

## Frequently Asked Questions (FAQs) FreeMe Share plans

### 1. What is FreeMe Share plans?

FreeMe Share plans are a range of data-led mobile plans offered by Telkom to both Consumer and Business customers. These plans enable up to 10 users to share data, voice minutes and SMS on one easy-to-manage contract.

### 2. Which subscribers are eligible to sign up for the FreeMe Share plans? FreeMe plans will be available to new and existing Postpaid customers only.

### 3. Are business customers eligible for the FreeMe Share plans?

Yes, FreeMe Share plans are available to consumer and business customers.

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

- All-networks data
- Data for WhatsApp
- On-net calling (Telkom mobile & fixed calling)
- Off-net calling (calls to other networks)
- SMS/MMS
- Streaming Data

### 5. How long are the contracts for the FreeMe Share 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.

### 6. How many options are available on the FreeMe Share plans?

FreeMe Share plans are available in 3 options, namely FreeMe Share 36GB, FreeMe Share 58GB and FreeMe Share Unlimited.

### 7. What are the Out-of-Bundle rates on the FreeMe Share 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 FreeMe Share Unlimited?**

FreeMe Share Unlimited data is governed by Fair Usage Policy (FUP) of 100GB per month. The speed shall be throttled to 128kbps if a subscriber reaches a data usage cap of 100GB before the end of the month.

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

Inclusive All-network data allocated to the FreeMe Share 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 the voice minutes allocated to the FreeMe Share plans expire?**

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

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

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

**12. What is FreeMe Share MultiSIM?**

FreeMe Share MultiSIM is a value added services that can be added onto a FreeMe Share plan. FreeMe Share MultiSIM allows a Primary SIM (FreeMe Share contract) and up to nine secondary SIMs (FreeMe Share MultiSIM), to share resources which consist of Voice, Data and SMS Bundles (Inclusive and adhoc Bundles) and Spend Limit.

**13. How many SIM cards can be linked to a FreeMe Share plan?**

Up to 9 FreeMe MultiSIM can be linked to a FreeMe Share plan.

**14. How do customers sign up and link additional SIM cards to their FreeMe Share plan?**

FreeMe Share contract customers can request additional SIMs to be linked to their account on activation or at a later stage in their contract. Telkom agents will link the secondary SIMs to the Primary SIM (FreeMe Share Plan). Once linked correctly, the Primary SIM will be able to manage and control usages for all SIMs linked to the plan.

**15. Can any MultiSIM VAS be linked to a FreeMe Share plan?**

16. No. Only FreeMe Share MultiSIMs can be linked to a FreeMe Share Plan

**17. How much does FreeMe Share MultiSIM cost?**

FreeMe Share contract customers will be able to link 3 FreeMe Share MultiSIMs at no additional cost. A recurring monthly subscription fee of R20(incl. VAT) per SIM, will be charged from the 4<sup>th</sup> FreeMe Share MultiSIMs linked to a FreeMe Share Plan.

**18. Will FreeMe Share MultiSIM be billed separately?**

No. All recurring subscriptions and any additional usage spend will be billed to the Primary SIM (FreeMe Share contract).

**19. What are the Out-of-Bundle rates on the FreeMe Share MultiSIM?**

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

The Out-of-Bundle rates for both the Primary SIM (FreeMe Share Plan) and all the FreeMe Share MultiSIMs are the same.

**20. How will the Primary SIM control/manage secondary SIM usage?**

The FreeMe Share (Primary SIM) can control/manage usages via USSD or via the Self Service Portal. The FreeMe Share (Primary SIM) can control/manage secondary SIM usage by setting usage limits/allowance on all SIMs linked to their FreeMe Share plan. Furthermore the Primary SIM can set plan spend limit to zero, to ensure that no additional spend is incurred on the contract.

**21. Can the Primary set allowances on all FreeMe Share plan inclusive benefits?**

No. Data and Voice allowances/usage limits set by the Primary SIM will only be applicable to the following resources;

- Data- Inclusive All-network Data, Data for WhatsApp, Data for Streaming and any promotional data applicable.
- Voice usage allowances will only be applicable to All-networks minutes.

***On-net minutes and SMS cannot be managed by the Primary SIM and therefore will be consumed by all SIMs linked to the FreeMe Share plan, on a first come,first serve basis.***

**22. Does the FreeMe share MultiSIM have its own spend limit?**

No, The FreeMe Share MultiSIM does not have a separate spend limit, therefore usage by the FreeMe Share MultiSIM may result in additional costs billed to the Primary FreeMe contract.

**23. What happens if no usage limits/allowance are set?**

Where no usage limits/allowances are set, all inclusive benefits and all adhoc bundles purchased, will be consumed on a first come-first serve basis. One SIM can consume and deplete all available resource.

**24. What happens when a FreeMe Share MultiSIM reaches their allowance/ usage limit threshold?**

Once the FreeMe Share MultiSIM reaches their voice or data threshold, they will not be able consume any resources beyond the set limit. The Primary SIM can enable them to consume more resources by either, modifying their Monthly or Once-Off allowance threshold. Or Temporarily allowing the MultiSIM to consume all available resources. Or permanately removing voice or data allowance limit.

**25. Will Airtime Transfer and Data Transfer be allowed on FreeMe Share plans?**

Yes, FreeMe Share 36GB and 58GB subscribers shall be eligible to transfer data to other subscribers on the Telkom Mobile network. Data Transfer will not be allowed on **FreeMe Share Unlimited.**

**26. What is the Data Transfer limit that FreeMe Share customers can transfer?**

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

**27. 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.

**28. Will Airtime Transfer and Data Transfer be allowed on FreeMe Share plans and FreeMe Share MultiSIMs?**

Airtime Transfer and Data Transfer will not be allowed on FreeMe Share MultiSIM. FreeMe Share MultiSIM is not eligible to receive or send Airtime Transfer and Data Transfer.

**29. What are the Data bundle denomination are FreeMe Share contract customers permitted to transfer?**

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

**30. What are the Airtime bundle denomination are FreeMe Share contract customers permitted to transfer?**

FreeMe Share subscribers shall be able to transfer data in the following denominations R10, R20 and R50.

**31. What is the order of consumption on Data allocation on the FreeMe Share 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

**32. What happens if Inclusive FreeMe Share 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 Share Data will be used first again in the new month, followed by the Inclusive FreeMe Share Data of the new month's allocation. Once all Inclusive FreeMe Share Data has been depleted, only then Once-off Data bundle will be consumed.

**33. 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. The Primary Sim and Secondary SIM will receive these notifications.

**34. Will International calling and International roaming be included in the new FreeMe Share plans?**

No, International calling and International roaming will be excluded and shall be charged at applicable International rates. The rates will be applicable to Primary SIM and Secondary SIMs.

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

No, Premium Rated calling will be excluded and shall be charged at applicable rates. These rates will be applicable to Primary Sim and Secondary SIMs.

**36. 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 Share Telkom call benefit.

These exclusions will be applicable to Primary Sim and Secondary SIMs.

**37. 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.

These exclusions will be applicable to Primary Sim and Secondary SIMs.

**38. What will happen 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.

This order of consumption will be applicable to Primary Sim and Secondary SIMs.

**39. What 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.

This order of consumption will be applicable to Primary Sim and Secondary SIMs.

**40. Will the customer automatically go out of bundle once Data has been depleted?**

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

FreeMe Share MultiSIM subscribers shall also be directed to an Out-of-Bundle page once the inclusive Data has been depleted, notifications shall be sent for Data bundle depletion. The FreeMe Share MultiSIM subscriber shall select an option to go Out-of-Bundle or terminate their browsing session.

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

FreeMe Share and FreeMe Share MultiSIM 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

FreeMe Share MultiSIM (secondary SIM) subscribers shall be directed to an out-of-bundle page once the inclusive Data bundle on the Primary Sim (FreeMe Share plan) has been depleted, notifications shall be sent for Data bundle depletion. The subscriber, Primary and Secondary SIMs, shall be able to select an option to either go out-of-bundle or discontinue the browsing session.