

## Telkom Product Terms and Conditions

### FreeMe Bundles for Prepaid, Ad-hoc purchases & Recurring allocation

**(Applicable to the following FreeMe bundle denominations: FreeMe 500 MB, FreeMe 1 GB, FreeMe 2 GB, FreeMe 3 GB, FreeMe 5 GB, FreeMe 10 GB and FreeMe 20 GB ONLY)**

1. Telkom Mobile Standard Terms and Conditions apply (full details can be found on <http://www.telkom.co.za/sites/aboutus/regulatory/termsandconditions/>).
2. The FreeMe bundles are available to customers using Telkom Mobile's products, as either an ad-hoc purchase or recurring allocation.
3. FreeMe bundles are valid for 61 days from the date of purchase, where after the bundle expires.
4. FreeMe bundle benefits cannot be transferred from one customer to another.
5. All other promotional benefits included in the bundle such as LIT Video, LIT Music, 2GB Instant Messaging (WhatsApp) will expire after 31 days.
6. FreeMe bundles offer customers a data allocation, with the following common benefits as part of the bundle:
  - 5.1. 100 SMS to use in the 31 -day validity period,
  - 5.2. 300 minutes of calls to Telkom Mobile and Telkom fixed line numbers to use in the 31day validity period
  - 5.3. 500 MB Instant Messaging data that can be used for messaging and voice calls on WhatsApp, Viber & BlackBerry Messenger (BBM) in the 31-day validity period.
7. In addition, FreeMe 20GB has the benefit of 1500 minutes any network call allocation to use in the 31 days validity period for calling South African networks excluding Premium Rated Numbers.
8. FreeMe bundles can be purchased using available airtime on Prepaid, TopUp, Saver or FreeMe TopUp plans or from the available customer spend limit on Contract, SmartContract, SmartPlan, FreeMe, Unlimited Lite or SmartOnerate plans.
9. FreeMe bundles can be purchased using Telkom's Self Service Menu on \*180#, via the Telkom Mobile Application, at leading retailers and Telkom Direct Shops.
10. Telkom shall not refund customers for erroneous purchases of bundles, customers are requested to select the bundles they wish to purchase carefully before effecting the actual purchase.

11. FreeMe bundle 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.
12. FreeMe bundle calls to Telkom numbers exclude calls to Telkom non-geographic numbers, like premium rated, sharecall or smart access numbers. (e.g. 0860, 0861, 0867 etc.). All non-geographic numbers to other operators shall further be excluded from the FreeMe Telkom call benefit.
13. All the FreeMe bundles exclude calls to premium rated services, share call and smart access numbers (e.g. 0860, 0861, 0867 etc). Calls to these Telkom fixed numbers shall be charged at the rates associated with these services.
14. All the FreeMe bundles exclude calls to other licensees, including calls to their geographic numbers, non-geographic mobile service numbers, premium rated service, share call and smart access numbers (e.g. 0860, 0861 and 0867) and their ported-in numbers, and will be charged at the rates associated with those services.”
15. Telkom shall not be liable for charges incurred where the subscriber dials non-qualifying numbers. Qualifying numbers include all numbers that are serviced by National Mobile Operators, including Telkom fixed line and Neotel. Any other number, be it a premium rated, international, non-geographic, ported out, VoIP or any other network is excluded from the product.
16. Telkom reserves the right at any time to terminate this offer without prior notification.
17. Telkom encourages customers to verify the number being called by using the Telkom Telephone Number Verification tool for fixed line numbers at <https://apps.telkom.co.za/number-verification/public/verifynumber> or by using the Porting Centralized Reference Database at <https://www.porting.co.za/PublicWebsite/> for Mobile number queries.
18. Telkom will place any amended terms and conditions on Telkom’s website at the following URL: <http://www.telkom.co.za>; after which it will be deemed incorporated into the Agreement and bind the Customer from the date that the amendment was listed on the abovementioned site.

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## Telkom Product Terms and Conditions

### FreeMe 150 MB Bundle for Prepaid, Top-Up and Post-paid

1. Telkom Mobile Standard Terms and Conditions apply (full details can be found on <http://www.telkom.co.za/sites/aboutus/regulatory/termsandconditions/>).
2. The 150 MB FreeMe bundle is available to new and existing customers using Telkom Mobile's products as an ad-hoc purchase only. No recurring purchases.
3. The 150 MB FreeMe bundle is valid for 14 days from the date of purchase.
4. The bundle does not carry over after 14 days, and benefits cannot be transferred from one customer to another.
5. The 150 MB bundle offer customers a 150 MB data allocation, with the following benefits as part of the bundle:
  - 5.1. 50 SMSs to use in the 14-day validity period,
  - 5.2. 150 minutes of calls to Telkom Mobile and Telkom fixed line numbers to use within the 14-day validity period
  - 5.3. 150 MB Instant Messaging data that can be used for messaging and voice calls on WhatsApp, Viber & BlackBerry Messenger (BBM) within the 14-day validity period.
6. The 150 MB FreeMe bundle can be purchased using available airtime on Prepaid, TopUp, Saver or FreeMe TopUp plans or from the available customer spend limit on Contract, SmartContract, SmartPlan, FreeMe, Unlimited Lite or SmartOnerate plans.
7. The 150 MB FreeMe bundle can be purchased using Telkom's Self Service Menu on \*180#, via the Telkom Mobile Application, at leading retailers and Telkom Direct Shops.
8. Telkom shall not refund customers for erroneous purchases of bundles, customers are requested to select the bundles they wish to purchase carefully before effecting the actual purchase.
9. The bundle 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.
10. Telkom reserves the right at any time to terminate this offer without prior notification.
11. Telkom will place any amended terms and conditions on Telkom's website at the following URL: <http://www.telkom.co.za>; after which it will be deemed incorporated into the Agreement and bind the Customer from the date that the amendment was listed on the abovementioned site.

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## Telkom Product Terms and Conditions

### FreeMe 250 MB Bundle for Prepaid, Top-Up and Post-paid

1. Telkom Mobile Standard Terms and Conditions apply (full details can be found on <http://www.telkom.co.za/sites/aboutus/regulatory/termsandconditions/>).
2. The 250 MB FreeMe bundle is available to new and existing customers using Telkom Mobile's products as an ad-hoc purchase only. No recurring purchases.
3. The 250 MB FreeMe bundle is valid for 14 days from the date of purchase.
4. The bundle does not carry over after 14 days, and benefits cannot be transferred from one customer to another.
5. The 150 MB bundle offer customers a 250 MB data allocation, with the following benefits as part of the bundle:
  - 5.1. 100 SMSs to use in the 14-day validity period,
  - 5.2. 250 minutes of calls to Telkom Mobile and Telkom fixed line numbers to use within the 14- day validity period
  - 5.3. 250 MB Instant Messaging data that can be used for messaging and voice calls on WhatsApp, Viber & BlackBerry Messenger (BBM) within the 14-day validity period.
6. The 250 MB FreeMe bundle can be purchased using available airtime on Prepaid, TopUp, Saver or FreeMe TopUp plans or from the available customer spend limit on Contract, SmartContract, SmartPlan, FreeMe, Unlimited Lite or SmartOnerate plans.
7. The 250 MB FreeMe bundle can be purchased using Telkom's Self Service Menu on \*180#, via the Telkom Mobile Application, at leading retailers and Telkom Direct Shops.
8. Telkom shall not refund customers for erroneous purchases of bundles, customers are requested to select the bundles they wish to purchase carefully before effecting the actual purchase.
9. The bundle 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.
10. Telkom reserves the right at any time to terminate this offer without prior notification.
11. Telkom will place any amended terms and conditions on Telkom's website at the following URL: <http://www.telkom.co.za>; after which it will be deemed incorporated into the Agreement and bind the Customer from the date that the amendment was listed on the abovementioned site.

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