

## FAQ's for Monthly Recurring Data Bundles

**1. What is a monthly recurring Bundle?**

Monthly Recurring Data Bundle gives customers an option to purchase recurring data bundles once and get a monthly allocation at the beginning of every calendar month.

**2. Can I use my Recurring Data Bundle if I am roaming?**

The new Recurring Data Bundles will provide subscribers with national coverage and subscribers will have access to both Telkom Mobile 3G network and MTN 3G roaming network.

**3. What are the available Recurring Data Bundle denominations?**

The Recurring Data Bundles on offer are:

<b>Bundle Size</b>	<b>Price</b>
25MB	R7.25
50MB	R14.50
100MB	R29
250MB	R39
500MB	R69
1GB	R99
2GB	R139
3GB	R199
5GB	R299
10GB	R499

**4. How long will the recurring data bundles be valid for?**

Recurring data bundles will expire at the end of the next calendar month from the date of allocation.

**5. When is the Recurring Data Bundle allocated?**

On the 1st of every month.

**6. When new data is allocated, what is going to happen to the Recurring Data Bundle that was allocated in the previous month if it was not used up?**

The remaining data bundle from previous month will be used first and once used up, the allocation of the current month will be used up, and First in First Out rule shall apply.

**7. Who can purchase the Recurring Data Bundles?**

Recurring Data Bundles shall be available for purchase by existing and new Top-up and Post-paid voice and data subscribers.

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

No, the out-of bundle data rate of R0.29 per megabyte shall apply.

**9. How do I cancel the Recurring Data Bundle?**

To cancel the Recurring data bundle customer must visit a nearest Telkom shop.

**10. Do the Recurring Data Bundles have night surfer data?**

No, Recurring Data Bundles shall only incorporate anytime data.

**11. How do I purchase the Recurring Data Bundles?**

Option 1: Self Service Portal Channel

- 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 2: Mobile Apps

- Can purchase Recurring Data Bundles via the Android and IOS mobile apps.

Option 3: Telkom Stores

- Can purchase all the Recurring Data Bundles via the Telkom Stores.

**12. Which Recurring Data Bundles are available for purchase via Telkom Self Service Portal and mobile apps?**

Only Recurring Data Bundles less than or equal to R350 will be available on Self Service Portal and mobile apps. Customers that wish to purchase a Recurring Data Bundles valued over R350 will have to go to the store.

Table below represents the Recurring Data Bundles that will be available for purchase via the above channels:

<b>Recurring Data Bundles</b>	<b>Price</b>
<b>25MB</b>	R7.25
<b>50MB</b>	R14.50
<b>100MB</b>	R29.00
<b>250MB</b>	R39.00
<b>500MB</b>	R69.00
<b>1GB</b>	R99.00
<b>2GB</b>	R139.00
<b>3GB</b>	R199.00
<b>5GB</b>	R299.00

**13. 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.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

**14. What happens when my Recurring Data Bundle expires and I still have not used up the bundle?**

Unused data shall not carry over, when the bundle expires you will forfeit all the unused data.

**15. Customer Support**

To contact the Customer Support line on 081180, please remove the SIM card from your modem 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 Care on 081 180 from any other telecom operator network, but these calls will be charged at applicable service-provider rates.