

Frequently Asked Questions (FAQs) Social Bundles

1. **What is Social bundle?**

The Social bundle is a data bundle that will allow access to the selected Social Media platforms namely Facebook, Facebook Messenger, Instagram, Twitter, Pinterest, LinkedIn, Snapchat and TikTok.

2. **Which subscribers are eligible to purchase Social bundles?**

The Social bundles will be available to new and existing Postpaid, TopUp and Prepaid Telkom customers.

3. **How do I purchase Social bundles?**

Subscribers have an option to add the bundles as once-off or recurring bundles:

Postpaid customers:

- a) Once-off Social bundles – subscribers can purchase the bundles via USSD by dialling *180# select Social bundles and follow the menu prompts.
- b) Recurring Social bundles will be purchased via the Store or by phoning the Call Centre.

Prepaid/ TopUp customers:

- c) Prepaid/ TopUp customers should purchase Airtime, once Airtime has been loaded then dial *180# on the USSD menu, select Social bundles and follow the menu prompts.

4. **Will Social bundles be available as daily bundles?**

Yes, the Social bundles will be available as daily, weekly and monthly bundles.

5. **When will the daily Social bundles expire?**

The Daily bundles will be valid for 24 hours from the date of activation. No carry over will be allowed.

6. **When will the weekly Social bundles expire?**

The Weekly bundles will be valid for 7 days from the date of activation. No carry over will be allowed.

7. **When will the monthly Social bundles expire?**

The Monthly bundles will be valid for 31 days from the date of activation. No carry over will be allowed.

8. **Will my Social bundle carry over if not used in the prescribed time?**

No carry over is allowed on Social bundles, any unused Social bundle data will be forfeited at the end of the applicable validity period.

9. Will I be able to transfer my Social bundle data to another Telkom subscriber?

No, transfer of Social bundle data will not be permitted.

10. How do I check my Social bundle balance?

Dial *188# from the USSD menu, an SMS will be sent with all remaining balances.

11. Will I get notification when my Social bundle is depleted?

Yes, Social bundle data usage threshold notifications will be sent to customers when reaching the applicable threshold. The final notification will be sent when Social bundle data has been depleted.

12. Will my data session pause when my Social bundle is depleted?

Once the Social bundle data has been depleted, the data session will automatically consume from normal data allocations, allowance or available Airtime. Should the customer's normal data be depleted, the customer will be charged at the applicable out-of-bundle data rate.

13. Will I be able to use Social bundle data when roaming internationally?

No, data whilst roaming internationally will not deplete from the Social bundle.