

Frequently Asked Questions (FAQ's) for 10th Birthday Monate Bundles for Postpaid customers.

1. What are 10th Birthday Monate Bundles?

10th Birthday Monate Bundles are combination of promotional bundles available at a discounted price from 20 September 2020 until 19 January 2021. The 10th Birthday Monate Bundles include bundles such as Daily Social Bundle, Daily Streaming Bundle, Daily Telkom Mobile Data bundle, Monthly Telkom Mobile Data bundle and Monthly FreeMe All-network Voice minutes.

2. Which subscribers are eligible to purchase 10th Birthday Monate Bundles?

The Birthday Monate Bundles will be available to new and existing FreeMe Postpaid and TopUp customers as well as Mobile Data Postpaid and TopUp customers.

FreeMe Postpaid and TopUp customers will be able to purchase these bundles;

- ✓ Daily 300MB Social Bundle
- ✓ Daily 300MB Streaming Bundle
- ✓ Daily 1GB Telkom Mobile Data Bundle
- ✓ Monthly 10GB Telkom Mobile Data Bundle
- ✓ Monthly FreeMe All-network Voice Bundle 500 minutes

All Mobile Data Postpaid and TopUp customers will be able to purchase only these bundles;

- ✓ Daily 1GB Telkom Mobile Data Bundle,
- ✓ Monthly 10GB Telkom Mobile Data Bundle

3. Will Prepaid and Legacy customers be able to purchase 10th Birthday Monate Bundles?

No, Prepaid and Legacy Voice and Data customers will not be able to purchase 10th Birthday Monate Bundles.

4. How do I purchase 10th Birthday Monate Bundles?

10th Birthday Monate Bundles can be purchased via;

- ✓ USSD by dialling *180#
- ✓ Telkom App
- ✓ Telkom Self-Service portal

5. Will Birthday Monate Bundles only be available as Once-off purchase?

Yes, Birthday Monate Bundles will only be available for purchase as Once-Off and shall not be available as Recurring bundles. Customers can purchase multiple Once-off bundles and are not restricted to a maximum of purchases.

6. What is the validity period of Birthday Monate Bundles?

10th Birthday Monate Bundles	Validity Period
Daily 300MB Social Bundle	24 Hours from purchase from the date of activation. <i>No carry over will be allowed.</i>
Daily 300MB Streaming Bundle	24 Hours from purchase from the date of activation. <i>No carry over will be allowed.</i>
Daily 1GB Telkom Mobile Data Bundle	24 Hours from purchase from the date of activation. <i>No carry over will be allowed.</i>
Monthly 10GB Telkom Mobile Data Bundle	31 Days from purchase from the date of activation. <i>No carry over will be allowed.</i>
Monthly FreeMe All-network Voice Bundle 500 minutes	31 Days from purchase from the date of activation. <i>No carry over will be allowed.</i>

7. Will I be able to purchase all the Birthday Monate Bundles?

Yes, the customer can choose any bundle to purchase according to their data usage. There is no limit on the number of bundles the customer can purchase.

8. Will the unused Birthday Monate Bundles carry over?

No, any unused data will be forfeited at the end of the applicable validity period and no carry over is allowed.

9. Will Data Transfer be allowed on Birthday Monate Bundles?

No, Data Transfer on promotional Birthday Monate Bundles is not allowed.

10. How do I check my Birthday Monate Bundle balance?

Dial *188# from the USSD menu, an SMS will be sent with all remaining balances.

11. Will I receive notification when any of my Birthday Monate Bundles has been depleted?

Yes, Data usage threshold notifications will be sent to customers when reaching the applicable threshold. The standard data depletion usage notification thresholds shall apply, the user shall receive notifications at 50%, 80% and 100% limits.

12. What Social media platforms are available on Social Bundle?

Social Bundle will allow access to Facebook, Messenger, Instagram, WhatsApp, Twitter, Pinterest, LinkedIn, Snapchat and TikTok. Any other Social Media platforms will consume from the customer's normal data allocations or allowances.

13. What content partners are available on Streaming Bundle?

Streaming Bundle shall be used across Telkom content partners for both video and music. Telkom content partners include YouTube, DStv Now, Showmax, Netflix SA, Google Play Movies & TV, Google Play Music, Simfy Africa, Cliff Central and Apple Music. This data bundle allows for roaming on the network of Telkom's national roaming partner.

14. What is the order of consumption for Birthday Monate Bundles?

Once purchased, data will first consume from Telkom Mobile Data when within a Telkom mobile coverage area, these Telkom Mobile data bundles cannot be used whilst roaming on the network of Telkom's national roaming partner. Once Telkom Mobile Data has been depleted or when not in Telkom coverage area, data will be consumed from the inclusive data allocation.

15. How do I check if do have Telkom coverage?

Visit Telkom website <https://secure.telkom.co.za/today/ucm/>

16. Will I be able to use Birthday Monate Bundles when roaming internationally?

No, international data roaming will not deplete from any of the Birthday Monate Bundles.

17. Will I be able to call internationally with FreeMe All-network Voice Bundle 500 minutes?

No, International and premium rated calling has been excluded from the FreeMe All-network Voice Bundle 500 minutes.