

FAQs for USSD *180# Buy with Card service

1. What is USSD Buy with Card service?
 - USSD Buy with Card allows you to recharge airtime, data, voice minutes, or SMS bundles via *180#, using a debit or credit card.
2. Who is eligible for this service?
 - All Telkom Prepaid and Hybrid customers both new and existing can use this service to recharge.
3. How much does the service cost?
 - There are no additional charges from Telkom. You only pay for the airtime or bundles you purchase. However, your bank may apply standard transaction fees for using your debit or credit card.
4. Is there a limit to how much I can recharge?
 - Yes. You can recharge between R10 and R1000 per transaction. If the amount entered is below R10 or above R1000, an error message will be displayed.
5. Can I recharge for another number?
 - Yes. You can recharge for another Telkom number, provided it is a valid 10-digit number on the Telkom network.
6. Do I need to enter my card details every time I recharge using this service?
 - Yes. For security reasons, you will be required to enter your card details each time you use the service.
7. What should I do if I experience OTP (One-Time PIN) issues?
 - If your OTP expires, you will be prompted to restart the process.
 - If you do not receive the OTP, a "Resend OTP" option will be provided.
8. What types of cards are accepted?
 - Currently, most South African-issued Visa and Mastercard debit and credit cards are accepted.
9. Is my card information safe?
 - Yes. All transactions are secured using industry-standard encryption and security protocols, including 3D Secure and OTP verification.
10. Can I save my card details for future use?
 - No. Card details are not stored, and you must enter them for each transaction.
11. What if my card is declined?
 - Ensure you have sufficient funds, your card is enabled for online purchases, and you've entered all details correctly. You may also contact your bank for more information.
12. Can I view my transaction history?
 - Currently, a detailed transaction history is not available via USSD. However, you can check your balance after recharging, verify the transaction through your bank, or contact the Telkom call center on 081180 to inquire about your recharge history.
13. What happens if the recharge fails but money is deducted?
 - In the rare case of a failed transaction where funds are deducted, the amount will be automatically reversed. You may also contact Telkom call center on 081180 for assistance.