

Frequently Asked Questions (FAQs) new Generation FreeMe plans

1. What is the new Generation FreeMe plan?

The new Generation FreeMe plan is a range of data-led mobile plans offered by Telkom to both Consumer and Business customers. These plans will be available to new and existing customers.

2. Which subscribers are eligible to sign up for the new Generation FreeMe plans?

FreeMe plans will be available to new and existing Postpaid and TopUp customers.

3. What is the difference between old FreeMe plans and the new Generation FreeMe plans?

The new Generation FreeMe is the enhancement of the old FreeMe plans with additional benefits available on all plans. The additional benefits will include All-network minutes and Data Streaming.

4. What are the benefits included in the new Generation FreeMe plans?

- Inclusive All-network Data
- Data for WhatsApp
- On-networks minutes
- All-networks minutes
- SMS's
- Data for Streaming

5. Does the new Generation FreeMe plans include Night Surfer data?

No, Night Surfer does not apply to the new FreeMe plans.

6. How long are the contracts for the new FreeMe Postpaid and TopUp plans?

Product offering will be available as a new 24-month contract with a device or on a SIM-Only plan (no device included) on a month-to-month plan.

7. What are the Out-of-Bundle rates on the new FreeMe plans?

- **Voice** R0.70 per minutes billed per second
- **Data** R0.30 per MB
- **SMS** R0.30 (160 characters)
- **MMS** R0.50 (300kb)

8. What Fair Usage Policy applies to the new Generation FreeMe plans?

FreeMe-Unlimited data is governed by Fair Usage Policy (FUP) of 30GB per month. The speed shall be throttled to 128kbps if a subscriber reaches a data usage cap of 30GB before the end of the month.

9. When will Data allocated to the new FreeMe plans expire?

Inclusive All-network data allocated to the new FreeMe plans will expire at the end of the two consecutive calendar months. Data for WhatsApp and Data for Streaming will expire at the end of the current month of allocation.

10. When will Minutes allocated to the new FreeMe plans expire?

All-networks minutes and On-networks minutes allocated to the new FreeMe plans will expire at the end of the current month of allocation.

11. When will SMS allocated to the new FreeMe plans expire?

SMS allocated to the new FreeMe plans will expire at the end of the current month of allocation.

12. What happens if Inclusive FreeMe Data is carried over and the customer has Once-off Data available, which Data will be used first in the new month?

The carried over Inclusive FreeMe Data will be used first again in the new month, followed by the Inclusive FreeMe Data of the new month's allocation. Once all Inclusive FreeMe Data has been depleted, only then Once-off Data bundle will be consumed.

13. What happens if Inclusive FreeMe Data is carried over and the customer receives Data transfer from a Telkom subscriber?

The customer will first consume from transferred Data, once depleted then Data will consume from Inclusive FreeMe Data.

14. Will Data Transfer be allowed on FreeMe plans?

Yes, the new FreeMe subscribers shall be eligible to transfer data to other subscribers on the Telkom Mobile network. Data Transfer will not be allowed on FreeMe-Unlimited plan.

15. What are the Data bundle denominations customers are permitted to transfer?

FreeMe subscribers shall be able to transfer data in the following denominations 25MB, 50MB, 100MB, 250MB, 500MB and 1GB.

16. What is the Data permitted limit customers can transfer?

The Data transfer on the new FreeMe plans shall be limited up to a maximum of 1GB daily transfer allowance and up to a maximum of 10GB monthly transfer allowance.

17. What is the expiry date of the transferred data?

The Data transferred will maintain the same expiry period according to the validity of the subscriber who has transferred the data. The SMS notification of the Data transfer will be sent to the subscriber with the applicable expiry date.

18. What is the order of consumption on Data allocation on the new FreeMe plans?

The order of consumption will be as follows in the order of priority;

1. Campaign or Promotional Data
2. Inclusive FreeMe Data
3. Recurring Data
4. Once-off Data
5. Spend Limit

19. Will the customer receive usage notifications when Minutes, Data and SMS allowances has been depleted?

Yes, the customer will receive notifications when Minutes, Data and SMS allowance has been finished. Additionally, two more notifications will be sent to customers for Minutes, Data and SMS.

20. Will International calling and International roaming be included in the new FreeMe plans?

No, International calling and International roaming will be excluded and shall be charged at applicable International rates.

21. Will Premium Rated calling be included in the new FreeMe calling minutes?

No, Premium Rated calling will be excluded and shall be charged at applicable rates.

22. Which numbers will be excluded from the Telkom Mobile On-network calling?

Telkom Mobile (On-network) numbers exclude calls to Telkom non-geographic numbers, like Sharecall and Smartaccess numbers (e.g. 0862, 0861, 0860). All non-geographic numbers to other operators shall further be excluded from the FreeMe Telkom call benefit.

23. Which numbers will be excluded from the All-network calling?

Qualifying numbers include numbers that are serviced by National Mobile Operators, including Telkom fixed line and Neotel. Any other number, be it a premium rated, international or unknown number is excluded from the product.

24. Will happens when On-network minutes are depleted, and the customer calls On-network number?

Once On-network minutes (Telkom Mobile & Telkom Fixed calls) are depleted, On-network calling will consume from the All-network minutes allowance, then when All-network is depleted, On-net calling will go out of bundle at the voice applicable rate.

25. Will happens when Off-network minutes are depleted, and the customer calls All-network number?

Once All-network calling (calls to other networks) are depleted, then All-network calling will go out of bundle at the applicable voice rate.

26. Will Telkom Multi-SIM be allowed on the new Generation FreeMe plans?

Yes, Multi-SIM functionality will be allowed on the new FreeMe Postpaid plans. The Telkom Multi-SIM functionality is not allowed on the new FreeMe TopUp plans.

27. Will the customer automatically go out of bundle once Inclusive Data has been depleted?

No, FreeMe Postpaid subscribers shall be directed to an Out-of-Bundle page once the inclusive Data bundle has been depleted, notifications shall be sent for Data bundle depletion. The subscriber shall select an option to either go Out-of-Bundle or purchase a data bundle.

28. Can a customer select an option to automatically go out-of-bundle once Data has been depleted?

FreeMe subscribers shall have an option via the following channels USSD, Telkom Portal and Telkom App to select one of the following options once the Inclusive data has been depleted;

- Browse at Out of Bundle rates for the remainder of this month
- Always re-direct service to Out of Bundle Page
- Never Re-direct, browse at Out of Bundle rates