

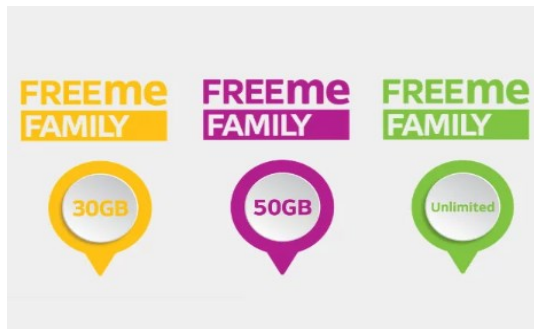
# FreeMe Family

## Customer Summary Helpfile

### 1. Product Offer

With FreeMe Family the whole family can share data, minutes and our famous FreeMe freebies, and be connected to one easy-to-manage contract.

FreeMe Family plans come in 3 bundle sizes, **30GB**, **50GB** and **Unlimited**, allowing linking up to 9 sims on one contract.



#### ❖ FreeMe Family 30GB: Monthly Subscriptions

##### Plan Includes:

- ✓ 30GB Shared Data per month
- ✓ 300 shared off-network minutes
- ✓ 5GB for WhatsApp messages and calls (shared by all SIMS)
- ✓ 3000 mins Free Telkom mobile and Telkom landline calls per month, per SIM
- ✓ 50 Free SMSs per day, per SIM
- ✓ 3 Free Multi-SIMs
- ✓ Extra Multi-SIMs available at a monthly cost of R9 per SIM

#### ❖ FreeMe Family 50GB: Monthly Subscription

##### Plan Includes:

- ✓ 50GB Shared Data per month
- ✓ 500 shared off-network minutes
- ✓ 5GB for WhatsApp messages and calls (shared by all SIMS)
- ✓ 3000 mins Free Telkom mobile and Telkom landline calls per month, per SIM
- ✓ 50 Free SMSs per day, per SIM
- ✓ 3 Free Multi-SIMs
- ✓ Extra Multi-SIMs available at a monthly cost of R9 per SIM

#### ❖ FreeMe Family Unlimited: Monthly Subscription

##### Plan Includes:

- ✓ Unlimited Data per month – 100GB FUP Shared Data per month
- ✓ 1000 shared off-network minutes
- ✓ 5GB for WhatsApp messages and calls (shared by all SIMS)
- ✓ 3000 mins Free Telkom mobile and Telkom landline calls per month, per SIM
- ✓ 50 Free SMSs per day, per SIM
- ✓ 3 Free Multi-SIMs
- ✓ Extra Multi-SIMs available at a monthly cost of R9 per SIM

❖ **Out-Of-Bundle Rates:**

The following out-of- bundle rates are applicable on all FreeMe Family plans

<b>Voice:</b>	R0.70 per minute (per second billing)
<b>Data:</b>	R0.30 per MB
<b>SMS:</b>	R0.30 (160 character) <b>MMS:</b> R0.50 (300KB)

## 2. Managing your FreeMe Family plan

❖ **USSD Menu for the Main SIM (Primary SIM)**

The Primary SIM will be able to access the following options from USSD menu

1. *FreeMe Bundles*
2. *Bundle Purchases*
3. *Transfer*
4. *Device Settings*
5. *Commitment period end date*
6. **Manage MultiSIM**
7. *Out of Bundle Redirect Options*

❖ **Managing MultiSIM(s)**

**NOTE: Only the Main SIM will be able to set usage limits for the MultiSIM(s).**

To manage MultiSIM(s), dial \*180#, select option 6. The following options will be available;

1. **View Allowance and Usage**
2. **Assign alias to MultiSIM**
3. **Manage Allowances**
4. **Return to Main**

❖ **Managing Allowances: Data and Voice minutes**

Setting allowances allocates a threshold limit on the amount of Data/Voice minutes that can be used by each SIM linked to the FreeMe family plan. Data/Voice minutes is **NOT** transferred to that SIM.

**Setting Voice Minutes or Data Allowances:**

**1. Setting Recurring Allowances:**

This will be the recurring monthly limit of Data/Voice minutes that each SIM will be permitted to use, until it has been changed by the Main SIM (Primary SIM)

- To set monthly Allowances Dial \*180#, Select option 6 (Manage MultiSIM)
  - Select option 3 (Manage Allowances)
  - Select the MultiSIM (mobile number) you want to manage.
  - Select **option 1** Data Allowances or **option 2** Voice Allowances
  - Select **option 1** to manage Monthly Allowances
  - Select **option 1** to Add New Data/Voice Allowances
  - Select limit value of monthly Data/Voice Allowances, from the denominations displayed
- Examples:*        Select 1, to set the monthly Data Allowance to 1GB.  
                      Select 1, to set the monthly Voice Allowance to 25mins.
- Receive a screen notification *Monthly* Data/Voice was successfully applied.

## 2. Setting Once-off Allowances:

**NOTE: Once-off Allowances will reset to zero on the 1<sup>st</sup> day of each month.**

- To set Once-off Allowance Dial \*180#
  - Select option 6 (Manage MultiSIM)
  - Select option 3 (Manage Allowances)
  - Select the MultiSIM you want to manage.
  - Select **option 1** Data Allowances or **option 2** Voice Allowances
  - Select **option 2** to manage Once-off Allowances
  - Select **option 1** to Add New Data/Voice Allowances
  - Select limit value of monthly Data/Voice allowances, from the denominations displayed
- Examples:       Select 1, to set the monthly Data allowance to 1GB.  
                      Select 1, to set the monthly Voice allowance to 25mins.*
- Receive a screen notification *Once-off* Data/Voice was successfully applied and will expire at the end of the month.

## 3. Viewing Allowances and Usages (Monthly & Once-off):

- To set view Allowances for all SIMs linked to your FreeMe family plan, Dial \*180# and select option 6 (Manage MultiSIM)
- Select option 1 (View Allowances and Usage)
- Select the MultiSIM (mobile number) you want to view.
- Select **option 1** Data Allowances or **option 2** Voice Allowances
- Select **option 1** to view Monthly Allowances or **option 2** to view Once-off Allowances
- Allowances set on the SIM will be displayed.
- *If no Allowances have been set, you receive a screen notification that “There are no Allowances configured on the account.”*

## 4. Increasing Allowances (Monthly & Once-off):

- To set allowance Dial \*180#, Select option 6 (Manage MultiSIM)
  - Select option 3 (Manage Allowances)
  - Select the MultiSIM (mobile number) you want to manage.
  - Select **option 1** Data Allowances or **option 2** Voice Allowances
  - Select **option 1** to change Monthly Allowances or **option 2** to change Once-off Allowances
  - Select **option 1** to change Allowances
  - Select limit value of Monthly Data/Voice Allowances, from the denominations displayed  
To increase an Allowance, choose a denomination greater than the currently set allowance.
- Example: Where MultiSIM has a Monthly Voice Allowance of 50 minutes, setting a Once-off voice Allowance at 100 minutes will enable the MultiSIM to use an additional 50 minutes, once they have reached their Monthly threshold of 50 minutes.*
- Receive a screen notification *Monthly* or *Once off* Data/Voice Allowance was successfully applied.

**Note: The increased Allowance will be the recurring Monthly limit of Data/Voice minutes that each SIM will be permitted to use, until it has been changed by the Main SIM (Primary SIM)**

**The increased Once-off Allowance is only effective for the current month and will reset to zero on the 1<sup>st</sup> day of the new month.**

## 5. Decreasing Allowances (Monthly & Once-off):

- Select option 3 (Manage Allowances)
- Select the MultiSIM (mobile number) you want to manage.
- Select **option 1** Data Allowances or **option 2** Voice Allowances
- Select **option 1** to change Monthly Allowances or **option 2** to change Once-off Allowances
- Select option 1 to change Allowances
- Select limit value of Monthly Data/Voice Allowances, from the denominations displayed  
To decrease an Allowance, choose a denomination less than the currently set allowance.  
*Example: Where MultiSIM has a Data Allowance of 2GB, setting an Allowance of 1GB will limit the user's data usage to 1GB.*
- Receive a screen notification Data/Voice allowance was successfully applied.

### ❖ SMS Allowances

Each MultiSIM linked to the FreeMe Family plan will be able to send Free SMSs  
(50 SMS's per day)

### USSD Menu for the MultiSIMs (Secondary SIM)

By dialling \*180#, the Secondary SIMs (MultiSIMs) will only have access to the following tasks.

- 1. Query MultiSIM Allowances and Usages**
- 2. Request Device Settings**
- 3. Set their Out of Bundle Redirect Options**