**FAQ's for Mobile Pre-paid Once-off Internet Bundles**

**1. What is an internet bundle?**
In simple terms, an internet bundle enables you to connect and surf the internet

**2. Can I use my internet bundle if I am roaming?**
The new pre-paid internet bundles will provide subscribers with national coverage and subscribers will have access to both Telkom Mobile 3G network and MTN 3G roaming network

**3. What are the available pre-paid once-off internet bundle denominations?**
The pre-paid internet bundles on offer are:

| Bundle Size | Price |
| --- | --- |
| 25MB | R7.25 |
| 50MB | R14.50 |
| 100MB | R29 |
| 250MB | R39 |
| 500MB | R69 |
| 1GB | R99 |
| 2GB | R139 |
| 3GB | R199 |
| 5GB | R299 |
| 10GB | R499 |
| 20GB | R899 |
| 50GB | R1799 |
| 100GB | R3199 |

**4. How long will the Pre-paid internet bundle be valid for?**
Pre-paid Internet bundles will expire at the end of the next calendar month from the date of activation except for the 20GB, 50GB and 100GB Internet Bundles. The 20GB Internet bundle will be valid for 6 calendar months from date of activation and the 50GB & 100GB Internet bundles will be valid for 12 calendar months from date of activation

**5. Who can purchase the internet bundles?**
Pre-paid Internet Bundles shall be available for purchase as Once-Off bundles by existing and new prepaid, Top-up and Post-paid subscribers. Recurring pre-paid internet bundles shall be available for purchase as recurring bundles by existing and new post-paid and Top-up Subscribers.

**6. Will I be charged the same rates for out-of-bundle rates, when I've used all my In-bundle Data?**
No, the out-of bundle data rate of R0.29 shall apply.

**7. Do the Pre-paid internet bundles have night surfer data?**
No, pre-paid internet bundles shall only incorporate anytime data

**8. How do I purchase the pre-paid internet bundles?**
Option 1:
• Dial *180# under the USSD tab on your data modem dashboard
• Select Bundle purchase
• Under the Bundle type option, select Data
• Follow the on-screen display to complete your once-off Data and/or WiFi bundle purchase

Option 2:
• Log in to the Telkom Mobile Self Service portal at http://www.telkommobile.co.za/login/
• Purchase a once-off Data and/or WiFi bundle from available airtime

**9. How do I purchase the pre-paid internet 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 pre-paid data bundles. The pinless
data voucher enables a subscriber to purchase an electronic pin-less data voucher
via Point of sale systems within the Telkom Direct Stores and Telkom Mobile flagship
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 internet banking and ABSA ATM's.
Option 2:
• Purchase a pin-based data voucher at Edcon, Shoprite, Dunns, and Blue Label
• Purchase a WiFi voucher at Shoprite or Telkom Direct Stores.

**10. How do I check the airtime, data or WiFi balance?**
Option 1:
Log in to the Telkom Mobile Self Service portal at http://www.telkommobile.co.za/ login/ to
view your data and/or WiFi balance.
Option 2:
Send an SMS via your modem dashboard to 188 to receive your data and/or WiFi balance.
Option 3:

Dial *188# under the USSD tab on your data modem dashboard.
Option 4:
Insert your SIM card into a handset/mobile phone then dial *188# or send an SMS to 188

### 11. Is there a limit to the number of times I can purchase a pre-paid internet bundles?
No. You may purchase any of the pre-paid internet bundle as many times as you wish and FIFO shall apply to the order of consumption.

### 12. What happens when my pre-paid internet 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 internet bundle allocated, she/he may purchase another pre-paid internet bundle.

### 13. Do the pre-paid internet bundles include a modem?
No, the pre-paid internet bundles do not include a device. Customers have the freedom to utilize their existing compatible modems or buy a compatible modem that suits their needs.

### 14. Customer Support
To contact the Customer Support line on 180, please remove the SIM card from your modem and insert it into a handset/ mobile phone. Calls to Telkom Mobile Data 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.