

Terms and Conditions – Telkom Emergency Top Up

- By opting in into the Emergency Top Up service, you agree to the following terms and conditions.
- The Emergency Top Up service will be available on USSD *180# and select Emergency Top Up option, on the website www.telkom.co.za via registration.
- The Telkom Emergency Top Up service is offered as Airtime and Data options.
- A customer will be allowed to have not more than one emergency service at the same time.
- The service is available to Telkom Prepaid and Top-up customers with zero or low balance and are unable to make a chargeable transaction (Call, SMS/MMS or Data session).
- Only qualifying customers will have access to the service, based on the following qualifying criteria:
- A service fee of R1.00 VAT Inclusive, will be charged per emergency request transaction.
- The total amount payable by the customer will be the Service Fee together with the amount of airtime or data that has been provided to the customer. The customer will be liable to pay the total value.
Example: A customer takes R10 Emergency Top Up and recharges with R20, Telkom will deduct R10 + R1 = 11 and the customer airtime balance will be R9.00
- Should the customer recharge with a lower denomination than that of the total value, the full amount of the recharge will be deducted until the full value of the airtime has been recovered.
Example: Customer owes R10, recharges with R5. Telkom will immediately deduct R5 until the full amount is recovered from the recharges.
- The customer is allowed multiple requests.
- The customer will be allowed to request for the service only when the previous full amount has been paid up.
- The Emergency Top Up must be paid within 30days from the date of the request, non-payment will lead to a customer being removed from the service.
- Customers who migrate to Post-paid with a balance on the service will be credited on their post-paid account.
- Customers who migrate to Post-paid with an outstanding amount on their service will be allowed to migrate, the outstanding amount will be added to their Post-paid account.

Emergency Airtime:

- Eligibility Rules:
 - o Must have been active on the Telkom network 3months or more.
 - o Must have recharged with a requested value or more for three months. For Example: a customer requesting R10.00 must have recharged with R10 per month for three months or more. cumulative or single recharge.
 - o Must be registered for RICA.
- The Emergency Top Up offers R10 and R20 denominations.
- Emergency airtime can be used for Voice, SMS and Data transactions.
- A SMS notification will be sent to the customer after requesting the service.
- Data usage from Emergency airtime will be charged at Out of Bundle rate of R0.30
- Customers will not be able to perform any bundle purchases using Emergency Top Up. I.e. data, SMS and MMS bundles.
- Customers shall not be allowed to transfer airtime from their Emergency Top Up to other customers.

Emergency Data:

- Eligibility Rules:
 - o Must have been active on the Telkom network 3months or more.
 - o Must have recharged with a requested value or more for three months. For Example: a customer requesting 30MB valued at R5.00 must have recharged with R5.00 per month for three months or more, cumulative or single recharge.
 - o Must be registered for RICA
- Emergency Data will be available in the following denominations:

Data	Price	Validity
30MB	R5	From day of purchase until the next day at 23:59
50MB	R8	
100MB	R12	

- Customers shall not be allowed to transfer data from their Emergency Data to other customers.
- Telkom shall be entitled to terminate the Service of any customer, without notice if such customer is involved in any fraudulent activity or suspected fraudulent activity.
- Telkom reserves the right to amend these terms and conditions, and after such amendment publish it on Telkom's website where after it will be deemed accepted and apply to this service
- Telkom may withdraw the Emergency Top Up service or amend the service fee in its sole discretion and absolute discretion
- These terms and conditions do not supersede any existing agreement between yourself and Telkom or of its service providers and are to be read in conjunction therewith.