

Frequently asked questions (FAQs) – 10th Birthday Monate Bundles

1. Which bundles will Telkom be offering as part of the 2020 10th Birthday Summer campaign?

The following bundles will be offered:

- All-network voice bundles (valid for 7 days).
- Daily Data Bundle (a once-off data bundle that will be valid for 24hrs from the time of purchase).
- Daily Social Data Bundle (a once-off data bundle that will be valid for 24hrs from the time of purchase).
- Weekly Data Bundle (a once-off data bundle that will be valid for 7 days).
- Weekend Data Bundles (once-off weekend data bundles that will offer customers data over one weekend from midnight on Friday - 00:00:01 until midnight on Sunday – 23:59:59).

2. What are the available bundle denominations?

Bundle Type	Bundle Size	10th Birthday Promotion Price	Validity
All-network VOICE bundle	10 Minutes	R5	7 Days
All-network VOICE bundle	20 Minutes	R9	7 Days
Daily Data Bundle	300MB	R10,50	24 Hours
Daily Social Data Bundle	100MB	R5	24 Hours
Weekly Data Bundle	200MB	R10	7 Days
Weekend Data Bundle	512MB	R10	1 Weekend

3. Who can purchase 10th Birthday Monate Bundles?

- The 10th Birthday Monate bundles will only be available for purchase to **prepaid** customers.

4. Do the 10th Birthday Monate bundles have included night surfer data?

No.

5. How do I purchase the 10th Birthday Monate Bundles?

- Dial *180#
- Select “10th Birthday Monate Bundles” menu option

6. How do I check the balance of the remaining data of my 10th Birthday Monate bundle?

Dial *188#

7. Is there a limit to the number of times I can purchase 10th Birthday Monate Bundles?

No. You may purchase the bundle as many times as you wish and FIFO rule shall apply to the order of consumption.

8. What happens when the validity period of the bundle expires and I still have not used up the bundle?

Unused data or voice minutes will not carry over, when the bundle expires you will forfeit all the unused data or voice minutes. Should the subscriber deplete her bundle, she may purchase another one, there's no limit.

9. Customer Support

Customer Support can be contacted by dialing 180 from your handset. Calls to Telkom Mobile Support line are only free from a Telkom Mobile number. You can also phone Customer Care on 081 180 from any other telecom operator network, but these calls will be charged at applicable service-provider rates.