

Frequently Asked Questions

PART 1 - IDOLS FreeMe 150 MB and 250 MB Bundles

Q: To whom is *IDOLS FreeMe 150 and 250 MB* bundle available?

A: *IDOLS FreeMe 150 and 250 MB* bundles are available to Postpaid, TopUp and Prepaid customers. It is available to new and existing customers.

Q: Where can I buy *IDOLS FreeMe 150 and 250 MB* bundles?

A: *IDOLS FreeMe 150 and 250 MB* bundles are available on *180#, under “IDOLS Bundles” menu option.

Q: What do I get when I buy a *IDOLS FreeMe 150 or 250 MB* Bundle?

A: 150 MB Data, 150 MB data for Instant Messaging (IM), 50 Free SMSes and 150 minutes of free calls to Telkom mobile and Telkom Fixed numbers OR

B: 250 MB Data, 250 MB data for Instant Messaging (IM), 50 Free SMSes and 250 minutes of free calls to Telkom mobile and Telkom Fixed numbers.

Q: For how long is the *IDOLS FreeMe 150 and 250 MB* bundle valid for?

A: The bundles are valid for 14 days from the date of purchase.

Q: What instant messaging services are included for free in the bundles?

A: WhatsApp, BBM & Viber

Q: Can I use the instant messaging (IM) data to make WhatsApp calls?

A: Yes. You can use the free IM data to make WhatsApp calls and WhatsApp messages.

Q: When I finish my bundle and I don't buy another one, how much will I pay out of bundle rates on the services I use?

A: **Voice** - R0.70 per minute billed per second

SMS - R0.30 (160 characters)

MMS - R0.50 (300kb)

Data - R0.30 per MB

Q: Do the bundles include a free Night Surfer data bundle?

A: No, Night Surfer is not included.

Q: Is free Wi-Fi included on the bundle?

A: No.

Q: I have depleted all my included benefits in the bundle within the 14 day validity period, can I purchase an additional bundle?

A: Yes, You can purchase IDOLS FreeMe bundles anytime, there are no restrictions.

Q: Does the IDOLS FreeMe bundle include free international calls?

A: No, international calls will be charged at applicable international calling rates.

Q: Can I use the free SMSes to send messages to premium rated numbers?

A: No, premium rated numbers are excluded and shall be charged at applicable rates.

Q: Which numbers qualify as premium rated numbers?

A: Premium numbers can be identified by the dialling codes such as 0865, 0866, 0867 and short SMS codes such as 35050, etc. These numbers will be billed at the respective rates.

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PART 2 - IDOLS FreeMe 500 MB and 1 GB Bundles

Q: To whom is the *IDOLS FreeMe 500 MB and 1 GB* bundle available?

A: IDOLS FreeMe 500 MB and 1 GB bundles are available to Postpaid, TopUp and Prepaid customers. It is available to new and existing customers.

Q: Where can I buy *IDOLS FreeMe 500 MB and 1 GB* bundles?

A: IDOLS FreeMe 500 MB and 1 GB bundles are available on *180#, under “IDOLS Bundles” menu option

Q: What do I get when I buy an *IDOLS FreeMe 500 MB and 1 GB* bundle?

A: 500 MB Data, 500 MB data for Instant Messaging (IM), 100 Free SMSes and 300 minutes of free calls to Telkom mobile and Telkom Fixed numbers OR

B: 1 GB Data, 500 MB data for Instant Messaging (IM), 100 Free SMSes and 300 minutes of free calls to Telkom mobile and Telkom Fixed numbers.

Q: For how long is the *IDOLS FreeMe 500 MB and 1 GB* bundle valid for?

A: The bundles are valid for 61 days from the date of purchase. However, the included benefits such as free IM data, are valid for 31 days.

Q: What instant messaging services are included for free in the bundles?

A: WhatsApp, BBM & Viber

Q: Can I use the instant messaging (IM) data to make WhatsApp calls?

A: Yes. You can use the free IM data to make WhatsApp calls and WhatsApp messages.

Q: When I finish my bundle and I don't buy another one, how much will I pay out of bundle rates on the services I use?

A: Voice - R0.70 per minute billed per second

SMS - R0.30 (160 characters)

MMS - R0.50 (300kb)

Data - R0.30 per MB

Q: Do the bundles include a free Night Surfer data bundle?

A: No, Night Surfer is not included.

Q: Is free Wi-Fi included on the bundle?

A: No.

Q: I have depleted all my included benefits in the bundle within the 14 day validity period, can I purchase an additional bundle?

A: Yes, You can purchase IDOLS FreeMe bundles anytime, there are no restrictions.

Q: Does the IDOLS FreeMe bundle include free international calls?

A: No, international calls will be charged at applicable international calling rates.

Q: Can I use the free SMSes to send messages to premium rated numbers?

A: No, premium rated numbers are excluded and shall be charged at applicable rates.

Q: Which numbers qualify as premium rated numbers?

A: Premium numbers can be identified by the dialling codes such as 0865, 0866, 0867 and short SMS codes such as 35050, etc. These numbers will be billed at the respective rates.

Frequently asked questions (FAQs) for IDOLS Weekend Data Bundles and IDOLS Daily Data Bundles Promotion (05 July 2019 to 30 November 2019)

1. Which time-based bundles will Telkom be offering as part of the 2019 IDOLS season campaign?

The following bundles will be offered:

- IDOLS Daily Data Bundle (a once-off data bundle that will be valid for 24hrs from the time of purchase).
- IDOLS Weekend Data Bundles (once-off weekend data bundles that will offer customers data over one weekend from midnight on Friday - 00:00:01 until midnight on Sunday – 23:59:59).

2. What are the available bundle denominations?

Bundle Size/Type	Price
IDOLS Daily Data Bundle	
150MB	R9,99
IDOLS Weekend Data Bundles	
100 MB	R10
200 MB	R19
500 MB	R29
1 GB	R49

3. How long will the IDOLS bundles be valid for?

- IDOLS Daily Data bundle will be valid for **24hrs** after purchase.
- IDOLS Weekend Data bundles will be valid for one weekend from midnight on Friday (00:00:01) until Sunday midnight (23:59:59).

4. Who can purchase IDOLD bundles?

- The IDOLS Daily data bundles will only be available for purchase to **prepaid** customers only.
- IDOLS Weekend data bundles will be available for purchase to pre-paid, Top-up and post-paid customers.

5. Do the IDOLS data bundles have included night surfer data?

No.

6. How do I purchase IDOLS Bundles?

- Dial *180#
- Select "IDOLS Bundles" menu option

7. How do I check the balance of the remaining data of my IDOLS bundle?

Dial *188#

8. Is there a limit to the number of times I can purchase IDOLS data bundles?

No. You may purchase the bundle as many times as you wish and FIFO rule shall apply to the order of consumption.

9. What happens when the validity period of the bundle expires and I still have not used up the bundle?

Unused data will not carry over, when the bundle expires you will forfeit all the unused data. Should the subscriber deplete her bundle, she may purchase another one, there's no limit.

10. Customer Support

Customer Support can be contacted by dialing 180 from your handset. Calls to Telkom Mobile Support line are only free from a Telkom Mobile number. You can also phone Customer Care on 081 180 from any other telecom operator network, but these calls will be charged at applicable service-provider rates.