

Telkom Product Terms and Conditions

FreeMe Family Postpaid

1. Telkom Mobile Standard Terms and Conditions apply (full details can be found on <http://www.telkom.co.za/sites/aboutus/regulatory/termsandconditions/>). FreeMe Family services subscribed to under a company/business name from Telkom Mobile will be subject to these business product-specific terms and conditions.
2. The FreeMe Family Postpaid 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. Once the contract has matured, the service shall continue to run month-to-month until such time the customer decides to migrate, convert or terminate the service.
3. The existing Telkom Mobile conversion, migration and termination business rules apply. Customers cannot migrate from FreeMe Family plans to any earlier legacy plans previously offered by Telkom from the date of introduction of the FreeMe Family product.
4. This offer is available to all new and existing Telkom postpaid customers and supports mobile number port-in.
5. All FreeMe Family Postpaid plans shall be permitted to utilize data out of bundle by default, while notifications are sent for bundle depletion.
6. Functionality such as Port-In shall be available to customers taking up FreeMe Family Postpaid plans.
7. All International Roaming and International calling rates, as currently in use, shall remain in place for FreeMe Family Postpaid plans.
8. The free SMS component will be subject to a Fair Usage Policy (FUP) of no more than 50 SMS's per day per SIM. Once the 51st SMS is sent, out-of-bundle rate charging will commence at R0.30 per SMS of 160 characters or less.
9. No carryover of Data resources for monthly recurring bundles or plan components are permitted.
10. All available Value Added Services such as Unlimited VAS (Unlimited Friends & Family) shall remain in place for customers to purchase using self-service channels.
11. Functionalities such as Call Forward, Call Waiting, Call Barring, Airtime Transfer, Clip Restriction per Call, remains in place for all FreeMe Family Postpaid plans as per the current rules.

12. All current Voice bundles available on USSD self-service channel shall be available to FreeMe Family Postpaid plans at an additional cost.
13. A Fair Usage Policy (FUP) for Free On-net Calls (Telkom Mobile and Telkom Fixed numbers) is specified as 3000 minutes per month. The FUP shall be enforced on a cases by case basis. Notifications shall be sent to users as and when required.
14. Notifications shall be sent to users as and when required. Customers that exceeds the FUP will be charged for calls after being notified at the applicable out-of-bundle rate.
15. FreeMe Family calls to Telkom numbers exclude calls to Telkom non-geographic numbers, like share call or smart access numbers. (e.g. 0861, 0860). All non-geographic numbers to other operators shall further be excluded from the FreeMe Family Telkom call benefit
16. 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, nongeographic, VoIP or any other network is excluded from the product inclusive benefit.
17. Free Calling using Instant Messaging (IM) FUP is permitted up to 5GB per month and is not transferrable to the following month.
18. Multi-SIM functionality will be available to FreeMe Family Postpaid plans. At the time of provisioning of the service, the first 4 SIM cards shall be provided to the Customer without a charge. Six (6) additional SIMs can be added at a monthly recurring charge of R9,00.
19. All data traffic on FreeMe Family Unlimited that directs toward Peer-to-Peer sites or uses torrent applications will automatically be throttled to 128kbps upload and 128kbps download.
20. The FreeMe Family Unlimited Data benefit is governed by a Fair Usage Policy (FUP) of 100GB per month. The speed shall be throttled to 128kbps if a subscriber reaches a data usage soft cap of 100GB before the end of the month. The speed shall be reset to normal speed at the beginning of each calendar month, alternatively, subscribers can purchase once-off or recurring data bundles.
21. 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 SIMs associated with a FreeMe Family product 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.

22. Telkom will regard the exceptions mentioned in 21. above as fraudulent activity and suspend the service immediately pending an investigation. (Note: Telkom reserves the right to suspend/terminate this service when any fraudulent activity is suspected).
23. Telkom reserves the right at any time to terminate this offer without prior notification.
24. 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.
25. Failure to adhere to these conditions shall be a breach of the product terms and conditions, and Telkom shall have the right to immediately suspend the services.

E&OE.