

Frequently Asked Questions (FAQs) for Mobile Data Unlimited Plan

1. What is a Mobile Data Unlimited product?

Mobile Data Unlimited product is an uncapped (subject to Telkom's FUP) all-network data 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 Unlimited plan will provide subscribers with national coverage and subscribers will have access to both Telkom Mobile network and local partner roaming network coverage areas.

2. What are the benefits on Mobile Data Unlimited offer?

The Mobile Data Unlimited plan is subject to a Fair Usage Policy (FUP) below:

Product Name	Monthly Data Allocation
Mobile Data Unlimited	<p>Inclusive Anytime All-Network Data:</p> <ul style="list-style-type: none"> • 150GB data @ 10Mbps. • Thereafter 50GB data @ 4Mbps. • Thereafter 2Mbps unlimited data for the rest of the month.

3. What is the Acceptable Usage Policy applicable to the service?

Telkom reserves the right to apply restrictions on Telkom internet data plan account if the end-user's behaviour is determined to be affecting the user experience of other subscribers on network. Such restrictions include but not limited to throttling an end-user's throughput speeds to an appropriate proportion of the actual port speed and / or shaping an end-user's bandwidth to limit the use of bandwidth intensive protocols and applications.

Acceptable use policy will also apply where Telkom deems a subscriber to be abusing the service, and throttling may be implemented across all traffic type in times where the network is under strain and with the express aim of providing a quality service across the network for all users.

Examples of customer behaviour which compromise network performance include, causing network congestion by running excessive concurrent internet sessions or accessing excessive bandwidth intensive protocols such as Peer-to-Peer and news servers' protocols (NNTP). In the event of such behaviours, Telkom reserves the right to terminate the account of customer whose usage is continuously affecting Telkom's network performance.

4. What is the validity period of the Mobile Data Unlimited plan?

The inclusive anytime all-network data has a validity period of one calendar month.

e.g. The inclusive data allocated to your Mobile Data Unlimited plan on the 1st May will expire on the 31st May.

5. What happens to unused inclusive monthly data?

Any unused inclusive data on Mobile Data Unlimited plan shall not roll over to the next calendar month. The full monthly inclusive data benefits shall be allocated at the beginning of each calendar month.

6. Can I link a MultiSIM or Data MultiSIM to the Mobile Data Unlimited plan?

No, MultiSIM and Data MultiSIM will not be allowed on the Mobile Data Unlimited offers.

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

The out-of-bundle services (e.g. MMS, SMS and voice calls) will be consumed from the credit / spend limit allocated to the subscriber based on Telkom's internal credit vetting procedure.

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

- 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 shall apply.

8. How do I check the data bundle balance?

Data balance enquiry can be checked via the following channels:

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

9. 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 = Spend / Credit Limit.

10. Can data be transferred from the Mobile Data product?

Data transfer is not permitted on the Mobile Data Unlimited product.

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

Telkom data service is a best-effort broadband service and as such indicated internet speeds are not guaranteed. There are many factors which may affect the performance of the Mobile Data Unlimited 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 devices / users on the network tower and local network conditions such as Wi-Fi / PC setup etc.

12. Do I need to sign a contract to subscribe to Mobile Data Unlimited 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.

13. 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.

14. What will happen to my data bundle balances that are active on my existing Telkom SIM card when I convert or migrate to another Mobile Data offer?

All the inclusive and once-off data bundle balances will be retained on the SIM card until it expires.

15. 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.

16. Will I be able to upgrade to another contract?

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.

17. 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.

18. Will I be able to make voice calls?

Yes, voice calling service is enabled on Mobile Data 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.

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

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

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

Mobile Data Unlimited 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.

21. 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.