

Frequently Asked Questions (FAQs) – FreeMe Family Plans

Q: What is FreeMe Family?

A: This is a range of mobile plans offered by Telkom, that allow you to link up to 10 SIM cards to a single contract, allowing sharing of associated benefits of the contract.

Q: To whom is FreeMe Family available?

A: FreeMe Family plans are available to postpaid customers.

Q: How many FreeMe Family plan options does Telkom have?

A: Three (3) FreeMe Family options are available:

FreeMe Family 30GB, FreeMe Family 50GB and FreeMe Family Unlimited

Q: How much data and how many minutes are included in the different FreeMe Family plans?

FreeMe Family Post-paid		FreeMe Family 30GB	FreeMe Family 50GB	FreeMe Family Unlimited
Inclusive Data	Shared	30GB	50GB	Unlimited (100GB FUP)
Inclusive Minutes	Shared	300	500	1000

Q: So, with a name like FreeMe, surely there must be something for free, right?

A: FreeMe Family plans offer customers a lot of inclusive benefits and the best possible out-of-bundle rates in the market. FreeMe Family plans have inclusive benefits such as Free messaging and calling using WhatsApp, Viber and BBM, Free SMS's and Free calls to Telkom numbers (fixed and mobile).

Q: How long are the contracts for FreeMe Family plans?

A: Customers can opt for a 24 month contract with a device or a month to month SIM only option.

Q: Where can I get the FreeMe Family products?

A: FreeMe Family products are available from various Telkom outlets.

Q: I want a FreeMe Family plan but I want to keep my number, is it possible?

A: Yes, you can keep your number when taking a FreeMe Family plan.

Q: What sets FreeMe Family product range apart from its competitors?

A: The FreeMe Family product is the first cellphone contract of its kind in South Africa, that allows you to link up to 10 SIM cards and share data, voice minutes, Instant Messaging and WIFI.

Q: What instant messaging services are included for free in the FreeMe Family product range?

A: WhatsApp, BBM & Viber

Q: Can customers use their instant messaging services to make in application calls?

A: Yes, the calling capability on the instant messaging applications can be used to make in application voice calls using WhatsApp.

Q: How will I get billed for voice calls on my postpaid FreeMe Family plan?

A: All FreeMe Family packages have inclusive All Network voice minutes but should the minutes be depleted in the middle of the month, calls to other networks in South Africa will be billed at R0.69 per minute, using per second billing method. That means that you are paying 1.15c per second. Calls to premium rated numbers are charged at the respective premium rate.

Q: What are the out-of-bundle (OOB) rates on the FreeMe Family product range?

A: Voice R0.69 per minute billed per second

SMS R0.30 (160 characters)

MMS R0.50 (300kb)

Data R0.29 per MB

Q: Can FreeMe Family postpaid customers add voice bundles to their contract?

A: Yes – But only the primary account holder is able to purchase any of the available once-off or recurring voice bundles. Secondary SIM card users will not be able to purchase any bundles. Should

the monthly allocated minutes be depleted, we recommend purchasing of voice bundles should customers not want to go out of bundle. You can add an All-network voice bundle, where the in-bundle rate has been aligned with the OOB rate of 69c per minute.

Q: Does the FreeMe Family postpaid plans include a Night Surfer data bundle?

A: No, Night Surfer does not apply to FreeMe Family plans.

Q: Can customers migrate from one FreeMe plan to a FreeMe Family plan?

A: Yes. The existing rules for migrations will apply. Upward migrations are limited to one per calendar month.

Q: Can FreeMe Family postpaid customers add data bundles to their contract?

A: Yes, they can add any of the available once-off or recurring data bundles.

Q: Which resources can a primary SIM holder allocate to the secondary SIMs?

A: Resources which can be allocated to secondary SIMs are the inclusive *data* and inclusive *voice* minutes

Q: Can any SIM card holder on the FreeMe Family plan allocate monthly allowances?

A: No. Only the primary SIM has the ability to allocate monthly allocations to the respective secondary SIM cards. The purpose of allocations is to control the maximum amount of usage a secondary SIM card is allowed to use in a particular month. The primary SIM card holder can allocate volume allowances of Data and Voice to the respective Multi-SIM card users.

Q: How does a primary SIM card holder allocate voice and data to the respective secondary SIM card users?

A: Allocation of monthly allowances to secondary SIM users can be done via USSD or Portal in the following denominations:

Data – 1GB, 2GB, 3GB, 5GB, 10GB and 20GB

Voice – 25 Min, 50 Min, 100 Min, 200 Min and (500 Min for the 50 GB and Unlimited plans)

Q: What happens if no allocation of data or voice is made to the secondary SIM card users?

A: If no allocation is made to the respective Multi-SIM users, all users will consume from the total allocated resources of the specific FreeMe Family package

Q: When can a primary SIM allocate data and voice resources to the respective secondary SIM card users?

A: Allocations can be done at any time of the month, and they are effective immediately. The secondary SIM card users will have the same amount of allowances every month until the primary SIM make amendments to the allowances.

Q: What happens when a specific secondary SIM card user is not allocated data or voice?

A: If a specific multi-SIM user is not allocated any data or voice, it automatically defaults usage to the unallocated resources on the specific FreeMe Family package.

Q: Who is allowed to make allocations of data and voice?

A: Only the primary SIM is authorised to make allocation of allowances. A multi-SIM/ secondary SIM is NOT authorised to allocate any allowances to the other secondary SIM card users or to the primary user. WI-FI allocation is automatically set at 10GB per SIM per month. Free SMS allocation is automatically set at 50 per day per SIM

Q: What happens when I'm on the FreeMe Family Unlimited and I reach usage of 100 GB data and/ or 1000 minutes in the middle of the month?

A: When the 100 GB limit is reached, your service will NOT be stopped but the speed of your connection will be lowered. When the 1000 minutes limit is reached, OOB rates apply (unless a bundle is purchased)

Q: What happens when I reach my limits on the FreeMe Family 30 GB and 50 GB plans in the middle of the month?

A: When the allocated data limit is reached, Out-Of-Bundle rates will apply, unless a data bundle is purchased. When the inclusive minute's limit (300 & 500 respectively) is reached, Out-Of-Bundle rates will apply, unless a voice minute bundle is purchased.

Q: How does a primary SIM card user manage allocations of data and voice to the secondary SIM card users?

A: The **primary SIM** card user can manage monthly data and voice allocations as follows:

- Allocate monthly allowances to the secondary SIM card users using USSD (*180#)
- Allocate ad-hoc allowances to Multi-SIMs over and above the monthly allowance
- Increase monthly allowances for Multi-SIMs, which will be effective immediately
- Increase the ad-hoc allowance for the Multi-SIM/ secondary SIM card users

Q: What happens if the data and voice are depleted in the middle of the month before a new allocation is made?

A: If all the voice and data resources on the FreeMe Family plans are depleted BEFORE new allocations are made (i.e. before month end) and no bundles are purchased, out-of-bundle (OOB) rates will apply.

Q: In what order do I use my data and voice resources in the package?

A: The Order of consumption is as follows: Free resources >> Top-Up resources >> Out of Bundle (OOB)

Q: What happens when a secondary SIM card user depletes his/her allocated allocation in the middle of the month?

A: The following options are available: The **Primary SIM** card holder can:

- Allocate an ad-hoc allowance over and above the depleted monthly allowance
- Increase the allocated monthly allowance for the Multi-SIM, which will be effective immediately
- Suspend the monthly allowance of the Multi-SIM for the month so that the Multi-SIM can consume from the total remaining resources in the pool

Q: What Fair Usage Policies (FUP) applies to the FreeMe Family products?

A: The following FUPs apply:

- For Instant Messaging, there is a monthly shared allowance of 5GB per contract. When you reach the allowance limit, your speed for IM usage will be reduced to 64kbps (32kbps up and 32kbps down).
- For SMS, there is a daily limit of 50 SMSes per day per SIM. Any use over and above the specified number will incur a charge at 30c / SMS

- For calls to Telkom Mobile and Telkom fixed, there is a monthly allocation of 3 000 minutes per contract that is shared.
- There is no data carry over – data is allocated on a use it-or-lose it basis. Every month you will be allocated a new bundle, and the portion that has not been utilised will be forfeited.
- There is also no voice minute carry over. Every month you will be allocated a new voice minutes bundle and the portion that have not been utilised will be forfeited.
- FreeMe Family benefits may only be used for private and personal use and cannot be used for commercial purposes. This offer is only applicable for person-to-person usage and the SIM shall not be used for purposes of least cost routing, server hosting, Internet cafés, Wi-Fi hotspots, international bypasses, payphones or call centres. Failure to adhere to these conditions shall be a breach of these product terms and conditions and Telkom Mobile shall have the right to immediately suspend the services.

Q: Is the free Wi-Fi included in the FreeMe Family plans?

A: Yes, it is available at over 6000 of Telkom's Wi-Fi hotspots nationwide.

Q: I am currently on another Telkom Mobile plan, but would like to change to FreeMe Family plan, can this be done?

A: Yes, migrating from any of Telkom's other plans to a FreeMe Family plan is possible.

Q: I have depleted all my benefits in the inclusive FreeMe Family product, can I purchase an additional bundle?

A: Yes, FreeMe Boost bundles can be purchased using portal, self-service application or on USSD by dialling *180#.

Q: Will the customer receive usage notifications when data and SMS allowances has been reached?

A: Yes - Once the daily SMS bundle is used up, the subscriber will receive an SMS notification. Thereafter the subscriber will be charged at out-of-bundle rates for SMS's sent. Data usage notifications will also sent as normal and also upon first out-of-bundle utilization.

Q: Does the FreeMe Family plan voice minutes include international calling

A: No, international calling and international roaming will be excluded and shall be charged at applicable international rates.

Q: Does the FreeMe Family plan voice minutes include premium rated numbers?

A: No, premium rated numbers are excluded and shall be charged at applicable rates. Special numbers as well as Smart Access numbers will be charged at the applicable per minute rates and not per second rates.

Q: Which numbers qualify as premium rated numbers?

A: Premium numbers can be identified by the dialling codes 0862, 0865, 0866, 0867. These numbers will be billed at their respective rates.

Q: I have a FreeMe Family contract but I don't know what the primary SIM card and secondary SIM cards can do?

Activity/ Function	Primary SIM	Multi-SIM
Allocation of monthly and ad-hoc allowances	YES	NO
Amend monthly allowances	YES	NO
Temporarily suspend allowances	YES	NO
Purchasing of additional bundles	YES	NO
Purchasing of recurring VASes	YES	NO
Balance Enquiries	YES	YES
Notifications received when making changes to the allowances	YES	YES
Threshold warnings for remainder of voice and data	YES	YES