

FAQ's for FreeMe Data Bundles

1. What is a FreeMe data bundle?

A FreeMe data bundle is a data bundle that has additional bundle benefits such as: free calls to Telkom numbers, free SMSes and free instant messaging data for WhatsApp.

2. Can I use my FreeMe Data bundle if I am roaming?

Yes, the once-off data bundles will provide extended national coverage, allowing subscribers to access data services on both Telkom Mobile as well as the MTN roaming network.

3. Which FreeMe bundles are available for purchase? The FreeMe data bundles on offer are as follows:

Plan	PRICE	Validity Period
FreeMe Bundle 150MB – Adhoc	R29.00	14 Days
FreeMe Bundle 250MB – Adhoc	R39.00	14 Days
FreeMe Bundle 500MB – Adhoc	R70.00	61 Days
FreeMe Bundle 1GB – Adhoc	R100.00	61 Days
FreeMe Bundle 2GB – Adhoc	R150.00	61 Days
FreeMe Bundle 3GB – Adhoc	R200.00	61 Days
FreeMe Bundle Adhoc	R305.00	61 Days
FreeMe Bundle 10GB – Adhoc	R405.00	61 Days
FreeMe Bundle 20GB – Adhoc	R605.00	61 Days

4. Do FreeMe bundles have night surfer data benefit?

No, FreeMe bundles do not offer Night surfer data benefit.

5. Who can purchase the FreeMe bundles?

FreeMe Bundles are available for purchase to all Telkom Mobile prepaid, hybrid and post-paid subscribers. The bundles can be purchased on *180#, Telkom outlets, Telkom portal, Telkom App and the various retail outlets.

6. How much is the out-of-bundle rate?

An out-of-bundle rate of R0.30 per MB shall apply.

7. When do I pay the out-of-bundle rate?

When your data bundle is used up or when you do not have a data bundle, customers shall pay the out-of-bundle rate when using data.

8. How do I purchase the FreeMe data bundles?

Option 1:

- Dial *180# on the USSD menu

- Select FreeMe bundle
- Under the Bundle type option, select Data Bundle denomination of your choice
- Follow the on-screen display to complete your purchase

Option 2:

- Log in to the Telkom Self Service Portal at <http://www.telkom.co.za/login/>
- Follow the on-screen display to complete your FreeMe bundle data purchase from the available airtime or spend limit or credit card.

Option 3:

- Purchase from the Telkom App (IOS and Android). Telkom App is available from Google Play Store or IOS App Store

Option 4:

- At retail outlets that sell Telkom products and services such as banks, retail stores, filling stations, etc.

9. How do I purchase the FreeMe data bundle directly without having to recharge with airtime first?

You can purchase a pin-less or pin-based data voucher.

- Pin-less data voucher is a pin-less form of recharge for prepaid data bundles. The pin less data voucher enables a subscriber to purchase an electronic pin-less data voucher via Point of sale systems within the Telkom Stores. Subscriber can recharge with a data bundle directly without the need of recharging with airtime and converting the airtime to a data bundle.
- Pin-based is a form of recharge for prepaid mobile services using a unique PIN. A subscriber will purchase an electronic pin-based data voucher and use the USSD command *188*PIN# and the data will be loaded on to the SIM card, unlike the traditional way where you purchase an airtime voucher and convert it to data bundles.

10. Is there free unlimited Wi-Fi available when I purchase pin-less and pin-based data vouchers?

No, customers purchasing the pin-based and pin-less data vouchers will not receive the unlimited free Wi-Fi.

11. How do I check the airtime, data or Wi-Fi balance?

Option 1:

Log in to the Telkom Mobile Self Service portal at <http://www.telkom.co.za/login/> to view your data and/or Wi-Fi balance.

Option 2:

Dial *188#.

12. Is there a limit to the number of FreeMe data bundles I can purchase?

No. You may purchase any of the FreeMe bundles as many times as you wish, and FIFO shall apply to the order of consumption. Example: A customer purchases a 1GB FreeMe bundle on the 1st of November 2018 and again on the 15th November 2018. The FreeMe bundle purchased on 1st November will be consumed.

13. What happens when my FreeMe data bundle expires, and I still have not used up the bundle?

Unused data shall not carry over, when the bundle expires you will forfeit all the unused data. Should the subscriber deplete his/her data bundle allocated, she/he may purchase another once-off internet bundle.

14. Customer Support

To contact the Customer Support line dial 180 from your Telkom cell phone or dial 081 180 from any other phone.