

OPERATOR RESPONSIBILITIES ON BUNDLES AND OUT-OF-BUNDLE SERVICES

- Ensure consumers have a choice of a variety of data packages/ bundles
- Educate consumers on the mechanics of various bundled services Put in place measures to raise awareness on in-bundle and out-of-bundle browsing.
- Make the terms and conditions for all bundles publicly available.
- Redress customer complaints on bundles.

NB: Any complaints to do with data bundles must be lodged with the Service Provider first before escalating to the Regulator.

POTRAZ RESPONSIBILITIES ON BUNDLES AND OUT-OF-BUNDLE SERVICES

- Whether it reduces competition or not
- Whether operators comply with approved tariff thresholds
- Whether Terms and Conditions are clear enough to enable consumers to make informed decisions
- Whether Terms and Conditions are fair to the consumer

1008 Performance Close,
Mt Pleasant Business Park, Harare

Tel: **+263 242 333032** • Toll Free: **0800 4303**

Email: the.regulator@potraz.gov.zw

Website: www.potraz.gov.zw



'creating a level playing field'



What happened to my airtime?

Managing Your
Airtime & Bundles



What is a Data Bundle

Data bundles are capped, time bound data offerings under which a user is allotted usage capacity within a specified period at discounted tariff rates that are lower than the normal approved tariffs. This means that data bundles expire after a given period of time ranging from daily, weekly up to monthly validity periods.

TYPES OF DATA

There are several data packages available. These include: in-bundle and out-of-bundle.

Data Bundle Types Include:

- Social media bundles such as Facebook, Twitter, WhatsApp, Instagram, Pinterest and Viber
- Pure data bundles, which are time bound data packages and only provide for the general use of data across all applications.
- Combo packages which have a mixture of data, voice, SMS and airtime.

Out-Of-Bundle

This is normal data usage that is not attached to any application or package, usage or time frame. The rates are usually higher than in-bundle rates.

- If a consumer does not buy a bundle package or exceeds the capacity they have purchased, they access internet at “out-of-bundle”.
- After exhausting a data bundle, the subscriber can opt in to automatically use airtime in their account or opt out.

CONSUMER RESPONSIBILITIES ON BUNDLES AND OUT-OF-BUNDLE SERVICES

- Consumers can choose to access mobile data services either using bundles or out-of-bundle tariffs.
- Consumers need to be aware of the method of accessing mobile data they are using: Bundles or out-of-bundle.
- Consumers should get all the necessary information from service providers on rates/ charges for bundles and out-of-bundle services so that they make informed decisions.
- In the event that consumers have bought bundles, some service providers give them options of choosing either out-of-bundle browsing or automatic bundle renewal on depletion of current bundles.
- Operators use short codes such as *143# to allow consumers to enable or disable out-of-bundle browsing or send warning messages when a consumer has exhausted his/her bundle – “Your bundle has depleted. Please note you will now be charged at normal out-of-bundle rate”
- Consumers should also be on the lookout for various terms and conditions attached to the bundled and out-of-bundle services.

