

## FAQ's for Internet Starter Pack Bundles

**1. What is the Internet Starter Pack bundle?**

Internet Starter Pack bundle is a once-off internet bundle that a subscriber will purchase on a once-off basis. Subscribers will benefit from having access to surf the internet for the whole year with the monthly data allocations that they will receive

**2. How will the Internet Starter pack monthly allocations work?**

Subscribers will receive data monthly allocations on the 1<sup>st</sup> of every month.

**3. Which Internet Starter Pack Bundles Telkom offers?**

Table below represents all the Internet Starter Pack bundles Telkom offers:

Internet Starter Pack Bundle	Monthly Data Allocation	Price
<b>1.2GB</b>	100MB x 12 months	R49.00
<b>2.4GB</b>	200MB x 12 months	R99.00
<b>6GB</b>	512MB x 12 months	R249.00
<b>12GB</b>	1GB x 12 months	R499.00
<b>24GB</b>	2GB x 12 months	R999.00
<b>60GB</b>	5GB x 12 months	R1999.00

**4. When will I receive the monthly data allocation?**

On the 1<sup>st</sup> of every month.

**5. Who can purchase the Internet Starter Pack bundles?**

All Telkom More customers will be able to purchase the Internet Starter Pack bundles.

**6. Where can I purchase the Internet Starter Pack bundles from?**

Internet Starter Pack bundles are available for purchase via USSD, Telkom Self Service Portal and mobile apps (Android and IOS) to Telkom More customers.

**7. 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.

**8. Will my data be carried over to the next month if it is not used up?**

Unused data will not carry over, when the bundle expires you will forfeit all the unused data.

**9. Can I use my internet bundle if I am roaming?**

Internet Starter Pack bundles will provide subscribers with national coverage and subscribers will have access to both Telkom Mobile 3G network and MTN 3G roaming network.

**10. Do the Internet Starter Pack bundle have night surfer data?**

No, Internet Starter Pack bundles shall only incorporate anytime data.

**11. Can I buy additional internet bundles when my internet bundle is depleted?**

Yes, should the subscriber deplete his/her internet bundle allocated, he/she may purchase another pre-paid internet bundle.

**12. How do I go about making a purchase for an Internet Starter Pack bundle?**

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 Wi-Fi 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 Wi-Fi bundle from available airtime

**13. How do I check my airtime, data or Wi-Fi 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 Wi-Fi balance.

Option 2:

Send an SMS via your modem dashboard to 188 to receive your data and/or Wi-Fi 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

**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.

