

Frequently asked questions (FAQs) for Telkom TikTok Data Bundles

1. What are Telkom TikTok data bundles?

Telkom TikTok bundles are data bundles that are designed to give subscribers access to bundles that can be used for TikTok social media platform only, at affordable rates.

2. Who can purchase TikTok data bundles?

Telkom TikTok data bundles are available for purchase to all new and existing Telkom Mobile prepaid customers (Prepaid, post-paid and hybrid).

3. Do TikTok data bundles have included night surfer data?

No.

4. How do I purchase TikTok data bundles?

Dial *180# USSD menu; purchase on the portal, Telkom App and other external sales channels such as a retail store, etc.

5. How do I check the balance of the remaining data of my TikTok data bundle?

Dial *188#

6. Is there a limit to the number of times I can purchase TikTok data bundles?

No. There is no limit, you may purchase the bundle as many times as you wish and (First in First out) FIFO rule shall apply to the order of consumption.

7. What happens when the validity period of the bundle expires and I still have not used up all the data included in the bundle?

Unused data will not carry over, when the bundle expires, you will forfeit all the unused data. Should you deplete the data included in the bundle, you may purchase another one, there's no limit.

8. Customer Support

Customer Support can be contacted by dialling 180 from your handset. Calls to Telkom Mobile 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.

9. Will I get notification when my TikTok data bundle is depleted?

Yes, hourly data bundle data usage threshold notifications will be sent when reaching the applicable threshold (at 50%, 80% and 100% usage levels). The final notification will be sent when the bundle data has been depleted.