

## Frequently Asked Questions (FAQs): Chat Bundles

### 1. What is Chat bundle?

The Chat bundle is a data bundle that will allow access to the selected Chat Media platforms namely WhatsApp, WeChat, Facebook Messenger, Telegram, Viber, LINE, Signal and Threema.

### 2. Which subscribers are eligible to purchase Chat bundles?

The Chat bundles will be available to new and existing Postpaid, TopUp and Prepaid Telkom customers.

### 3. How do I purchase Chat bundles?

Subscribers have an option to add the bundles as once-off or recurring bundles:

#### *Postpaid customers:*

- Once-off Chat bundles – subscribers can purchase the bundles via USSD by dialling \*180# select Bundle Purchases then Chat bundles and follow the menu prompts.
- Recurring Chat bundles will be purchased via the Store or by phoning the Call Centre.

#### *Prepaid/ TopUp customers:*

- Prepaid/ TopUp customers should purchase Airtime, once Airtime has been loaded then dial \*180# on the USSD menu, select Bundle Purchases then Chat bundles and follow the menu prompts.

### 4. Will Chat bundles be available as daily bundles?

Yes, the Chat bundles will be available as daily, weekly and monthly bundles.

### 5. When will the daily Chat bundles expire?

The Daily Chat bundles will be valid for 24 hours from the date of activation. No carry over will be allowed.

### 6. When will the weekly Chat bundles expire?

The Weekly bundles will be valid for 7 days from the date of activation. No carry over will be allowed.

### 7. When will the monthly Chat bundles expire?

The Monthly bundles will be valid for 31 days from the date of activation. No carry over will be allowed.

### 8. Will my Chat bundle carry over if not used in the prescribed time?

No carry over is allowed on Chat bundles, any unused Chat bundle data will be forfeited at the end of the applicable validity period.

### 9. Will I be able to transfer my Chat bundle data to another Telkom subscriber?

No, transfer of CHAT bundle data will not be permitted.

### 10. How do I check my Chat bundle balance?

Dial \*188# from the USSD menu, an SMS will be sent with all remaining balances.

**11. Will I get notification when my Chat bundle is depleted?**

Yes, Chat bundle data usage threshold notifications will be sent to customers when reaching the applicable threshold. The final notification will be sent when Chat bundle data has been depleted.

**12. Will my data session pause when my Chat bundle is depleted?**

Once the Chat bundle data has been depleted, the data session will automatically consume from normal data allocations, allowance, or available Airtime. Should the customer's normal data be depleted, the customer will be charged at the applicable out-of-bundle data rate.

**13. Will I be able to use CHAT bundle data when roaming internationally?**

No, data whilst roaming internationally will not deplete from the Chat bundle.