

## Frequently Asked Questions for SmartInternet Top-Up Plans

### 1. What is the SmartInternet Top-Up offer?

The SmartInternet TopUp offer is a hybrid or top-up data plan that can be subscribed to on a 24-month contract with device or on a month-to-month SIM only contract. SmartInternet TopUp plans will provide subscribers with national coverage and subscribers will have access to both Telkom Mobile network and partner roaming network coverage areas. The out of bundle services (e.g. SMS and voice calls) will be consumed from the airtime credit limit and a subscriber is therefore required to top-up with airtime to consume out of bundle services.

### 2. Which SmartInternet Top-Up plans are on offer?

The SmartInternet TopUp plans on offer are:

SmartInternet Top-Up Plans	Anytime Data	*Night Surfer Data (Telkom Data)
SmartInternet Top-Up 500MB	500MB	500MB
SmartInternet Top-Up 1GB	1GB	1GB
SmartInternet Top-Up 2GB	2GB	2GB
SmartInternet Top-Up 5GB	5GB	5GB
SmartInternet Top-Up 10GB	10GB	10GB
SmartInternet Top-Up 20GB	20GB	20GB
SmartInternet Top-Up 50GB	50GB	50GB
SmartInternet Top-Up 100GB	100GB	100GB

\*Night Surfer Only available on the Telkom Network Midnight – 7AM.

### 3. What is the validity period of the SmartInternet Top-Up plans?

The inclusive data has a validity of two calendar months.

e.g. The inclusive data allocated to your SmartInternet Top-Up plan on the 1<sup>st</sup> April will expire on the 31<sup>st</sup> May.

### 4. What happens to unused inclusive monthly data?

Any unused inclusive data on SmartInternet Top-Up plans shall roll over to the next calendar month. The rolled over data will be depleted first before the newly allotted inclusive data is used.

e.g. If you are subscribed to a SmartInternet Top-Up 5GB plan and have only utilised 3GB of your inclusive data. The remaining 2GB unused data shall be carried over to the following month. The 2GB will be consumed and depleted first before the new allotment of 5GB is utilised. Unused Data remaining beyond the extended validity period will be forfeited.

### 5. What happen once my inclusive data has been depleted on my SmartInternet Top-Up plan?

Subscribers will be directed to the Out-of-Bundle page once all their inclusive data has been depleted where they will have the options to do the following:

- a) Recharge with airtime and surf the internet at the out of bundle rate of R0.30 per MB.
- b) Purchase a Once-Off data bundle.

**6. When do I starting using the Night Surfer Data?**

You start using your Night Surfer data component from midnight until 7AM. Night Surfer data can only be used on Telkom network and does not work on roaming partner network. Once your allocated Night Surfer data has been depleted, your internet connection will start consuming from your available anytime inclusive data.

Night Surfer has a validity period of 1 month and does not carry over.

**7. How much is the Out-of-Bundle rate?**

A standard Out-of-Bundle rate of R0.30 per MB shall apply.

**8. What is a data bundle transfer?**

Data bundle transfer is a free value-added service that allows SmartInternet Top-Up subscribers to transfer data to other subscribers within the Telkom Mobile network.

**9. Which data bundle can I transfer?**

Inclusive Data, Once-off and Recurring data bundle purchases will be allowed to be transferred. Promotional, such as Night Surfer Data, Bonus and Campaign shall not be permitted for transfer.

**10. How much data bundle can I transfer?**

With data transfer service, you can transfer up to 1GB a day and a maximum of 10GB a month.

**11. 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.

**12. 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#).

**13. 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.

**14. 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.

**15. 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.

**16. Can I transfer the donated data bundle?**

Customers shall not be allowed to transfer the donated data bundle.

**17. Do I receive the transferred data immediately?**

Data Bundle transfer shall happen in real-time between the donor and the recipient.

**18. 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.

**19. How do I check the data bundle balance?**

Balance check shall be performed to see if there is enough credit of MB for transfer to take place. The recipient shall be able to perform balance check on the donated data bundle.  
Data balances can be checked via the USSD (\*188#), Telkom App (Android & iOS) or Self-Service Portal.

**20. 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.

**21. 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.

**22. What is the order of consumption for my data allocation?**

The data order of consumption shall be as follows:

- 1 = Transferred Data / Bonus Data Bundles
- 2 = Inclusive Anytime Data / Night Surfer Data (valid from 12AM to 7AM)
- 3 = Recurring Data Bundle
- 4 = FIFO when purchasing Once-Off Data Bundles
- 5 = Spend / Credit Limit

**23. Do I need to sign a contract to subscribe to data offers on a month-to-month SIM only or 24-month contract basis?**

Yes, you will need to sign a contract at one of the Telkom stores.

**24. What documents do I need to bring when signing a contract?**

You must undergo a credit vetting process as well as the RICA process. You will need to present the following documents: recent 3-month bank statement, a recent pay slip, proof of residence, and your ID or passport.

**25. 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 bundle balances will be retained on the SIM card.

**26. 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. You will continue with the existing contract agreement and will not be considered to have entered into a new contract agreement based on the migration request. Upward migrations are limited to one per calendar month.

**27. 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. You

will continue with the existing contract agreement and will not be considered to have entered into a new agreement based on the migration request.

**28. Will I be able to make voice calls?**

Yes, voice is enabled on data offers and is charged at R2.77 per minute on per second billing, with the exception of emergency services (10111, 10177 and 112) and helpdesk (081 180), which are free.

**29. 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 <https://www.telkom.co.za/coverage/>.

**30. Are there ad-hoc data bundles available for purchase by SmartInternet subscribers should the inclusive data be depleted within the month?**

SmartInternet Top-Up subscribers can purchase Once-Off or Recurring data bundles if the inclusive data is depleted within the month.

**31. How do I purchase Once-Off Data Bundles?**

SmartInternet Top-Up subscribers can purchase Once-Off data bundles via:

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

**32. How do I purchase Recurring Data Bundles?**

Recurring Data bundles can be purchased via the Telkom Stores or the Call Centre.

**33. How do I check the data bundle balance?**

Balance enquiry can be done via the following channels:

- Log in to the Telkom Self-Service Portal at <https://www.telkom.co.za/eservices>
- Send blank SMS to 188
- USSD by dialling \*188#
- Telkom App (Android and iOS)

**34. Customer Support**

To contact the Customer Support line on 081180, please remove the SIM card from your modem or Mi-Fi router and insert it into a handset / mobile phone. Calls to Telkom Mobile Customer Support line are only free from a Telkom Mobile number. You can also phone Customer Support on 081180 from any other mobile network operator, but these calls will be charged at applicable service-provider rates.