Telkom Data On the Go 10GB May Deal of the Month Frequently Asked Questions

1. **What is Telkom Data On the Go 10GB May Deal of the Month Product Offer?**
   The Telkom Data On the Go 10GB plan is a Post-paid Telkom network only data product. Customers can subscribe to the plan on a 24-month SIM only or with a MiFi router device for an additional R40 fee.

   This offer only works on the Telkom Mobile network and does not work on the roaming partner network.

2. **What is the difference between Telkom Data On the Go plans and SmartInternet plans?**
   Telkom Data On the Go product is a Telkom only network service, whereas the SmartInternet product is an all network service which allows customers to access the internet on both Telkom Mobile and roaming partner networks.

3. **What is the validity period of the Inclusive Data on the Telkom Data On the Go plans?**
   The inclusive data has a validity period of two calendar months.
   e.g. The inclusive data allocated to your Telkom Data On the Go plan on the 1st May will expire on the 30th June.

4. **What happens to unused inclusive monthly data?**
   Any unused inclusive data will be carried over to the next calendar month. The carried over data will be depleted first before the new allotted data is used.
   e.g. If you are subscribed to a Telkom Data On the Go 10GB plan and have only utilised 6GB of your inclusive data. The remaining 4GB unused data shall be carried over to the following month. The 4GB will be consumed and depleted first before the new allotment of 10GB is utilised.

5. **Do the Telkom Data On the Go plans include Night Surfer Data?**
   Telkom Data On the Go plans do not include the Night Surfer Data component.

6. **What is the Out of Bundle Data Rate on Telkom Data On the Go plans?**
   The standard Out of Bundle Data Rate of R0.30 per MB shall apply.

7. **Will I receive notifications of Data depletion?**
   Subscribers will receive SMS notifications when the following data thresholds is reached: 50%, 80% and 100%.

8. **What will happen once my data resources has been depleted?**
   Subscribers will be directed to the Out of Bundle page once all their data has been depleted where they will have the options to do the following:
      I.   End their Browsing session
      II.   Purchase a Once-Off data bundle
      III.   Continue to browse the internet at the Out-of-Bundle Rate of R0.30 per MB

9. **Are there any adhoc data bundles available for purchase by Telkom Data On the Go subscribers should the inclusive data be depleted within a month?**
Telkom Data On the Go subscribers will have the option of purchasing Once-Off or Recurring data bundles once their inclusive data bundles are depleted.

Below are the available options

Bundles
Once-Off Telkom Data On the Go 5GB
Once-Off Telkom Data On the Go 10GB
Recurring Telkom Data On the Go 5GB
Recurring Telkom Data On the Go 10GB

It must be noted that the Once-Off and Recurring Bundles can only be used on the Telkom Mobile network and will not work on roaming partner network.

10. **How do I purchase Once-off Telkom Data On the Go Bundles?**
Telkom Data On the Go subscribers can purchase Once-Off data bundles via

   ➢ USSD - *180#
   ➢ Self-Service Portal
   ➢ Telkom App (Android and iOS)
   ➢ Telkom Stores

11. **How do I purchase Recurring Telkom Data On the Go Bundles?**
Recurring Data bundles can be purchased via the Telkom Stores or the Call Centre.

12. **What is a Once-Off Data Bundle?**
Once-Off Data bundles can be purchased as required by a subscriber. The Once-Off Telkom Data On the Go, bundles will have a validity period of the current month plus two additional calendar months.
e.g. Once-Off Data bundles purchased on the 15th May will expire on the 31st July.

13. **What is a Recurring Data Bundle?**
Recurring Data bundles are allocated to your service on the first day of each month on a recurring basis. Recurring Telkom Data On the Go Bundles will have a validity period of the current month plus two additional calendar months.
e.g. Recurring Data allocated on the 1st May will expire on the 31st July.

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

15. **Which data bundle can I transfer?**
The inclusive data bundled on the Telkom Data on the Go Product will not be transferrable, however any additional data bundle purchases will be allowed to be transferred.
Data transferred from a Telkom Data On the Go data bundle will only be able to be used on the Telkom network.
Night Surfer, Bonus and Campaign shall not be permitted for transfer.

16. **How much data bundle can I transfer?**
With data transfer service, you can transfer up to 1GB a day and up to 10GB a month. You can transfer up to 5 unique Telkom Mobile numbers per month.

17. **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.

18. **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#).

19. **Will the transferred data bundle be prorated?**
The data bundles shall not be prorated and the subscriber shall be able to utilise the data transferred until it is fully consumed.

20. **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.

21. **If I have more than one Once-Off data bundles, which one must I first transfer data from?**
In a case where a customer has two or more Once-Off data bundles available, the customers shall be allowed to transfer data from the first purchased Once-Off data bundle, once depleted they can then transfer from the next available Once-Off data bundle.

22. **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.

23. **Can I transfer the donated data bundle?**
Customers shall not be allowed to transfer the donated data bundle.

24. **Do I receive the transferred data immediately?**
Data Bundle transfer shall happen in real-time between the donor and the recipient.

25. **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.

26. **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.

27. **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.

28. **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 Data
3 = Recurring Data Bundle
4 = FIFO when purchasing Once-Off Data Bundles
5 = Spend/Credit Limit

29. **What do I have to do to access the internet even in the roaming partner network coverage areas?**
As a Telkom Data On the Go subscriber, you will also have the option to purchase All-Network Data bundles. This will allow you to have full internet access and will allow you to roam on the partner network.

30. **How can I purchase All Network Data Bundles?**
All Network Data bundles can be purchased via:
   - USSD Menu - *180#
   - Self-Service Portal
   - Telkom Mobile App (iOS & Android)
   - Telkom Stores
   - Call Centre

31. **From which channels, can a customer purchase the Telkom Data On the Go offer?**
The Telkom Data On the Go plans is available for purchase through the traditional Telkom Owned Stores, Direct Sales Force, 3rd Party channels and the Telkom online channel.

32. **What documents do I need to sign for the contract?**
You must undergo a credit vetting process as well as the RICA process. You will need to present the following documents: recent 3-months bank statement, a recent payslip, proof of residence, and your ID or passport.

33. **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.

34. **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. Based on the migration request the commitment period shall be set according to the new contract period and the associated terms and conditions. Upward migrations are limited to one per calendar month.

35. **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.

36. **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/

37. **How do I check the data bundle balance?**
Balance enquiry can be done via the following channels:
   - Log in to the 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**
Subscribers can call **081 180** which will be routed to the data call centre for support.