

FAQ's for 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 once-off internet bundle if I am roaming?

Yes, the once-off internet bundles will provide extended national coverage, allowing subscribers to access data services on both Telkom Mobile as well as the MTN 3G roaming network.

3. Which once-off internet bundles are available for purchase?

The once-off internet bundles on offer are:

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

4. How long will the once-off internet bundles be valid for?

Once-off 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. For example, if a subscriber purchases a 100MB internet bundle on 1st October 2017, the bundle shall expire on 30th November 2017.

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

Yes, some of the once-off internet bundles shall have night surfer data component. Below is the list of once-off internet bundles with night surfer data:

Bundle Size	Anytime data	Night Surfer data
1GB + 1GB	1GB	1GB
2GB + 2GB	2GB	2GB
3GB + 3GB	3GB	3GB
5GB + 5GB	5GB	5GB

10GB + 10GB	10GB	10GB
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6. 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.

7. Can I roam on the night surfer data?

No, the night surfer data is a Telkom data which does not have MTN roaming.

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

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

9. Who can purchase the once-off internet bundles?

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

10. How much is the out-of-bundle rate?

An out-of-bundle rate of R0.29 per MB shall apply.

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

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

12. How do I purchase the once-off internet 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

13. How do I purchase the once-off 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 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.

14. 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. You will only receive the free unlimited Wi-Fi when purchasing airtime.

15. 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:

Insert your SIM card into a handset/mobile phone, dial *188# or send an SMS to 188.

16. Is there a limit to the number of once-off internet 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.

17. What happens when my once-of 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 once-off internet bundle.

18. Do the once-off internet bundles include a modem?

No, the once-off 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.

19. 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.