

## FAQ's for Time-Based Internet Bundles

### 1. What is Time-Based internet bundle?

Time-Based internet bundle is a bundle that enables you to connect and surf the internet at a specified time.

### 2. Which Time-Based internet bundles is Telkom offering?

There are three Time-Based internet bundles on offer as per below:

- Hourly Bundle is a once-off internet bundle that will give subscribers access to the internet for an hour after activation.
- Daily Bundle is a once-off internet bundle that will give subscribers access to the internet for 24hrs.
- Weekend Bundles is a once-off internet bundle that will give subscribers access to the internet over the weekend from midnight on Friday until midnight on Sunday.

### 3. Can I use my Time-Based internet bundle if I am roaming?

The Time-Based internet bundles will provide subscribers with national coverage and subscribers will have access to both Telkom Mobile 3G network and MTN 3G roaming network.

### 4. What are the available Time-Based internet bundle denominations?

The Time-Based internet bundles on offer are:

Bundle Size/Type	Price
<b>Hourly Bundle</b>	
75MB	R5
<b>Daily Bundle</b>	
150MB	R10.10
<b>Weekend Bundles</b>	
100 MB	R10
200 MB	R19
500 MB	R29
1 GB	R49

### 5. How long will the Time-Based internet bundle be valid for?

- Hourly internet bundle will be valid for an hour after activation.
- Daily internet bundle will be valid for **24hrs** after activation.
- Weekend internet bundles will be valid for one weekend from midnight on Friday until Sunday midnight.

### 6. Who can purchase the Time-Based internet bundles?

Hourly and Daily internet bundles will only be available for purchase to pre-paid customers only. Weekend internet bundles will be available for purchase to pre-paid, Top-up and post-paid customers.

**7. Do the Time-Based internet bundles have night surfer data?**

No, Time-Based internet bundles shall only incorporate anytime data

**8. How do I purchase the Time-Based internet bundles?**

Option 1:

- Dial \*180#
- Select “Bundle purchases”
- Under the Bundle type option, select “Data bundles”
- “Time-based bundles”

Option 2:

- Log in to the Telkom Mobile Self Service portal at <http://www.telkom.co.za/login/>
- Purchase a once-off Data bundle from available airtime

**9. 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 balance.

Option 2:

Send an SMS to 188 to receive your data balance.

Option 3:

Dial \*188#

**10. Is there a limit to the number of times I can purchase Time-Based internet bundles?**

No. You may purchase any of the Time-Based internet bundle as many times as you wish and FIFO shall apply to the order of consumption.

**11. What happens when my Time-Based internet bundle expires and I still have not used up the bundle?**

Unused data will 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 Time-Based or once-off pre-paid internet bundle.

**12. Do the Time-Based internet bundles include a modem?**

No, the pre-paid internet bundles do not include a device. Customers have the freedom to utilize their existing compatible modems or handset.

**13. Customer Support**

Customer Support can be contacted by dialing 180 from your handset. Calls to Telkom Mobile 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.