



## **Frequently Asked Questions – Plug'd by Telkom**

### **What's Plug'd?**

Plug'd is Telkom's youth platform for 18–24-year-olds. You'll get access to exclusive bundles, lifestyle perks, entertainment and learning content curated just for you.

### **Who can join Plug'd?**

If you're a Telkom customer between 18 and 24, with a valid SA-ID Plug'd you're good to go.

### **How do I register?**

Dial \*180# or \*123# and choose the Plug'd option. You can also register on the Telkom app or at [www.telkom.co.za](http://www.telkom.co.za) by selecting Plug'd.

### **Can I register for Plug'd on more than one Telkom number?**

You can only register for Plug'd using one primary number. If you wish to register on a different number, you must first deregister from Plug'd on the number previously used.

### **What if my SIM is RICA'd under someone else's details?**

You won't qualify. Your SIM must be RICA'd in your own details that state you're between the age of 18 to 24, to join Plug'd.

### **Can I buy Plug'd bundles for someone else?**

No. Plug'd bundles cannot be purchased for another Telkom number, and they are not transferrable.

### **How do I deregister from Plug'd?**

Dial USSD\*180# or \*123#, Telkom App, or the Web, and choose the 'Deregister' option on the menu.

### **Do I still get access to my normal Telkom bundles while on Plug'd?**

Yes. Plug'd bundles are add-on's, exclusive to Plug'd customers.

### **Why should I join Plug'd?**

Plug'd is all about self-expression, creativity, and opportunity. From exclusive deals to dope digital content and rewards, it's made to elevate your youth experience.