

SmartInternet Frequently Asked Questions

1. What is the SmartInternet offer?

The SmartInternet offer is a Post-Paid data plan that can be subscribed to on a 24-month contract with a device or on a month-to-month SIM only contract. SmartInternet plans will provide subscribers with national coverage and subscribers will have access to both Telkom Mobile network and MTN network.

2. Which SmartInternet plans are on offer?

The SmartInternet plans on offer are:

SmartInternet Plans	Anytime Data	*Night Surfer Data Midnight -7AM (Telkom Data)	FREE Unlimited Wi-Fi
SmartInternet - 500MB	500MB	500MB	10GB (Fair Usage Policy)
SmartInternet - 1GB	1GB	1GB	
SmartInternet - 2GB	2GB	2GB	
SmartInternet - 5GB	5GB	5GB	
SmartInternet - 10GB	10GB	10GB	
SmartInternet - 20GB	20GB	20GB	
SmartInternet - 50GB	50GB	50GB	
SmartInternet - 100GB	100GB	100GB	

*Night Surfer Only available on the Telkom Network Midnight – 7AM

SmartInternet TopUp plans do not include Night Surfer

3. What is the validity period of the SmartInternet plans?

The inclusive data has a validity of two calendar months.

i.e. The inclusive data allocated to your SmartInternet plan on the 1st November will expire on the 31st December.

4. What happens to unused inclusive monthly data?

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

i.e. If you are subscribed to a SmartInternet 5GB plan and have only utilised 3GB of your inclusive data. The remaining 2GB unused data shall be carried over to the following month. The 2GB will be consumed and depleted first before the new allotment of 5GB is utilised. Unused Data remaining beyond the extended validity period will be forfeited

5. What happen once my inclusive data has been depleted on my SmartInternet 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:

- End their browsing session
- Purchase a Once-Off data bundle
- Continue to browse the internet at the Out-of-Bundle Rate of R0.30 per MB.

6. When do I starting using the Night Surfer?

You start using your Night Surfer data component from midnight until 7AM. Night Surfer data can only be used on Telkom network and does not roam on MTN network. Once your allocated Night Surfer data has been depleted, your internet connection will start consuming from your anytime inclusive data.

7. How much is the Out-of-Bundle rate?

A standard Out-of-Bundle rate of R0.30 per MB shall apply.

8. What is a data bundle transfer?

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

9. Which data bundle can I transfer?

Inclusive Data, Once-off and Recurring data bundle purchases will be allowed to be transferred Promotional, such as Night Surfer Data and Free WiFi Data, Bonus and Campaign shall not be permitted for transfer.

10. How much data bundle can I transfer?

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

11. Is there a limit to the data bundles you can transfer?

Subscribers will have the option to transfer data in the following denominations 25MB, 50MB,100MB, 250MB, 500MB and 1GB.

A subscriber shall be allowed to transfer up to a maximum of 1GB a day and a maximum of 10GB for the month.

12. How can I make a data bundle transfer?

Data bundle transfer capability shall be enabled the Self-Service Portal, Telkom App (Android & iOS) and USSD menu (*180#)

13. Will the transferred data bundle be prorated?

The data bundles shall not be prorated and the subscriber shall be able to utilize the data transferred until it is fully consumed.

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

Validity period of the donated data bundle shall be as per the donor 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 donated data bundle?

Customers shall not be allowed to transfer the 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 and the transferring subscribers mobile number.

19. How do I check the data bundle balance?

Balance check shall be performed to see if there is enough credit of MB for transfer to take place. The recipient shall be able to perform balance check on the donated data bundle.

Data balances can be checked via the USSD option *188#, The Telkom APP or Self Service Portal.

20. What happens if I transfer to the wrong MSISDN?

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

21. What happens when my donated data bundle expires and I still have not used up the bundle?

Unused donated data bundle shall not carry over, when the bundle expires you will forfeit all the unused data. Should the subscriber deplete his/her donated data bundle allocated, she/he may purchase another data bundle.

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

The data order of consumption shall be as follows:

- 1=Transferred Data and Bonus Data Bundles
- 2=Inclusive Anytime Bundle
- 3=Inclusive Night Surfer Bundle (valid from 12am to 7am)
- 4=FIFO when purchasing LTE/LTE-A Once-Off Bundles
- 5=Spend/Credit Limit

23. What is Free Unlimited Wi-Fi service?

Free Unlimited Wi-Fi is Telkom's Wi-Fi access enabled on selected Post-Paid and hybrid contract plans that provide free access to the internet at any Telkom Wi-Fi hotspot. Free Unlimited Wi-Fi for qualifying offers or deals will be allocated as follows:

- Contract subscribers will only qualify for Free Unlimited Wi-Fi every month if Free Unlimited Wi-Fi access is specified as a feature of their offer or deal.
- Free Unlimited Wi-Fi has a fair usage cap of 10GB per month.
- The Free Unlimited speed will be throttled to 128kbps if you reach a data usage of 10GB via Wi-Fi access before the end of the month.
- The speed will be reset to normal at the beginning of each month.
- Top-up subscribers' SIM cards allocated with the Free Unlimited Wi-Fi service will be automatically authenticated using EAP-SIM or EAP-PEAP (username and password login) authentication when in a Telkom Mobile Wi-Fi hotspot.
- Customers will need to configure their devices for EAP-SIM or EAP-PEAP (username and password login) authentication.

24. Does my package qualify for Free Unlimited Wi-Fi by default?

Contract subscribers will only qualify for Free Unlimited Wi-Fi every month if Free Unlimited Wi-Fi access is specified as a feature of the offer or deal.

25. Can I access the Telkom Wi-Fi service at any Wi-Fi hotspot?

No, Wi-Fi access is limited to Telkom's Wi-Fi hotspots.

26. Do I need to sign a contract to subscribe to data offers on a month to month SIM only or 24 month contract basis?

Yes, you will need to sign a contract at one of the Telkom stores.

27. What documents do I need to sign onto a contract?

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.

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

All airtime (only if hybrid and prepaid) and once-off data balances will be retained on the SIM card.

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

Yes and you will retain any balance of the once-off internet 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. Upward migrations are limited to one per calendar month.

30. Will I be able to downgrade?

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 internet 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 a R400 (incl. VAT) administration fee. You will continue with the existing contract agreement, and will not be considered to have entered into a new agreement based on the migration request.

31. Am I able to port-in my SIM card from another operator?

Yes, you can port in your SIM card from another 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.

32. Will I be able to make voice calls?

Yes, voice is enabled on 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.

33. How do I know if Telkom coverage is available in my area?

Before purchasing any of the Telkom Mobile data products, a coverage check must be done at <http://www.telkom.co.za/coverage/>. You can also SMS the address (street name and suburb) where you will be using the service to 43482 to confirm Telkom's network coverage.

34. Are there ad-hoc data bundles available for purchase by SmartInternet subscribers should the inclusive data be depleted within the month?

SmartInternet subscribers can purchase once off or recurring data bundles if the inclusive data is depleted within the month.

35. How do I purchase Once-off Data Bundles?

SmartInternet subscribers can purchase once-off data bundles via:

- USSD - *180#
- The Self-Service Portal
- The Telkom App (Android and IOS)
- Telkom Stores

36. How do I purchase Recurring Telkom Data On the Go Bundles?

Recurring Data bundles can be purchased via the Telkom Stores and the Call Centre

37. How do I check the data bundle balance?

Balance enquiry can be done via the following channels:

- Log in to the Telkom Self Service Portal at <http://www.telkom.co.za/eservices>
- Send blank SMS to 188
- USSD by dialling *188#
- Telkom Mobile App

38. Customer Support

To contact the Customer Support line on 081180, please remove the SIM card from your modem or Wi-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