



Frequently Asked Questions (FAQs): Mobile Price Increases for 2026

1. When will the price increase be in effect?

Effective from **1 April 2026**, most mobile voice plans (FreeMe, Telkom FlexOn and Telkom Infinite as well as legacy post-paid tariffs), roaming data plans (Mobile Data and SmartInternet etc.) as well as certain SmartBroadband / LTE subscription fees of the tariff plan will be increased.

2. When will customers see this impact?

As from 1 April 2026, customers will notice an increase on their April 2026 invoice. Keep in mind that monthly subscription rates are invoiced in advance, so for the period 1 – 30 April 2026, the new subscription amount will be visible on the April 2026 invoice.

3. With how much will my subscription fees be increased?

An average price increase of 6.5% will be implemented across all mobile plans, although individual percentage between plans might differ.

4. Will all my other fees also be increased?

No, Telkom only implements a price increase on the subscription fee of the tariff plan. All other recurring invoice fees will not be increased. These fees include (but not limited) to device instalment fees and other Value-Added Services (VASs).

5. Will my device instalment fee be increased?

No, Telkom only implements a price increase on the subscription fee of the tariff plan and the device instalment fee remains the same.

6. How did Telkom notify me of the price increase for mobile subscription fees?

Telkom has notified you as part of your post-paid invoice for the month of March 2026 with the following messaging of the relevant information for the price increase:

“Telkom would like to inform its valued customers that, effective 1 April 2026, there will be an average increase of 6.5% across our mobile services. The exact adjustment may vary slightly depending on your specific plan. This update will apply to all customers on post-paid, top-up, and hybrid tariff plans”. [Click here](#) to view the price increases.

Example of message on Telkom Mobile invoices as well as message insert on the March 2026 invoice.

**Important notice:
Price increase.**

Telkom hereby informs its customers that an average price increase of 6.5% will be implemented across its mobile services, effective 1 April 2026, although individual percentages between plans might differ. This adjustment will apply to all customers on postpaid and top-up/hybrid tariff price plans.

The decision to implement these changes has been carefully considered and is necessitated by ongoing inflationary pressures and the continued investment required to expand and enhance our network infrastructure. These investments are essential to ensure reliable connectivity, improved service quality, and value-led offerings to all our customers.

We remain committed to delivering value-driven products and services while continuing to invest in our network to meet the growing connectivity needs of our customers.

We appreciate your continued trust and loyalty. Should you require further information, please contact our customer support channels or visit your nearest Telkom store.

7. What messaging did Telkom communicate via SMS?

Telkom send SMS messages to all mobile customers during March 2026 regarding the price increase. The message read as follows:

“Telkom Update: From 1 April 2026, there will be a price adjustment on most Mobile postpaid and top-up plans. For details on your plan, please visit <https://tlkm.link/PriceIncrease>.

We remain committed to delivering excellent service, reliable connectivity, and value-driven offerings for all our customers. Thank you for your continued trust and support.”

8. Through which communication channels did Telkom inform customers about these price increases?

As explained in previous questions, Telkom used its best endeavours to give mobile customers timeous notice of these mobile subscription rate - tariff changes well in advance. The following means were utilized:

- a) Invoice Message – March 2026 invoice;
- b) Invoice eMailer and Invoice Insert – March 2026 invoice;
- c) SMS communication to customers in February 2026;
- d) Digital Tariff Page on the Telkom.co.za website from 1 March 2026 - <https://www.telkom.co.za/deals/price-increase>;

9. Will I be impacted, even if I sign-up / renew / upgrade during March 2026?

Yes, if you sign-up / renew / upgrade during March 2026, the increase in subscription fees will apply to you from 1 April 2026.

10. Will Telkom adjust my plan benefits, such as data included and voice minutes?

No, Telkom will not make any adjustments to the inclusive benefits such as voice minutes, SMSs and data included in your plan.

11. What will my increase be on my specific plan and what will I pay from 1 April 2026?

Please click on <https://www.telkom.co.za/deals/price-increase> for your specific price plan and associated increase effective 1 April 2026.

12. Will I pay more for additional bundles that I buy?

Yes, Telkom will also increase bundle pricing for specific standard LTE bundles and pricing will be updated at time of purchase.

13. Why does Telkom implement a subscription fee increase?

Telkom understands that price increases are never easy, and Telkom wants to assure our customers that we have done everything possible to minimize the impact on them. This change has been carefully considered and is necessary due to rising costs and the ongoing investment required to expand and improve our network.

These investments are aimed at providing you with more reliable connectivity, better service quality, and value-driven offerings, ensuring that you continue to enjoy a superior mobile experience with Telkom, which makes it necessary for Telkom to adjust prices to maintain the high level of service our customers have come to expect as well as offering the best value for money plans in the market.

14. I am currently on a month-to-month contract, will I also have an increase in my subscription fee?

Yes, if you are on a month-to-month contract, the increase in subscription fees of the tariff plan will apply to you from 1 April 2026. All customers, in-contract or month-to-month will be impacted.

15. Can Telkom implement a subscription fee increase even if I signed a contract for 24 or 36 months?

Telkom shall be entitled to adjust the charges levied to a customer from time -to-time as determined by Telkom, which adjustment may also be applicable to any Fixed Term Agreement entered into by the customer.

Changes will be published on the Telkom.co.za website. Changes will only apply to the tariff plan. Telkom's Standard terms and conditions for the provisioning of electronic communications services and products apply and can be viewed at https://group.telkom.co.za/about_us/download/telkomsstandardtermsandconditionsfortheprovisio_nofelec.pdf

16. What clause in Telkom's Standard terms and conditions deals with subscription fee increases within contract period

Please refer Clause 6.6. Changes to Charges

6.6.1. Telkom shall be entitled to adjust the Charges levied to a Subscriber from time -to-time as determined by Telkom, which adjustment may also be applicable to any Fixed Term Agreement entered into by the Subscriber.

6.6.2. Any increase as per clause 6.6.1 will be given to the Subscriber in writing, which may include a data message as provided for in the ECA Whilst Telkom shall use its best endeavours to give the Subscriber timeous notice of any such changes, any such increase or decrease will be displayed on the Telkom Website with effect from the date of such increase or decrease.

17. What if I bought my contract via a Telkom store looking at broadsheet deals?

The individual product Terms and Conditions also make provision for tariff adjustments within a contract period. Changes only apply to the tariff plan and exclude mobile device increases.

Telkom shall be entitled to adjust the charges levied to a Customer from time-to-time as determined by Telkom, including but not limited to charges reflected under the Contract Tariff Plan(s) within a contract period i.e., fixed term agreement. Changes will be published on the Telkom.co.za website. Changes will only apply to the tariff plan.

Please refer to the Terms and Conditions as shown in the monthly Telkom Broadsheet:

Standard terms and conditions apply and can be viewed at www.telkom.co.za. E&OE. Deals valid from 1 December 2023 – 31 January 2024 or while stocks last. *20GB once-off Telkom data is valid for 31 days from date of activation. R99.00 once-off SIM and connection fee will apply. All-network minutes may be used to call any network in South Africa. All prices include VAT. Telkom reserves the right to change the terms and conditions where necessary. Telkom shall be entitled to adjust the charges levied to a customer from time to time as determined by Telkom, including but not limited to charges reflected under the Contract Tariff Plan(s) within a contract period i.e., fixed-term agreement. Changes will be published on the Telkom.co.za website. Changes will only apply to the tariff plan.

18. Rights available to customers not in agreement with this price increase?

Contract customers will be able to cancel their services, subject to the provisions of the Consumer Protection Act, if they are not in agreement with the price adjustments. These customers will however remain liable for the payment of any amount still outstanding on their mobile device if they bought the device bundled in a mobile deal over a contract period.

Please refer Telkom's Standard terms and conditions Clause 6.6. Changes to Charges

6.6.4. A Consumer will have the right to terminate the Agreement without penalty or charge where it is not in agreement with any such increases provided that it gives Telkom written notice of its election to cancel the Agreement. WHERE A CONSUMER TERMINATES THE AGREEMENT AS PER THEIR RIGHTS UNDER THIS CLAUSE 6.6.4 SUCH TERMINATION WILL BE WITHOUT PENALTY, SAVE WHERE THE CONSUMER HAS BEEN GIVEN OR HAS PURCHASED BUT NOT YET PAID FOR, SELECTED SE. IN SUCH A CASE THE CONSUMER WILL HAVE A LEGAL DUTY AND TELKOM WILL HAVE A LEGAL RIGHT TO DEMAND FROM THE CONSUMER, FULL PAYMENT IN RESPECT OF THE SELECTED SE, LESS ANY AMOUNTS THAT HAVE ALREADY BEEN PAID TO TELKOM IN RESPECT PRIOR TO SUCH TERMINATION.

SE in a Mobile context refers to the mobile device (smartphone/router) that the customer bought as part of the Mobile deal bundled with the mobile price plan over a contract period. If a customer opts to terminate the agreement based on clause 6.6.4, the customer will still have a legal duty to make full payment for the outstanding amount of the mobile device.

E&OE.