

## FAQ's for Data Bundle Transfer

**1. What is a data bundle transfer?**

Data Bundle Transfer is a value added service that allows Telkom Mobile prepaid subscribers to transfer portions of an available data bundle to any other Telkom Mobile prepaid subscriber.

**2. Who is eligible to make a data bundle transfer?**

Only new and existing Telkom Mobile prepaid subscribers will be able to do data bundle transfer to any Telkom Mobile prepaid subscribers. Data Bundle Transfer service shall not be available to Telkom Hybrid and post-paid subscribers.

**3. Which data bundles can I transfer?**

Data Bundle Transfer service shall support once-off data bundles only, excluding recurring, time-based and unlimited data bundles. Promotional and bonus data bundles shall not be eligible for data bundle transfer.

**4. How much data can I transfer?**

Prepaid subscribers shall be able to transfer the following data bundle denominations:

- ✓ 250MB
- ✓ 500MB
- ✓ 1GB

**5. Do I pay any activation or subscription fee for the data bundle transfer?**

There is no activation or subscription fee for this service.

**6. How can I make a data bundle transfer?**

Data bundle transfer capability shall be accessible using the USSD self-service menu by dialing \*180#. Below is the USSD menu flow:

- 1) Bundle Purchases
- 2) Unlimited VASs
- 3) Transfer
- 4) Blackberry
- 5) Device Settings
- 6) Tariff Change
- 7) Free calls promo
- 8) Loyalty Funeral Cover

Select Transfer, menu to be presented:

- 1) Airtime
- 2) Data Bundle
- 3) Return to main menu

Select Data Bundle, menu to be presented:

Select the data you want to transfer

- 1) 250MB
- 2) 500MB
- 3) 1GB
- 4) Return to main menu

Follow the on screen display to finish the data bundle transfer.

**7. Will the transferred data bundle be prorated?**

The donated data bundles shall not be prorated and the subscriber shall be able to utilize the data transferred until it is fully consumed or until the data bundle expires.

**8. How long will the donated data bundle be valid for?**

Validity of the donated data bundle shall be as per the donor data bundle validity period, e.g. if a customer transfers 250MB from a 500MB data bundle that was bought on the 1<sup>st</sup> September 2016 and expires end October 2016, the 250MB donated data bundle shall also expire at the end of October 2016. Customers will also receive an SMS that indicates the size of donated bundle and expiry date.

**9. Is there a limit to the data bundles you can transfer?**

Customers shall be allowed to transfer up to 1GB a day and 5GB a month per MSISDN. Customers shall be able to transfer as many times until the daily and monthly limits are reached.

**10. Can I transfer the full amount of my once-off data bundle?**

Customers shall not be allowed to transfer the full amount of the once-off data bundle, e.g. if you purchase 250MB once-off data bundle you cannot be able to transfer 250MB.

**11. If I have more than one once-off data bundles, which one must I first transfer data from?**

In a case where a customer has two or more once-off data bundles available, the customers shall be allowed to transfer data from the first purchased once-off bundle once depleted they can then transfer from the next available once-off data bundle.

**12. Can I transfer a data bundle to subscribers from other Mobile Network Operators?**

Data bundle transfer shall not be allowed to or from other Mobile Network Operators.

**13. Can I transfer the donated data bundle?**

Customers shall not be allowed to transfer the donated data bundle.

**14. Do I receive the transferred data immediately?**

Yes, the donated data will become effective immediately.

**15. How will I know if the data bundle transfer is successful?**

Successful Data Bundle Transfer: Both donor & recipient subscribers shall receive SMS notification stating that the Data Bundle transfer has been completed successfully. The SMS will state the bundle size, expiry date and the donor customer's mobile number.

**16. How do I check the data bundle balance?**

Balance check shall be performed to see if there is enough credit of MB for transfer to take place. The recipient shall be able to perform balance check on the donated data bundle. Balance enquiry can be done via the following channels:

Option 1:

Log in to the Telkom Self Service portal at <http://www.telkom.co.za/eservices>

Option 2:

Send blank SMS to 188

Option 3:

Dial \*188#

Option 4:

Install Telkom Mobile App from Google Play Store for Android devices and Apple Store for Apple devices. Balance can be viewed on the app.

**17. What happens if I transfer to the wrong MSISDN?**

Once the bundle has been transferred, the transfer cannot be reversed. Pop-up message shall be presented to the donor screen to confirm if the MSISDN is the correct one before the send button is presented.

**18. What happens when my donated data bundle expires and I still have not used up the bundle?**

Unused donated data bundle shall not carry over, when the bundle expires you will forfeit all the unused data. Should the subscriber deplete his/her donated data bundle allocated, she/he may purchase another prepaid data bundle.

**19. Customer Support**

Customers shall call the contact support care numbers 081 180 for all their support queries and these calls shall be zero rated from the Telkom Mobile number.