

## Frequently Asked Question (FAQs) - Telkom Emergency Top Up

### What is Telkom Emergency Top Up?

- Emergency Top Up allows Telkom Prepaid and Top Up customers to get immediate access to Airtime or Data on credit and pay later with the next recharge.
- It is offered in two options, Airtime or Data options.

### Who is the service available to?

- Emergency Top Up is available only to Prepaid and Top Up customers
- Must be active on the network for three months or more.
  - o Must recharge have recharged with a requested value per month for three (3) months or more. Example: A customer requesting R10.00 must have recharged with R10 per month for three months or more, cumulative or single recharge.
- Must have registered for RICA

### How do I Opt-In to Emergency Top Up?

- USSD \*180# and select Emergency Top Up
- Telkom App through registration and login.
- Telkom Portal [www.telkom.co.za](http://www.telkom.co.za) through registration and login.

### How much does this service cost?

- You will be charged a service fee of R1 VAT Incl. charged per Emergency transaction made.

### How will Telkom deduct the payment for Emergency Top Up?

- When you recharge, Telkom will automatically deduct the outstanding amount plus the service fee of R1.

**Example:** Amount borrowed is R10, amount payable equals R10 plus R1 service fee = R11 Total value.

### What happens if I recharge with a lower denomination than the outstanding amount?

- When you recharge with a lower amount, that amount will be deducted towards paying for the outstanding Emergency Top Up balance.

**Example:** Your outstanding balance is R10 plus R1 service fee. You recharge with R5, the R5 will be taken towards the payment of the outstanding Emergency Top Up amount. Outstanding Balance will be R6 Next time you recharge with R10, a deduction of R6 will be made to pay the outstanding amount. Your airtime balance will be R4.

**Is there a limit to the number of times I can request for Emergency Top Up?**

- There is no limit to the number of times you can request for Emergency Top Up (Data/Airtime) however, the previous amount should be fully paid.

**Does Emergency Top Up qualify me for bonus airtime and or data?**

- With Emergency Top Up, you will not receive any free/bonus airtime or data.

**Emergency Airtime:**

**Emergency Airtime is available in these denominations:**

- R10.00
- R20.00

**What services can I use with the Emergency Airtime?**

- Emergency Airtime can be used for any transaction on the Telkom Network. i.e. Voice, SMS or Data. (data is charged at Out of Bundle Rate)
- You will not be able to purchase any bundles with Emergency Top Up, i.e. Data, SMS, Voice or MMS bundles.

**Can I transfer airtime from my Emergency Airtime?**

- No, a customer will not be allowed to transfer airtime to another customer.

**Emergency Data:**

**Emergency Data is available in these denominations:**

Data	Price	Validity
30MB	R 5.00	Valid from the day of purchase till the next day at 23:59
50MB	R 8.00	
100MB	12.00	

**Does the Data I get from Emergency Data expire?**

- Yes, the data will expire based on the validity period specified.

**Can I transfer data from my Emergency Data?**

- No, a customer will not be allowed to transfer data to another customer.

**Who do I contact if I am unable to access the service.**

- You may contact the Telkom call center on 180 from your mobile on 081 180 from another phone.