

## Frequently Asked Questions (FAQs) FreeMe plans

### 1. What is FreeMe plan?

This is a range of data-led mobile plans offered by Telkom. FreeMe plans are available to both Consumer and Business customers.

### 2. Which subscribers are eligible to sign up for FreeMe plans?

FreeMe is available to Postpaid and TopUp customers. There is also, for the first time, a Family option on Postpaid where the inclusive benefits can be shared between four SIM cards.

### 3. How long are the contracts for FreeMe Postpaid and TopUp?

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.

### 4. What are the benefits included in the FreeMe plans?

- Inclusive All-network Data
- 2GB FUP IM Data per month (WhatsApp, Viber and BBM)
- 3000 FUP On-network minutes per month
- 1500 FUP All-network minutes per month (selected plans)
- 3000 FUP All-network minutes per month (selected plans)
- 50 SMS per day
- Music Streaming 10GB & Video Streaming 50GB per month (selected plans)

### 5. What Instant Messaging services are included for free in the FreeMe plans?

WhatsApp, BBM & Viber

### 6. Does the FreeMe plans include a Night Surfer data bundle?

No, Night Surfer does not apply to FreeMe plans.

### 7. What are the out-of-bundle rates on 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 FreeMe plans?**

- Fair Usage Policy (FUP) for IM Data (WhatsApp, Viber and BBM) is specified as 2GB per month, once depleted Data shall consume from Inclusive data.
- Fair Usage Policy (FUP) for On-network minutes is specified as 3000 minutes per month, once exceeded calls shall be charged at applicable out-of-bundle rates.
- Fair Usage Policy (FUP) for All-network minutes is specified as 1500 and 3000 on selected plans per month, once exceeded calls shall be charged at applicable out-of-bundle rates.
- Fair Usage Policy (FUP) for SMS is specified as 50 SMS per day, once exceeded SMS shall be charged at applicable out-of-bundle rates.
- Fair Usage Policy (FUP) for LIT Streaming (Music 10GB & Video 50GB) on selected plans per month, once exceeded Data shall consume from Inclusive data.

**9. Will International calling and International Roaming be included in FreeMe calling minutes?**

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

**10. Will Premium Rated calling be included in the FreeMe calling minutes?**

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

**11. 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.

**12. 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.

**13. Will Multi-SIM be allowed on FreeMe plans?**

Multi-SIM functionality will only be available to FreeMe Family plans. FreeMe Individual plans will not have the Multi-SIM functionality.

#### **14. When will Data allocated on FreeMe expire?**

- Inclusive All-networks Data allocated on FreeMe plans such as 500MB, 1GB, 2GB, 5GB, 10GB, 20GB, 30GB, 50GB and Unlimited has been extended by one additional month and will expire at the end of two calendar months.

*i.e. FreeMe 1GB Inclusive Data allocated on the 1st November will expire on the 31 December.*

- Promotional and Campaign Data on FreeMe plans shall expire at the end of the current month of allocation.

*i.e. Free 2GB Instant Messaging for WhatsApp, Viber and BBM allocated on the 1st November will expire on the 31 November.*

*i.e. Free LIT (Music and Video) Streaming allocated on the 1st November will expire on the 31 November.*

*i.e. Free promotional or campaign 10GB TM (Telkom Mobile) Data allocated on the 1st November will expire on the 31 November.*

#### **15. 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 send to customers for Minutes, Data and SMS.

#### **16. What is the order of consumption on Data allocation on 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

#### **17. 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.

**18. 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.

**19. Will Data Transfer be allowed on FreeMe plans?**

Yes, FreeMe subscribers on FreeMe 500MB, 1GB, 2GB, 5GB, 10GB, 20GB, FreeMe Family 30GB and 50GB plans shall be eligible to transfer data to other subscribers on the Telkom Mobile network. Data Transfer will not be allowed on FreeMe Unlimited and FreeMe Family Unlimited

**20. What are the Data bundles customers are allowed to transfer?**

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

**21. What is the Data permitted limit customers can transfer?**

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

**22. 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.

**23. Will the customer automatically out of bundle once 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.

**24. 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