



Product Specific Telkom Terms and Conditions for Plug'd 1GB

1. Plug'd by Telkom is a Youth proposition with exclusive offers designed for the Youth market, ages from 18-24 years. Qualifying customers must be on Telkom Prepaid, Hybrid, and Postpaid plans, with a valid South African Identity Number and a RICA'd SIM card.
2. Qualifying customers must register and will only be allowed access to the Plug'd offers once verified.
3. By registering for Plug'd, customers consent to the collection, and storage of their data in accordance with the provision of the Protection of Personal Information Act (POPIA) <https://group.telkom.co.za/regulatory/promotion-of-access-to-information-act.html>
4. In addition, qualifying customers consent to the sharing of their information with third parties for the purposes outlined in our privacy policy.
5. Registration for Plug'd is required on a once off basis.
6. Plug'd offers will be on the following channels:
 - USSD *180#
 - USSD *123#
 - Telkom App
7. Customers can use Plug'd Social bundles to access Instagram, Facebook, Messenger, WhatsApp, TikTok, X, Snap Chat, Pinterest, and LinkedIn.
8. Plug'd WhatsApp bundles allow access to WhatsApp messaging, voice, and video calling.
9. On-Net voice bundles are for Telkom-to-Telkom calls only.
On-Net data bundles applies to the Telkom Network only. Customers can check network coverage on the Telkom website, <https://group.telkom.co.za/regulatory/terms-and-conditions.html>
10. Any unused data and/or voice after validity period will expire and cannot carry over.
11. Plug'd bundles are not transferable.
12. The usage of Plug's bundles is governed by order of consumption rules, Free/Bonus offers will deplete first, and any other remaining bundles will deplete on first-in first-out basis.
13. The bundle with the shortest validity will deplete first e.g., Plug'd bundle of 14-day validity deplete first, thereafter, longer validity bundle, e.g., 31-day validity bundle.
14. By accessing Gaming and other Content services customers will be on Telkom Plus platform. Telkom Plus Standard Terms and Conditions apply and may be accessed at: <https://telkomplus.co.za/subscription-rules>.
15. If a customer's SIM is lost or stolen, the incident must immediately be reported to both Telkom and the South African Police Services. The registered owner of the SIM card may perform a sim swop, subject to Telkom's obligation to comply with the Regulation of Interception of Communications and Provision of Communication related information Act ("RICA"). Registration to Plug'd is not required after a successful SIM swap. Customers will retain any unused airtime, bundles, and benefits when conducting a SIM swap.
16. Customer wanting to deregister for Plug'd can do so by dialing *180#, *123#, on Plug'd offer page "Deregister" option and confirm if they want to deregister.
17. If the customer deregisters Plug'd on one number and registers with a new number, any unused Plug'd offers will not be carried over to the new number.
18. When a registered customer reaches the age of 25, they will automatically be deregistered



from Plug'd.

19. In an instance where a customer is automatically deregistered for Plug'd based on basis mentioned on age, any unused Plug'd offers will remain and can be used by the customer until expiry period.

20. Plug'd Customer Incentive – Free Data Giveaway

20.1 As part of the Plug'd campaign, Telkom will make available a limited-time customer acquisition 1GB incentive. From the 09 February 2026 – 30 April 2026.

20.2 Customers who successfully register for Plug'd from 09 February 2026 will qualify for the incentive.

20.3 The 1GB is limited to the first 300,000 customers who successfully complete Plug'd registration.

20.4 Qualifying customers will receive:

- One (1) GB Telkom data bundle; and
- The data bundle will be valid for twenty-four (24) hours from the time of allocation.

20.5 The data bundle will be allocated within twenty-four (24) hours of successful Plug'd registration.

20.6 The incentive is only available to customers who successfully complete Plug'd registration and meet all applicable eligibility requirements.

20.7 The incentive will automatically terminate once the available allocation has been exhausted.

20.8 The incentive is non-transferable, non-exchangeable, and may not be redeemed for cash or any other benefit.

21. Telkom reserves the right to suspend the service to customers who misuse or abuse it.

22. Telkom reserves the right at any time to terminate this offer without prior notifications.

23. Breaching these terms constitutes a violation, and Telkom may immediately suspend the service.

24. These Terms and Conditions do not replace any existing agreement between the customer and Telkom and must be read in conjunction with such agreements.

25. Telkom reserves the right to amend the Plug'd Terms and Conditions, from time to time.

Such amendments will be placed on Telkom's website at the following link:

<https://group.telkom.co.za/regulatory/terms-and-conditions.html>

