

## **FAQ's SmartInternet Top-Up:**

### **What is the SmartInternet Top-Up offer?**

The SmartInternet Top-Up offer is a hybrid or top up data plan that can be subscribed to on a 24 month contract with a device or on a month to month SIM only contract and has the following benefits:

1. Subscription to SmartInternet Top-Up plans is subject to the availability of Telkom's 3G and MTN 3G roaming network coverage.
2. The SmartInternet Top-Up plan can only be used to access data on Telkom's 3G and MTN's 3G roaming Network
3. Telkom's 3G and MTN 3G roaming network is a best-effort service and no guarantees are provided on availability or throughput
4. A subscriber will not be able to connect to Telkom's LTE/LTE-A network when on a SmartInternet Top-Up plan
5. An out of bundle rate of 29c/MB shall apply when you are connected to Telkom's 3G and MTN's 3G network
6. Out of bundle services (e.g. SMSs and voice calls) will be used up from your airtime balance and a subscriber is therefore required to top up with airtime to consume out of bundle services
7. Night Surfer data is not included
8. Free Unlimited WiFi Access with fair usage policy cap of 10GB applies

### **Are there ad-hoc data bundles available for purchase by SmartInternet Top-up subscribers should the inclusive data be depleted within the month?**

SmartInternet Top-Up subscribers can purchase once off or recurring data bundles if the inclusive data is depleted within the month

### **How do I purchase a once-off or recurring bundle?**

SmartInternet Top-up subscribers can purchase once-off and recurring bundles via:

- USSD by typing \*180#
- Via the self-service portal
- Via the Telkom Apps (IOS and Android)
- Or at a Telkom store

### **What is a once-off data bundle?**

Once-off data bundles are available to SmartInternet Top-up subscribers for once-off data purchases that can be used to access data on both the Telkom's 3G and MTN's 3G roaming network when the subscriber runs out of his inclusive data. The Once-off data bundle expires at the end of the following calendar month from the date of purchase.

### **What is a recurring data bundle?**

Recurring data bundles are available to SmartInternet Top-up subscribers for purchase that can be used to access data on both the Telkom's 3G and MTN's 3G roaming network . The recurring data bundle shall be allocated to your contract on the first day of each month on a recurring basis. The bundle is valid until the end of the following calendar month from the date of allocation.

### **Which once off data bundles are available for purchase to SmartInternet Top-up subscribers?**

The following Once-off data bundles are available:

- 25MB @ R7.25
- 50 MB @ R14.50
- 100 MB @ R29
- 250 MB @ R39
- 500 MB @ R69
- 1 GB @ R99
- 2 GB @ R139
- 5 GB @ R299
- 10 GB @ R499
- 20 GB @ R899 (valid for 6 months from date of activation)
- 50 GB @ R1799 (valid for 12 months from date of activation)
- 100 GB @ R3199 (valid for 12 months from date of activation)

**Which recurring data bundles are available for purchase to SmartInternet Top-up subscribers?**

The following recurring data bundles are available:

- 25MB @ R7.25
- 50 MB @ R14.50
- 100 MB @ R29
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- 1 GB @ R99
- 2 GB @ R139
- 5 GB @ R299
- 10 GB @ R499

**Does the SmartInternet Top-Up offer come with Night Surfer data?**

Night surfer data is no longer available on SmartInternet Top-Up plans

**What benefit does the SmartInternet Top-Up plan offer?**

The SmartInternet Top-Up plans come with inclusive anytime data that can be consumed on national coverage and Free Unlimited Telkom WiFi allocation

**Do I need to sign a contract to subscribe to data offers on a SIM only month to month or 24 month contract basis?**

Yes, you will need to sign a contract at one of our stores.

**What documents do I need to sign onto a contract?**

You must undergo a credit vetting process as well as the RICA process. You will need to present the following documents: recent 3 month bank statement, a recent payslip, proof of residence, and your ID or passport.

**What will happen to my airtime and / or data bundle balances that are active on my existing Telkom Mobile SIM card when I convert or migrate to another offer?**

All airtime (only if hybrid and prepaid) and once-off data balances will be retained on the SIM card.

**Will I be able to upgrade to another contract?**

Yes and you will retain any balance of the once-off internet bundle at the time of upward migration. You will continue with the existing contract agreement, and will not be considered to have entered into a new contract agreement based on the migration

request. Upward migrations are limited to one per calendar month.

### **Will I be able to downgrade?**

Yes, but you will be liable to pay a migration fee for a downward migration, which will be determined at the time of requesting the migration. You will retain any balances of once-off internet bundles at the time of downward migration. Telkom Mobile will, as a downward migration fee, recover the difference in device subsidy between the original and the newly selected packages as well as a R400 (incl. VAT) administration fee. You will continue with the existing contract agreement, and will not be considered to have entered into a new agreement based on the migration request.

### **Am I able to port in my SIM card from another operator?**

Yes, you can port in your SIM card from another operator and subscribe to any of Telkom Mobile's contract offers on a ported SIM card. Port-in also allows you to retain your existing cell phone number.

**How do I know if Telkom coverage is available in my area?** Before purchasing any of the Telkom Mobile data products, a coverage check must be done at <http://www.telkommobile.co.za/coverage/>. You can also SMS the address (street name and suburb) where you will be using the service to 43482 to confirm Telkom's 3G network coverage.

### **Will I be able to make Voice calls?**

Yes, voice is enabled on data offers and is charged at R2,75 per minute on per second billing, with the exception of emergency services (10111, 10177 and 112) and helpdesk (081 183/180), which are free. You can choose to disable your voice service on Telkom Mobile data offers by calling the call centre.

### **What is Free Unlimited WiFi Service?**

Free Unlimited WiFi is Telkom Mobile's WiFi access enabled on select post-paid and hybrid contract plans that provides free access to the internet at any of Telkom Mobile WiFi hotspots. Free Unlimited WiFi for qualifying offers or deals will be allocated as follows:

- Contract subscribers will only qualify for Free Unlimited WiFi every month if Free Unlimited WiFi access is specified as a feature of their offer or deal.
- Free Unlimited WiFi has a fair usage cap of 10GB per month.
- The Free Unlimited speed will be throttled to 128kbps if you reach a data usage of 10GB via WiFi access before the end of the month.
- The speed will be reset to normal at the beginning of each month.
- Top-up subscribers' SIM cards allocated with the Free Unlimited WiFi service will be automatically authenticated using EAP-SIM or EAP-PEAP (username and password login) authentication when in a Telkom Mobile WiFi hotspot.
- Customers will need to configure their devices for EAP-SIM or EAP-PEAP (username and password login) authentication.

**Does my package qualify for Free Unlimited WiFi by default?** Contract subscribers will only qualify for Free Unlimited WiFi every month if Free Unlimited WiFi access is specified as a feature of the offer or deal.

### **Can I access the Telkom Mobile WiFi service at any WiFi hotspot?**

No. WiFi access is limited to Telkom's WiFi hotspots.

**Customer Support**

To contact the Customer Support line on 081180, please remove the SIM card from your modem or WiFi Router 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.