



## Terms and Conditions – Telkom Emergency Top Up

1. By activating Emergency Top Up service, you agree to be bound by the following terms and conditions.
2. The Telkom Emergency Top Up service is available to Telkom Prepaid and Top-up customers who have recharged with at least R10 per month for the last three consecutive months and who have been active on the Telkom network for six consecutive months or more.
3. The customer must be registered for RICA
4. The Emergency Top Up will only offer R10 denomination.
5. A service fee of R1 will be charged per Emergency Top Up transaction.
6. The total amount payable by the customer will be the Service Fee together with the amount of airtime that has been provided to the customer. The customer will be liable to pay the total value.

**Example:** A customer takes R10 Emergency Top Up and recharges with R20, Telkom will deduct R10 + R1 = 11 and the customer airtime balance will be R9.

7. Should the customer recharge with a lower denomination than that of the total value, the full amount of the recharge will be deducted until the full value of the airtime has been recovered.

**Example:** Customer owes R10, recharges with R5. Telkom will immediately deduct R5 until the full amount is recovered from the recharges.

8. The customer will be allowed to use the service only when the previous full amount has been paid.
9. Emergency airtime can be used for Voice, SMS and Data
10. Customers will be allowed to transfer airtime from their Emergency Top Up as per the current Airtime Transfer Business Rules
11. Emergency Top Up will only be accessible via USSD or Telkom Application.
  - USSD by dialling \*180# and select Emergency Top Up option
  - Telkom App – Register on the app
12. Customers that have an outstanding airtime advance who wish to migrate to Post-paid will be allowed to do so and the outstanding balance will be added to their post-paid account.
13. Should a subscriber wish to migrate from Prepaid or Hybrid to Post-paid, the subscriber's Emergency Top up service will no longer be available.

14. If your account is blocked for any reason or cancelled the Emergency Top Up service will no longer be available. Customers must call the call centre by dialling 180 from their Telkom Mobile or 081180 from another phone for enquiries.
13. Telkom shall be entitled to terminate the Service of any customer, without notice if such customer is involved in any fraudulent activity or suspected fraudulent activity.
14. Telkom may withdraw the Emergency Top Up service or amend the service fee in its sole discretion and absolute discretion without notification to customers.
15. These terms and conditions do not supersede any existing agreement between yourself and Telkom or of its service providers and are to be read in conjunction therewith.