

Frequently Asked Question (FAQs) - Telkom Emergency Top Up Service

What is Telkom Emergency Top Up Service?

- Telkom Emergency Top Up Service allows Telkom Pre-paid and Top-Up customers to get immediate access to Airtime or Data on credit and pay later with the next recharge.
- The Telkom Emergency Top Up Service is offered in two options: Airtime or Data.

Who is the Service available to?

- The Telkom Emergency Top Up Service is available to Telkom Pre-paid and Top-Up customers.
- The Telkom Emergency Top Up Service is not available to Post-Paid customers.
- In order to qualify for the Service, Telkom Pre-paid and Telkom Top-Up customers must:
 - Be active on the Telkom network for 30 (Thirty) consecutive days or more;
 - Have recharged their Telkom Pre-Paid or Top-Up account in the last 30 (Thirty) days);
 - Have completed RICA.

How do I Opt-In to the Telkom Emergency Top Up Service?

- Qualifying Telkom Emergency Top Up Service customers can opt-in to utilise the service via the following channels:
 - USSD (by dialling *180# and selecting the Emergency Top Up option);
 - Telkom App through registration and login;
 - Telkom Portal through registration and login (www.telkom.co.za)

How much does this Service cost?

- Qualifying customers will be charged a Service Fee of R1.10 VAT inclusive.
- The Service Fee is charged per Emergency transaction made by the qualifying customer.

How will Telkom deduct the payment for the Emergency Top Up Service?

- When you recharge, Telkom will automatically deduct the outstanding amount owed plus the service fee of R1.10

Example: A customer takes R10 (Ten Rand) Emergency Top Up airtime and recharges with R20 (Twenty Rand). Telkom will deduct R10 + R1.10 (Service Fee) = R11.10 and the Customer's airtime balance will be R8.90.

What happens if I recharge with a lower denomination than the outstanding amount?

- When you recharge with a lower amount, that amount will be deducted towards paying for the outstanding Emergency Top Up Service balance.

Example: Your outstanding balance is R10 (Ten Rand) plus R1.10 Service Fee. You recharge with R5 (Five Rand). The R5 (Five Rand) will be deducted towards the payment of the outstanding Emergency Top Up balance. Your outstanding balance after the recharge will be R6.10. On your next recharge, you recharge with R10 (Ten Rand), a deduction of R6.10 will be made to pay the outstanding balance owed. Your airtime balance after the deduction will be R3.90.

Is there a limit to the number of times I can request for Emergency Top Up?

- There is no limit to the number of times you can request for Emergency Top Up (Data/Airtime).
- However, you cannot request for Emergency Top Up if you have reached the maximum value that you have qualified to borrow and have not yet paid the outstanding balance (including the Service Fee).

Does Emergency Top Up qualify me for bonus airtime and or data?

- With Emergency Top Up, you will not receive any free/bonus airtime or data.

Telkom Emergency Top Up Airtime:

- Emergency Airtime is available in the following denominations: (min R3 – max R100)
 - R3
 - R5
 - R10
 - R15
 - R20
 - R50 and
 - R100

Telkom Emergency Top Up Data:

- Emergency Data is available in the following denominations:

Frequency	Data and Price
Hourly	75MB for R5
Daily	30MB for R5 150MB for R10.00
Weekly	50MB for R5 100MB for R15 250MB for R30 500MB for R50 1GB for R75 2GB for R100
Weekend	100MB for R10 200MB for R19 500MB for R29 1GB for R49
Daily Social Bundle	100MB for R5 250MB for R10 500MB for R15
Weekly Social Bundle	100MB for R8 250MB for R10 500MB for R18
FreeMe	300MB for R29 500MB for R39

Can I transfer airtime or data from my Emergency Top Up Airtime?

- No, a qualifying customer will not be able to transfer airtime or data from their Telkom Emergency Top Up Service to another customer.