

## Frequently asked questions on the Notice of the Termination of the Free Wi-Fi Access benefit for Telkom Mobile customers

### 1. What is Telkom Free Wi-Fi?

Telkom as part of its mobile product offering included Free Wi-Fi data, this data could be accessed at any one of 2 800 Telkom Wi-Fi hotspots situated in establishments around the country such as coffee shops, restaurants, garages etc.

The following customers received the Wi-Fi benefit:

- Post-paid Customers received 10GB of Free Wi-Fi access data bundled with their plans.
- Pre-paid Customers received Free Wi-Fi access when they recharge:
  - Recharge for R100 and receive 10GB valid for 30 days
  - Recharge for under R100 receive 2GB for valid for 7 days
- Non-Telkom customers had the benefit to use the complimentary 30 min per day Free Wi-Fi access.
- Customers purchasing Wi-Fi vouchers to use at any Telkom Mobile Wi-Fi hotspot.

### 2. When will, Telkom terminate the Free Wi-Fi Hotspot service?

The Free Wi-Fi service will be terminated as from 1 July 2019.

These are namely “1 Telkom Connect” and “1 Telkom Guest” SSIDs that were broadcast at Telkom Wi-Fi hotspots. All Telkom hotspots will be switched-off and the free Wi-Fi data associated with the service will also be removed from all mobile plans.

### 3. Which customers will be affected by the Telkom Wi-Fi Hotspot service switch-off?

Telkom Post-paid, Pre-paid and TopUp customers whom are using the Wi-Fi service at any of the Telkom Mobile Wi-Fi Hotspots around the country as well as Non-Telkom customers whom utilise the free 30 minutes per day Wi-Fi access.

These customers will not be able to use the free Wi-Fi service as from 1 July 2019

### 4. How will customers whom use the Wi-Fi hotspot service be compensated?

Active Telkom Mobile customers whom have been using the Wi-Fi service will receive additional Telkom Mobile complimentary data as illustrated below.

This is offered at the sole discretion of Telkom, based on historical Wi-Fi hotspot data usage?

	Complimentary Data Bundle Size	Complimentary Data Duration
Telkom Post-paid Out of Contract Customers	Average Wi-Fi data usage of past 3 months	Monthly for 3 consecutive months
Telkom Post-paid in Contract Customers	Average Wi-Fi data usage of past 3 months	Monthly for the remainder of the Contract period
Telkom Pre-paid Customers	Average Wi-Fi data usage of past 3 months	Monthly for 3 consecutive months

**5. How will I be receiving my complimentary data?**

The complimentary Data will be automatically provisioned to your Telkom Mobile plan; you will not be required to do anything.

**6. When will, customers receive their complimentary data?**

Customers will receive complimentary as from 1 July 2019. The data provisioned will be onto your mobile service.

**7. Will Non-Telkom customers utilising the service also be compensated?**

Non-Telkom customers enjoying the benefit of the free Public Wi-Fi will not receive any complimentary data. These customers may want to visit the Telkom mobile website [www.telkom.co.za](http://www.telkom.co.za) to view Telkom's awesome products such as FreeMe which provides free 2GB of Data for Instant Messaging Applications.

**8. Why did Telkom take a decision to terminate the service?**

Due to the amount of value included in Telkom mobile offers, reliance on the Wi-Fi hotspot data has been decreasing with only a small percentage of Telkom customers still using the service. The costs associated with keeping the hotspots operational as well as the ongoing maintenance costs were not sustainable in the long term.

**9. Will customers still have an option to purchase Wi-Fi Data bundle vouchers via, USSD, Telkom App or any Dealers?**

All options for customers to purchase Wi-Fi data bundles will be removed including the option to purchase via any dealers.

The 30 Minute and 60 Minute Wi-Fi Data bundle will also no longer be available for purchase.

**10. If I have any queries related to the Wi-Fi service where can I direct my query?**

Support Operation centre 081 180

Chat to an agent via the webchat service - <https://secure.telkom.co.za/today/help/personal/talk-to-us-anchor/#start-chat>

Telkom website - <https://tlkm.link/WiFiDecommission>

**11. If I do have a valid Wi-Fi data bundle voucher how do I redeem if I have not used the service?**

Support Operation centre 081 180

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