

Frequently Asked Questions (FAQ's): FlexOn & Infinite Mobile Postpaid and TopUp plans

1. *What is FlexOn and Infinite?*

It is a new range of Mobile Postpaid and TopUp plans that are available on a mobile contract either bundled with a device or on a SIM-only plan (no device included) on a month-to-month plan.

2. *Will the FreeMe plans still be available?*

FreeMe is still available. These new plans will complement FreeMe and will not replace FreeMe. It will provide an alternative mobile solution.

3. *What is different on FlexOn and Infinite compared to FreeMe?*

Unlike FreeMe, these new plans only offer All-Network Anytime data and not additional platform specific data that can be used for WhatsApp & Telegram as well as Streaming data.

The FreeMe product offers separate data allocations for WhatsApp and Streaming, should a user wish to have a separate WhatsApp bundle that will not be depleted whilst using the allocated All-network data for surfing the web. FreeMe offers separate data allocations that can be used on specific platforms ensuring customers will have data available for WhatsApp, until the WhatsApp bundle has been depleted. It offers separate dedicated bundles.

On the new plans, a single large allocation of All-Network Anytime data is made, this can be used across any medium or platform, it can be viewed as unrestricted data, user can use where and when required, until depleted, across any platform of choice. It is targeting customers that want to decide when and where they would like to use their data – without being restricted.

Furthermore, the Infinite plans offers unlimited data at a reduced network speed that will ensure unlimited basic streaming quality, specifically for use in a Smartphone. Users will never run out of data again. More detail in further FAQs on Unlimited data.

4. *May I also use FlexOn and Infinite plans in a data device like a router?*

No, FlexOn and Infinite plans have been designed exclusively for individual or personal use in a Smartphone (mobile phone). Any other use in a data device or data hotspot device (including but not limited to usage in MiFi's, routers, modems, dongles, LAN connected routers to PC's, tablets, PBX connections or machine-to-machine applications are prohibited, and unlimited

data access will be restricted when being used in any of these devices and NOT in a SmartPhone.

5. What product benefits will I receive on FlexOn and Infinite?

Mobile Post-paid Plan	Telkom FlexOn 2 TopUp	Telkom FlexOn 6 TopUp	Telkom Infinite TopUp	Telkom Infinite Max TopUp
	Open Contract or TopUp	Open Contract or TopUp	Open Contract or TopUp	Open Contract or TopUp
	Inclusive data allowances		Unlimited data allowances	
Inclusive benefits				
All-Network Anytime Data	2GB	6GB	15GB Premium data thereafter Unlimited data at 1.5Mbps	30GB Premium data thereafter Unlimited data at 1.5Mbps
Telkom to Telkom calls: All Mobile + Fixed numbers	500	1000	6000	6000
All-Network Minutes: Calls to other operators	75	150	300	500
SMS	500	1000	6000	6000

6. How do I purchase additional data bundles or voice minutes?

There are 4 options via the Telkom Self Service options or by visiting a Telkom Store:

- Download and register on the Telkom Mobile App
- Register on the Telkom Portal on www.telkom.co.za
- Access the Telkom Mobile USSD menu by dialling *180#
- Telkom WhatsApp 081 160 1700 - send word "Telkom"
- Go into a Telkom Store

7. What additional data bundles and voice minutes are available?

All available bundles including FreeMe Promo Voice Bundles, Social Bundles, Chat Bundles, Data Bundles, SMS Bundles, Telkom ONE bundles etc. can be purchased using Telkom self-service channels.

FreeMe Promo Voice bundles are the most affordable voice minute bundles for these plans to increase the all-network minute allowance.

International calls are excluded from the inclusive bundled minutes and shall be charged at applicable international call rates.

8. Can I link a Multi-SIM or a Data Multi-SIM to the FlexOn and Infinite plans?

No, Multi-SIM and Data Multi-SIM will not be allowed on these plans.

9. From which channels can a customer purchase these mobile plans from?

FlexOn and Infinite plans are now available through the traditional Telkom owned stores, Direct Sales Force, 3rd Party channels and the Telkom online channel.

10. Who do I call if I have a general Telkom mobile query or a technical query?

Customers can call 081 180 and they shall be routed to the Call centre for support.

11. Is FlexOn and Infinite available on Prepaid as well?

No, it is only available on a post-paid 24-month contract, either an open-ended contract with a spend limit or a TopUp plan. It is also available as a SIM Only/Month to month offer.

The contract duration shall be offered on a 24/36 Month contract period bundled with a SmartPhone or SIM Only will be available on a Month-to-month basis.

12. Explain the Unlimited Data allocation in the Telkom Infinite plans

All Infinite plans will get a standard allocation of data that will be at best possible mobile network speed - mobile smartphone device as well as network and mobile tower dependant. This is called Premium data and in the case of Infinite is 15GB and Infinite Max 30GB. This is unrestricted data that can be used for any purpose, across any platform and during any time of the day. This data can be used on the Telkom mobile network as well as on the network of Telkom's local roaming partners in South Africa.

Once this set allocation of All-network Anytime data (Premium data) has been depleted, the network speed shall be reduced to 1,5Mbps and a customer will still be able to use additional data at a reduced network speed, data access will not be blocked but will continue at the reduced speed. The data speed shall be reset to normal speed at the beginning of each calendar month.

13. What is possible at a 1,5Mbps network speed?

Once Premium data is depleted - users will receive unlimited data at a data speed of 1,5Mbps for continued unlimited data access on a Smartphone.

Continued unlimited data access at 1,5Mbps will provide customers with Basic streaming resolution which will provide a streaming quality resolution of up to 360p – that will allow you to watch Unlimited YouTube videos or stream Netflix as well as access all your favourable social media videos via Facebook, TikTok or Instagram on a small screen device i.e., Smartphone.

This package is tailored for your Smartphone device and even on the reduced speed it will ensure continuous basic streaming resolution across all popular platforms.

A 1.5Mbps Mobile data speed from your SmartPhone allows for:

- ✓ Web surfing / browsing
- ✓ e-mailing,
- ✓ Social App messaging e.g., on WhatsApp
- ✓ Listen to music on Spotify,
- ✓ Online radio – audio streaming,
- ✓ Facebook browsing.
- ✓ Video call on WhatsApp/Skype.
- ✓ Stream - YouTube /Netflix standard definition watching.
- ✓ Microsoft Teams SD
- ✓ Streaming at 360p SD

14. What about abuse on these unlimited data plans?

Unfortunately, a small minority of users will always try and exploit the unlimited potential on offer, Telkom reserves the right to further reduce the unlimited data speed should data usage exceed average individual smartphone usage.

15. What about data transfer to other users from this unlimited data?

Data Transfer of the Unlimited portion of the All-network Data shall not be allowed on these plans. Users can however transfer the Premium data as well as normal all-network data to other users.

16. How much data can I transfer to other users on the Telkom mobile network?

Subscribers on the Mobile Post-paid and TopUp plans shall be eligible to transfer the Inclusive All-network data (Premium data) to other subscribers on the Telkom Mobile network, excluding the Unlimited data portion.

Subscribers on these plans shall be able to transfer data in the following denominations 25MB, 50MB, 100MB, 250MB, 500MB and 1GB.

Data transfer shall be limited up to a maximum of 1GB daily transfer allowance and up to a maximum of 10GB monthly transfer allowance.

17. Can I share my data by setting up a data hotspot or via data tethering?

Tethering or Hotspot usage will be managed to allow only a maximum capped amount of data sharing. Hotspot usage will only be allowed on the allocated All-network Anytime data (Premium data).

Unlimited Data speeds will be rate limited by the network to 1.5 Mbps once the Premium data has been depleted. Tethering or Hotspot usage on the Unlimited data portion once the speed has been reduced will NOT be allowed.

18. What will the validity period of the data allocated?

The validity period of All-network Anytime data (Premium data) allocations will expire at the end of two consecutive calendar months. i.e., 15GB All-network Anytime data (Premium data) at full network speed allocated on 1 April will expire on 31 May. However, if allocated during the month – validity will be the Current month + 1 additional month.

The validity period of reduced speed Unlimited data will expire at the end of the current month of allocation.

19. Can you summarize the different data types, validity period, transfer, tethering and multi-SIM overview in a table across FlexOn and Infinite plans?

Data Type	Mobile Packages – Designed exclusively for use in SmartPhones	Data Validity	Data Transfer	MultiSIM (Data Sharing)	Tethering/ Hotspot sharing of data
Inclusive All-Network Anytime Data	FlexOn plans	2 calendar months (Current month + 1 month)	Yes, Allowed	No	Yes
Inclusive All-Network Anytime Data (Premium data)	Infinite plans Full speed All-Network Anytime data included in package allowance: 15 GB or 30 GB Plan dependant	2 calendar months (Current month + 1 month)	Yes, Allowed	No	Yes
Unlimited All-Network Anytime Data at a reduced speed	Infinite plans Unlimited data at a network reduced speed	Current month	No, not Allowed	No	No
Promotional Data or Campaign Data	Any additional data normally included with mobile deals i.e. Once off 20GB Telkom Mobile Bonus Data	Current month	No, not Allowed	No	Yes

20. What numbers cannot be dialed from the Telkom Mobile and Fixed Voice minute allocation?

All Telkom Mobile numbers as well as Telkom Fixed line numbers can be dialled from this on-network minute bundle allocation. Please keep in mind that not all numbers belong to Telkom, i.e., 012 999 4456 might look like a Telkom number but can also be a Neotel or any other operator number. Number portability has blurred the clear distinction between numbers. If, however it is a Telkom number either fixed or mobile it will consume from this on-net minute bundle.

All non-geographic premium numbers like Sharecall and Smartaccess numbers (e.g., 0862, 0861, 0860) cannot be dialled from the **Telkom Mobile and Fixed Voice minute allocation**. Other exclusions include calls to other operators, international calls as well as calls to premium rated numbers like voting lines.

21. Which calls will consume from the all-network minute allocation?

All-Network calling will include numbers that are serviced by other National Mobile, Fixed line Operators and all non-geographic numbers, like Sharecall and Smartaccess numbers (e.g., 0862, 0861, 0860) will consume from All-Network minutes. Calls to Value Added Network Services licensees (VANS) are also included in All-network calling.

All-network calling exclusions - include calls to international destinations as well as calls to premium rated numbers like voting lines.

22. What is the validity period for Voice minutes?

The Telkom Mobile and Telkom Fixed Voice minutes (On-net calls) will expire at the end of the current month, i.e., 6000 Telkom Mobile and Telkom Fixed Voice minutes allocated on 1 April will expire on 30 April.

The All-Network minutes (calls to other networks) will expire at the end of two consecutive calendar months, i.e., 300 or 500 All-Network Voice minutes allocated on 1 April will expire on 31 May.

23. Will I be sent usage notifications to alert me to how much of my voice / data or SMS bundles has been depleted?

Yes, you will receive individual usage notifications via SMS at 50%, 80% and 100% threshold depletion of your respective voice, data as well as SMS bundle allocations.

24. Where can I find more detail regarding the product specific Terms and Conditions for FlexOn and Infinite

Telkom Mobile Standard Terms and Conditions as well as these product specific conditions can be found by visiting <http://www.telkom.co.za/sites/aboutus/regulatory/termsandconditions/>

E&OE.