



Terms and Conditions for Telkom WhatsApp + All-Network Voice Bundles

1. The Provisioning of the Services remains subject to Telkom Standard Terms and Conditions for the Provision of Electronic Communication Services and Product which may be accessed at <https://group.telkom.co.za/regulatory/terms-and-conditions-mobile.html> The WhatsApp + All-Network Voice bundle will be, subject to a Fair Usage Policy (FUP) as set-out below and will be available to all Telkom Mobile Prepaid, Postpaid, and Hybrid customers, both new and existing from 1 April 2026
2. Customers should check whether they qualify for the offers as set out below by dialing *180#. In the instance where the *180# function does not reflect the offers the customer is not eligible.
3. The bundles will be offered as Daily, Weekly, and Monthly denominations:
4. **Validity rules:**
 - Daily Bundles are valid for 24 hours from activation.
 - Weekly Bundles are valid for 7 calendar days from activation.
 - Monthly Bundles are valid for 31 calendar days from the date of activation.
5. WhatsApp resources will only allow access to the WhatsApp social media platform, for messaging, video and for voice calling.
6. All-Network Voice resources will allow traditional voice calling to national networks service provider numbers such as Cell C, MTN and Vodacom)
7. Any unused resources will not carry over once the included data and voice minutes expire at the specified validity period. The customer will forfeit all unused data and/or voice minutes.
8. Fair Usage Policy (FUP) rules on Unlimited WhatsApp bundles:
 - Unlimited Daily Bundle:
500MB at full speed
Thereafter, unlimited usage at a reduced speed of 512 Kbps
 - Unlimited Weekly Bundle:
1.5GB at full speed
Thereafter, unlimited usage at 512 kbps
 - Unlimited Monthly Bundle:
4GB at full speed
Thereafter, unlimited usage at 512 kbps

9. Data transfer and/or voice service will not be applicable for Telkom WhatsApp bundles + All-Network Voice bundles. The bundles' resources are not transferable to other customers and cannot be shared.
10. Customers can perform balance check by dialling *188#. via USSD (*188#).
11. Bundle threshold notifications will be sent to customers when they reach 50%, 80% and 100%.
12. Order-of-consumption rules will apply. Free resources (e.g., bonus data/promotional bundles) will be consumed first, followed by paid for resources.
13. Once the WhatsApp + All-network Voice bundle data has been depleted, the data will automatically consume from available data or voice resources or from any other applicable bundle (such as normal All-network Data bundles, Voice bundles etc).
14. Out-of-bundle (OOB) data rates shall apply on depletion of in-bundle consumption.
15. Telkom reserves the right to suspend the service in the event of any misuse or abuse of the proposition by the customer.
16. Telkom reserves the right to amend these Terms and Conditions. Any changes will be published on <https://group.telkom.co.za/regulatory/terms-and-conditions.html> and will be deemed incorporated into the Agreement and binding on the Customer from the date of publication.

E&OE.