

Frequently Asked Questions (FAQs) for Mobile Data TopUp Plan

1. What is a Mobile Data TopUp product?

Mobile Data TopUp product is an all-network data top-up plan that can be subscribed to on either a fixed term contract including a device or on a month-to-month SIM Only contract. Mobile Data TopUp plans will provide subscribers with national coverage and subscribers will have access to both Telkom Mobile network and local partner roaming network coverage areas.

2. Which Mobile Data TopUp plans are on offer?

The Mobile Data TopUp plans on offer are:

Product Name	Inclusive Anytime All-Network Data
Mobile Data 2GB TopUp	2GB
Mobile Data 4GB TopUp	4GB
Mobile Data 7GB TopUp	7GB
Mobile Data 10GB TopUp	10GB
Mobile Data 20GB TopUp	20GB
Mobile Data 50GB TopUp	50GB
Mobile Data 80GB TopUp	80GB

3. What is the validity period of the Mobile Data TopUp plans?

The inclusive anytime all-network data has a validity period of two calendar months.

e.g. The inclusive data allocated to your Mobile Data TopUp plan on the 1st May will expire on the 30th June.

4. What happens to unused inclusive monthly data?

Any unused inclusive data on Mobile Data TopUp plans shall roll over to the end of the next calendar month. The rolled over data will be depleted first before the newly allotted inclusive data is used.

e.g. If you are subscribed to a Mobile Data 4GB TopUp plan and have only utilised 3GB of your inclusive data. The remaining 1GB of unused data shall be carried over to the following month. The unused 1GB will be consumed and depleted first before the new allotment of 4GB is utilised. Any unused rolled-over data not consumed within the two calendar months validity period will be forfeited.

5. What happens once my inclusive data has been depleted on my Mobile Data TopUp plan?

Subscribers will be directed to the Out-of-Bundle page once all their inclusive data has been depleted, where they will have the options to do the following:

- o End their browsing session.
- o Purchase a Once-Off data bundle.
- o Recharge with airtime and surf the internet at the Out-of-Bundle data rate of R0.39 per MB.

6. How much are the Out-of-Bundle services?

The out-of-bundle services (e.g. Data, MMS, SMS and voice calls) will be consumed from the airtime limit based on the subscriber's available balance and a subscriber is therefore required to top-up / recharge with airtime to consume out-of-bundle services.

The standard out-of-bundle rates shall be as follows:

- o Data rate of R0.39 per MB shall apply.
- o MMS rate of R0.50 per MMS (300KB) shall apply.
- o SMS rate of R0.50 per SMS (160 characters) shall apply.
- o Voice call rate of R2.77 per minute on a per second billing shall apply.

7. How do I check the data bundle balance?

Data balance enquiry can be checked via the following channels:

- o USSD menu by dialling *188#.
- o Log in to the Telkom Self-Service Portal.
- o MyTelkom App.
- o Telkom WhatsApp on 0811601700.
- o Send blank SMS to 188.

8. What is a data bundle transfer?

Data bundle transfer is a free value-added service that allows Mobile Data TopUp subscribers to transfer data to other subscribers within the Telkom Mobile network.

9. Which data bundle can I transfer?

Inclusive anytime all-network data, once-off data bundle and recurring data bundle purchases will be allowed to be transferred.

Promotional, such as Bonus, Night Surfer and Campaign data shall not be permitted for transfer.

10. How much data can I transfer?

Subscribers will have the options to transfer data in the following denominations:

- o 25MB, 50MB, 100MB, 250MB, 500MB and 1GB.

11. Is there a limit to the amount of data bundle you can transfer?

With data transfer service, a subscriber can transfer data maximum of up to 1GB a day and a maximum of up to 10GB a month.

12. How can I transfer data bundle?

Data bundle transfer capability shall be enabled via the USSD menu (*180#), Self-Service Portal and MyTelkom App.

13. Will the transferred data bundle be prorated?

The transferred data bundle shall not be prorated, and the subscriber shall be able to utilise the data transferred until it is fully consumed.

14. How long will the data bundle transferred be valid for?

Validity period of the transferred data bundle shall be as per the donor's validity period.

15. Can I transfer a data bundle to subscribers from other Mobile Network Operators?

No, data bundle transfer shall not be permitted to or from other Mobile Network Operators.

16. Can I transfer the transferred / donated data bundle?

Subscribers shall not be allowed to transfer the transferred / donated data bundle.

17. Do I receive the transferred data immediately?

Data bundle transfer shall happen in real-time between the donor and the recipient.

18. How will I know if the data bundle transfer is successful?

Successful data bundle transfer: Both the donor and recipient subscribers shall receive SMS notification stating that the data bundle transfer has been completed successfully. The SMS will state the bundle size, mobile number as well as the expiry date.

19. What happens if I transfer data to the wrong Telkom number?

Once the bundle has been transferred, the transfer cannot be reversed. Pop-up message shall be presented on to the donor's screen to confirm if the number entered is the correct one before the send button is presented.

20. What happens when my transferred data bundle expires, and I still have not used up the bundle?

Any unused transferred data bundle shall not carry over, when the bundle expires you will forfeit all the unused data. Should the subscriber deplete his/her transferred data bundle allocated, she/he may purchase a data bundle via the USSD menu (*180#), MyTelkom App or Self-Service Portal.

21. What is the order of consumption for my data allocation?

The data order of consumption shall be as follows:

- 1 = Transferred Data / Bonus Data Bundles.
- 2 = Inclusive Anytime Data.
- 3 = Recurring Data Bundle.
- 4 = FIFO when purchasing Once-Off Data Bundles.
- 5 = Airtime Limit.

22. What factors may affect the performance / speed of the service?

Telkom data service is a best-effort broadband service and as such internet speeds are not guaranteed. There are many factors which may affect the performance of the Mobile Data TopUp service but are not restricted to, type of service being accessed on the internet or other, signal strength / distance to the network site, number of connected devices / users on the network tower and local network conditions such as Wi-Fi / PC setup etc.

23. Do I need to sign a contract to subscribe to Mobile Data TopUp offers on a month-to-month SIM Only or fixed term contract basis?

Yes, you will need to sign a contract via any of the existing Telkom Sales Channels.

24. What documents do I need to bring when signing up?

You must undergo a credit vetting process as well as the RICA process. You will need to present the following documents: recent 3-month bank statement, a recent pay slip, proof of residence, and your ID or passport.

25. What will happen to my airtime balance and / or data bundle balances that are active on my existing Telkom SIM card when I convert or migrate to another Mobile Data TopUp offer?

All airtime (only if topup / hybrid and prepaid offers) and once-off data bundle balances will be retained on the SIM card until it expires.

26. Am I able to port-in my SIM card from another Mobile Network Operator?

Yes, you can port-in your SIM card from another Mobile Network Operator and subscribe to any of Telkom's contract offers on a ported SIM card. Port-in also allows you to retain your existing mobile number.

27. Will I be able to upgrade to another contract offer?

Yes, and you will retain any balance of the once-off data bundle at the time of upward migration. You will continue with the existing contract agreement and will not be considered to have entered into a new contract agreement based on the migration request.

28. Will I be able to downgrade to another contract offer?

Yes, but you will be liable to pay a migration fee for a downward migration, which will be determined at the time of requesting the migration. You will retain any balances of once-off data bundles at the time of downward migration. Telkom will, as a downward migration fee, recover the difference in device subsidy between the original and the newly selected packages as well as administration fee. You will continue with the existing contract agreement and will not be considered to have entered into a new contract agreement based on the migration request.

29. Will I be able to make voice calls?

Yes, voice calling service is enabled on Mobile Data TopUp offers and is charged at R2.77 per minute on per second billing, with the exception of emergency services (10111, 10177 and 112) and helpdesk (081 180), which are free.

30. How do I know if Telkom Mobile network coverage is available in my area?

Before purchasing any of the Telkom Mobile Data TopUp products, a network coverage check must be done at <https://www.telkom.co.za/check-coverage/>.

31. Are there ad-hoc data bundles available for purchase by Mobile Data TopUp subscribers should the inclusive data be depleted within a month?

Mobile Data TopUp subscribers can purchase once-off or recurring data bundles once their inclusive data is depleted.

32. How do I purchase Once-Off data bundles?

Mobile Data TopUp subscribers can purchase once-off data bundles via:

- o USSD menu by dialing *180#.
- o Log in to the Telkom Self-Service Portal.
- o MyTelkom App.
- o Telkom Stores.
- o Telkom WhatsApp on 0811601700.

33. Customer Support

Customers can use the self-help channels on the Telkom Website, MyTelkom App using the Help options.

To contact the Customer Support line on 081 180, please remove the SIM card from your modem or Mi-Fi router and insert it into a handset / mobile phone. Calls to Telkom Mobile Customer Support line are only free from a Telkom Mobile number. You can also phone Customer Support on 081 180 from any other Mobile Network Operator, but these calls will be charged at applicable service-provider rates.