



## Telkom Terms and Conditions for Plug'd by Telkom

1. Plug'd by Telkom is a Youth proposition with exclusive offers designed for the Youth market, ages from 18-24 years. They must be on Telkom Prepaid, Hybrid, and Postpaid plans, with a valid South African Identity Number and a RICA'd SIM card.
2. Customers must register and get verified to qualify for Plug's offers.
3. By registering for Plug'd, you consent to the collection, and storage of your 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, you consent to the sharing of your 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 work on 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 customer 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, they can retrieve their original number through the Telkom SIM swap process. 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 the customer has reached 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. Telkom reserves the right to suspend the service to customers who misuse or abuse it.
21. Telkom reserves the right at any time to terminate this offer without prior notifications.
22. Breaching these terms constitutes a violation, and Telkom may immediately suspend the service.
23. These Terms and Conditions do not replace any existing agreement between the customer and Telkom and must be read in conjunction with such agreements.
24. 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>

E&OE.