

## **FAQ's for all Prepaid Internet Starter Pack**

### **1. What is the Prepaid Internet Starter Pack?**

Prepaid Internet Starter Pack is a bundle offer that includes a prepaid SIM card, data bundles and devices. With a once-off payment customers get connected for the whole year.

### **2. What are the different offers of the Internet Starter Packs that are currently available?**

Telkom offers SIM Only Internet Starter Packs and Internet Starter Packs bundled with devices (modem & MiFi).

### **3. What does the SIM Only Internet Starter Pack offers consist of:**

- The 1.2GB Prepaid SIM Only Internet Starter Pack is a bundle offer that includes a SIM card and 1.2GB data bundle. It costs R49 once-off.
- The 2.4GB Prepaid SIM Only Internet Starter Pack is a bundle offer that includes a SIM card and 2.4GB data bundle. It costs R99 once-off.
- The 6GB Prepaid SIM Only Internet Starter Pack is a bundle offer that includes a SIM card and 6GB data bundle. It costs R249 once-off.
- The 12GB Prepaid SIM Only Internet Starter Pack is a bundle offer that includes a SIM card and 12GB data bundle. It costs R499 once-off.

### **4. Which Internet Starter Packs are bundled with a device?**

- 2.4GB Internet Starter Packs is a bundle offer that includes a SIM card, 2.4GB data bundle and a 3G USB modem. It costs R199 once-off.
- 6GB Internet Starter Pack is a bundle offer that includes a SIM card, 6GB data bundle and a 3G USB modem. It costs R349 once-off.
- 12GB Internet Starter Pack is a bundle offer that includes a SIM card, 12GB data bundle and a MiFi router. It costs R649 once-off. MiFi is a brand name used to describe a wireless router that acts as a mobile Wi-Fi hotspot.

### **5. How much data do I get?**

- For the 1.2GB SIM Only Internet Starter Pack you will receive 100MB per month for a period of 12 months.
- For the 2.4GB SIM Only Internet Starter Pack you will receive 200MB per month for a period of 12 months.
- For the 6GB SIM Only Internet Starter Pack you will receive 512MB per month for a period of 12 months.
- For the 12GB SIM Only Internet Starter Pack you will receive 1GB per month for a period of 12 months.

### **6. Where can I get the Prepaid Internet Starter Packs?**

All Prepaid Internet Starter Packs will be available at Telkom stores and participating national chains stores like Edcon, Shoprite, Ackermans and PEP.

**7. When will I receive the data?**

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

**8. Is the data prorated?**

The first data allocation shall not be prorated and the subscriber shall be awarded the full data allocation upon activation of the SIM card irrespective of day of the month and the data bundle will expire at the end of the month.

**9. How do I activate the Internet Starter Packs?**

Once your SIM card is RICA'd, you then insert your SIM card into your modem/MiFi.

**10. How do I connect my modem?**

- Remove the upper case
- Slot in the SIM Card
- Insert modem into a USB port on your laptop/desktop
- Allow for the device drivers and modem dashboard to install
- Click on "Connect" to get started.

**11. How do I connect my MiFi?**

- Remove the back cover of the MiFi and remove the battery.
- Slot the SIM card into the MiFi.
- On a laptop, connect the MiFi via Bluetooth, insert the password key provided on your MiFi under the battery when asked for password and click "ok" to continue.
- On tablets/smartphones, connect MiFi via Wi-Fi. On the Wi-Fi network list, look for the MiFi name and select it to connect. Insert the password key provided on your MiFi under the battery when asked for password and click "ok" to continue.

**12. Will I be charged the same rates for out-of-bundle rates, when I've used all my In-bundle Data?**

Out of bundle rate is R0.29 per MB.

**13. What will be the default prepaid tariff plan on my Internet Starter pack?**

The prepaid SIM shall be activated on the current default prepaid tariff plan.

**14. Can I make voice calls with the SIM cards bundled with Internet Starter Packs?**

Yes, voice is enabled and calling rates applicable to the default prepaid tariff plan shall apply.

**15. Can I buy additional data bundles?**

Yes. You can purchase once-off, Internet Starter Pack data bundles and FreeMe Boost bundles.

**16. What you need to activate your data SIM card:**

- Your modem or MiFi.
- Your Telkom Mobile SIM card inserted in your modem or MiFi.
- Telkom Mobile will SMS your mobile phone number to you after you have been registered for RICA.
- Insert your modem into your PC or laptop device to connect to the internet.

**17. Can my SIM be deactivated within the 12 month period?**

Yes, if there is no activity on the SIM for three consecutive months, the SIM shall be suspended on the network and be ceased on the fourth month.

**18. What happens in cease state?**

Your number goes into quarantine. After this, it's recycled for future use.

**19. How to purchase an internet bundle?**

Below are the available options to purchase 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 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

Option 3:

- Purchase a pin-less data voucher at Telkom Stores, FNB internet banking and ABSA ATM's

Option 4:

- Purchase a pin-based data voucher at Edcon, Shoprite, Dunns, and Blue Label
- Purchase a Wi-Fi voucher at Shoprite

**20. How to check 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

## **21. 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.