

Telkom Online RICA Frequently Asked Questions

1. What is online RICA

Online RICA enables you as the user to be able to RICA your SIM in the comfort of your own home.

2. What is required from me to be able to RICA Online?

You will need.....

- A South African ID
- Proof of address (Utility bill, Bank statement, existing lease, cell-phone or retail account) not older than 3 months
- Smartphone
- The SIM card to be registered

3. Will the website protect all the personal information I'm providing?

- All personal information provided to Telkom is protected under the protection of personal information act (PoPi) and will not be distributed or used for marketing purposes without the customer's consent
- We have also ensured that the portal conforms to Telkom security standards

4. How will I know if my Self Rica has been successful?

- You will receive a SMS that will notify you of the activation

5. How long does the online Rica process take?

- Approximately 15min or less

6. What file types can I upload during the registration process

- You can upload PDF and images.

7. Will the online RICA registration consume my data?

- The portal is zero-rated therefore will not consume customer data

8. If I RICA the sim, how will I know it was successful?

- You will receive a confirmation screen after the RICA online registration process

9. How long after RICA will my service be active?

- It will take 2 hours for services to be active.

10. What happen if I cannot get my documentation loaded?

- The RICA online registration process won't proceed, the customer will have to visit their nearest Telkom store

11. If RICA – Fail – what message will the customer receive?

- Fail – System failure = (Generic system error message)
- Fail – ID failure = ("Sorry! You have entered an invalid ID Number. For further assistance, please take the following documents in store:"1) ID document 2) Proof of address)

12. Will I be able to make voice calls on a Data package?

- Yes

13. Will International Roaming be active on the sim? If not, how can I get this activated?

- No, customers can apply by visiting:
<https://secure.telkom.co.za/today/help/help-activate-international-roaming/>
Complete the application form, accept terms and conditions, and submit. or
- Visit telkom.co.za

14. How can I load Airtime?

- Follow a prepaid process - *188*VOUCHER PIN#

15. Customers would want to know if they can port their Vodacom/MTN/Cell c , after activating the sim.

You can use the existing prepaid porting process

- Buy a Telkom SIM and register it with RICA
- Use the number you want to port and SMS 'PORTME#', your ID number#, and the 20- digit ICCID number, (found at the back of the new SIM card and starts with '89...') to 081 160 7678
- Your number will take between 24 to 48 hours to port

16. Customers would want to know if they can choose their number when doing the online RICA.

- You cannot choose your own number

17. How do I change my service to a Contract?

- You may contact the call centre on 081180, visit Telkom website or visit nearest store.