your Tristar bandwidth account.