

FAQs

Who is Boxercom?

Boxercom is one of South Africa's newest Mobile Virtual Network Operators. We are offering our customers prepaid access to services including airtime, data, and SMS, through our very own Boxercom SIM cards

Where can I get my Boxercom SIM from?

You can get your Boxercom SIM from any Boxer store, with the exception of Liquor & Build stores.

What network does the Boxercom use?

Boxercom uses the MTN Network.

What is RICA?

RICA is a legal process in South Africa which requires a person to confirm their identity before we can release a SIM to them. We are bound to follow this process under South Africa law; The Regulation of Interception of Communications Act 70 of 2002; as well as any other applicable legislation.

How do I RICA my new Boxercom SIM?

We will be using the TymeBank Kiosk to RICA customers, so no documents required.

How long will it take for my new SIM to be activated?

This process can take between 2 – 24 hours.

How do I recharge/top up my account with Airtime?

You can recharge your account by purchasing a Boxercom Voucher from any Boxer store and dialing *136*VoucherPin# to redeem.

How do I purchase data from my Airtime?

Access the USSD platform by dialing *136# and select option 2 to convert your airtime into data.

Is there a USSD option, and How do I access it?

Yes. You will need to dial *136# from your Boxercom number.

Does it cost to Access USSD

No, this is free of charge

What can I do via USSD?

There are a number of functions on the USSD, mainly: Check Your Balance, Convert Airtime to Data, manage your mobile Account, Contact Us, Transfer Data and see our current Promotions.

How do I check my account balance?

You can either Dial *136# and follow the prompts, or dial 136 and get a summary of your balance

How do I retrieve my voicemails?

Dial 132 from your Boxercom SIM to listen to your voice messages

Rating Rules: Voice

- Voice Tariffs are rated per minute (per second billing)
- o Voice plans are rated per minute but billed per second.

Rating Rules: Data

- Data rated per MB, billed in 25KB increments
- o Data plans are rated per MB, but billed in 25KB increments

Rating Rules: SMS

- SMSs are rated per unit
- o SMS plans are rated per unit (one SMS)

Can I keep my existing number?

Yes. You can Port your number into Boxercom by calling Customer support on 135 from an active Boxercom Sim or from 0860 30 40 50 from any other phone.

I lost my SIM card

You would need to collect a new sim card from Boxer and RICA the new card in store.