

## FAQ's for Once-off Data Bundles

### 1. What is a Data bundle?

In simple terms, a Data bundle enables you to connect and surf the internet.

### 2. Can I use my once-off Data bundle if I am roaming?

Yes, the once-off data bundles will provide extended national coverage, allowing subscribers to access data services on both Telkom Mobile as well as the MTN roaming network.

### 3. Which once-off data bundles are available for purchase? The once-off data bundles on offer are as follow including their expiry period.

Bundle Size	Price	Validity Period for Once-off Data bundles
25MB	R7.30	Current month +6 months
50MB	R14.65	Current month +6 months
100MB	R29.25	Current month +6 months
250MB	R39.50	Current month +6 months
500MB	R69.60	Current month +6 months
1GB + 1GB	R 100.00	Current month +2 months
2GB + 2GB	R140.00	Current month +2 months
3GB + 3GB	R201.00	Current month +2 months
5GB + 5GB	R301.00	Current month +2 months
10GB + 10GB	R505.00	Current month +2 months
20GB	R905.00	Current month + 7 months
50GB	R1815.00	Current month + 13 months
100GB	R3227.00	Current month + 13 months

### 4. Do the once-off internet bundles have night surfer data?

Yes, some of the once-off data bundles shall have night surfer data component. However, the Night surfer bundle shall expire after 31days.

Bundle Size	Anytime data	Night Surfer data	Validity Period
1GB + 1GB	1GB	1GB	After 31 days
2GB + 2GB	2GB	2GB	
3GB + 3GB	3GB	3GB	
5GB + 5GB	5GB	5GB	
10GB + 10GB	10GB	10GB	

**5. Can I roam on the anytime data?**

Yes, the anytime data shall allow Telkom subscribers to access data services on both Telkom Mobile network as well as MTN roaming network. For example, if a subscriber purchases a 1GB + 1GB internet bundle she/he will be provided with 1GB anytime data that can be consumed when on Telkom network and MTN roaming network and 1GB Telkom night surfer data that will only be consumed if subscriber is on the Telkom network.

**6. Can I roam on the night surfer data?**

No, the night surfer data is only on the Telkom network and cannot roam on MTN.

**7. What time can I start consuming from the night surfer data?**

You can start consuming from your night surfer data from 12am until 7am.

**8. Who can purchase the once-off internet bundles?**

Once-off data Bundles shall be available for purchase to all Telkom Mobile prepaid, hybrid and post-paid subscribers.

**9. How much is the out-of-bundle rate?**

An out-of-bundle rate of R0.30 per MB shall apply.

**10. When do I pay the out-of-bundle rate?**

When your data bundle is used up or when you do not have a data bundle, customers shall pay the out-of-bundle rate when surfing the internet.

**11. How do I purchase the once-off data bundles?**

Option 1:

- Dial \*180# on the USSD menu
- Select bundle purchase
- Under the Bundle type option, select Data Bundle
- Follow the on-screen display to complete your once-off data bundle purchase

Option 2:

- Log in to the Telkom Self Service Portal at <http://www.telkom.co.za/login/>
- Follow the on-screen display to complete your once-off data purchase from the available airtime or spend limit or credit card.

Option 3:

- Purchase from the Telkom App (IOS and Android). Telkom App is available from Google Play Store or IOS App Store

Option 4:

- At retail outlets that sell Telkom products and services such as banks, retail stores, filling stations, etc.

**12. How do I purchase the once-off data bundle directly without having to recharge with airtime first?**

You can purchase a pin-less or pin-based data voucher.

- Pin-less data voucher is a pin-less form of recharge for prepaid data bundles. The pin less data voucher enables a subscriber to purchase an electronic pin-less data voucher via Point of sale systems within the Telkom Stores. Subscriber can recharge with a data bundle directly without the need of recharging with airtime and converting the airtime to a data bundle.
- Pin-based is a form of recharge for prepaid mobile services using a unique PIN. A subscriber will purchase an electronic pin-based data voucher and use the USSD command \*188\*PIN# and the data will be loaded on to the SIM card, unlike the traditional way where you purchase an airtime voucher and convert it to data bundles.

Option 1:

- Purchase a pin-less data voucher at Telkom Stores, FNB, Nedbank, ABSA and Standard Bank.

Option 2:

- Purchase a pin-based data voucher at Ackermans, Flash, PEP, Shoprite, Edcon, Dunns, Foschini and Shoe City.

**13. Is there free unlimited Wi-Fi available when I purchase pin-less and pin-based data vouchers?**

No, customers purchasing the pin-based and pin-less data vouchers will not receive the unlimited free Wi-Fi.

**14. How do I check the airtime, data or Wi-Fi balance?**

Option 1:

Log in to the Telkom Mobile Self Service portal at <http://www.telkom.co.za/login/> to view your data and/or Wi-Fi balance.

Option 2:

Dial \*188#.

**15. Is there a limit to the number of once-off data bundles I can purchase?**

No. You may purchase any of the once-off internet bundles as many times as you wish, and FIFO shall apply to the order of consumption. Example: A customer purchases a 1GB bundle on the 1<sup>st</sup> of November 2018 and again on the 15<sup>th</sup> November 2018. The bundle purchased on 1<sup>st</sup> November will be consumed first thereafter the next one purchased.

**16. What happens when my once-of data bundle expires, and I still have not used up the bundle?**

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

**17. Customer Support**

To contact the Customer Support line dial 180 from your Telkom cell phone or dial 081 180 from any other phone.