Frequently Asked Questions – Tap2Win Loyalty Rewards Platform

What is Tap2Win?

- Tap2Win is a loyalty-based rewards platform designed to recognize and reward Telkom valued customers for their continued support. By participating in the Tap2Win programme, You, the customers can earn rewards based on specific triggers, such as purchase frequency, engagement, or promotional activities.

- Rewards may include a variety of Telkom and non-Telkom rewards such as data and voice bundles and retail vouchers, which may be redeemed for a range of goods, services, and experiences. The allocation and distribution of these rewards are at the sole discretion of Telkom SA and are subject to the terms and conditions of each individual reward offer.

How do customers qualify?
- You must be a Telkom Mobile subscriber, Post-paid, Prepaid or TopUp.
- You must perform qualification triggers as follows:

Prepaid Subscribers must:

- Recharge with a minimum of R20 or more.
- Purchase a bundle to the value of R20 or more.

Post-paid/Hybrid:

- On activation of a new contract.
- Contract upgrade.
- Purchase of a bundle/s to the value of R20 or more.

Where do customers access Tap2Win?
Telkom Mobile customers can access and register through the following channels:

- USSD *180#
- USSD *123#
- My Telkom App (The new My Telkom App launched 30 September 2024)
- Telkom Website www.telkom.co.za.

Can non-Telkom customers access Tap2Win?
You must be a Telkom Mobile subscriber to be able to participate in the Tap2Win Loyalty Rewards programme.

What type of rewards are allocated? Qualifying subscribers will be allocated Cellular Industry/Telco rewards and Non-Cellular/Telco rewards.

Eligible subscribers will receive an SMS notification informing them of their opportunity to participate in the competition. This notification will provide details on how to play the Game for a chance to win exciting rewards.

Plays awarded:
- Eligible users will receive an SMS notification informing them of their opportunity to participate in the competition. This notification will provide details on how to play the Game for a chance to win exciting prizes.

Telco Rewards:
- Rules governing the Telco prizes, i.e., Data/Voice Bundles will be as per Tap2Win rewards programme rules and standard Telkom bundle rules.
- All vouchers and bundles awarded through the Tap2Win platform will have specific expiry dates. Customers will be notified of these expiry dates via SMS at the time the reward is issued to them. It is the customer's responsibility to use the awarded vouchers and bundles before the stated expiry date.
- Please note that once the expiry date has passed, the vouchers and bundles will no longer be valid and cannot be redeemed or extended.
- Telkom Rewards allocated are not transferable.

Non-Telco Rewards:
- Vouchers expire as per the reward communication sent to the participant upon winning.
- Vouchers may only be redeemed at selected outlets.
- Any unredeemed balance will be forfeited.
- The voucher can only be redeemed once at the selected outlet.
- On receipt of the voucher participants consent to dissemination of Data to its authorized agents for purposes of the Campaign.
- Retailers and its holding companies, subsidiaries, directors, authorized agents, employees, and franchisees will not be held liable for any direct, indirect, or consequential loss, damage or costs arising from any intentional or negligent act or omission by any party involved.
- The prize is not transferable, cannot be deferred or exchanged or redeemed for cash and is not negotiable. Telkom reserves the right to substitute any, or part of any, of the prizes.
- Vouchers cannot be exchanged for cash and are not transferable or assigned to any other persons (if applicable)
- Lost vouchers cannot be replaced or exchanged.

Telkom reserves the right to cancel the Tap2Win rewards programme at any time, if deemed necessary in its opinion or if circumstances arise that are outside of its control and will not be liable to Participants in such event for any cause or action whatsoever.