

## Telkom Product Terms and Conditions

### NEW FreeMe Bundles for Prepaid, Post-paid and Top-Up (Hybrid)

**(Applicable to the following FreeMe bundle denominations: FreeMe 800 MB, FreeMe 1,5 GB, FreeMe 3 GB, FreeMe 6 GB, FreeMe 11,5 GB, FreeMe 18 GB and FreeMe 28 GB ONLY)**

1. Telkom Mobile Standard Terms and Conditions apply (full details can be found on <http://www.telkom.co.za/sites/aboutus/regulatory/termsandconditions/>).
2. The FreeMe bundles are available to customers using Telkom Mobile's products, as an ad-hoc purchase only. No recurring purchases will be permitted.
3. The all-network data allocation of the above mentioned bundles is valid for 61 days from the date of purchase, where after the bundle expires. E.g. If an 800MB bundle is bought on 1 March 2020, the 500MB all-network data allocation will expire on 30 April 2020. The additional 150MB for streaming and 150MB for WhatsApp will expire on 31 March 2020.
4. The data transfer service shall be allowed on the all-network data only, as per the current data transfer rules. Customers will be allowed to transfer data to other subscribers as per the current rules and the data shall be transferable in the following denominations: 25MB, 50MB, 100MB, 250MB, 500MB and 1GB.
5. Any other included benefits such as IM data, SMSes and voice call minutes are valid for 31 days only and they are not transferable.
6. FreeMe bundles can be purchased using available airtime on Prepaid, TopUp, Saver or FreeMe TopUp plans or from the available customer spend limit on Contract, SmartContract, SmartPlan, FreeMe, Unlimited Lite or Smart One rate plans.

7. FreeMe bundles can be purchased using Telkom's Self Service Menu on \*180#, via the Telkom Mobile Application, at leading retailers and Telkom Direct Shops.
8. Telkom shall not refund customers for erroneous purchases of bundles, customers are requested to select the bundles they wish to purchase carefully before effecting the actual purchase.
9. FreeMe bundle benefits may only be used for private and personal use and cannot be used for commercial purposes. These bundles are only applicable for person-to-person usage and the SIM 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.
10. FreeMe bundle calls to Telkom numbers exclude calls to Telkom non-geographic numbers, like premium rated, sharecall or smartaccess numbers. (e.g. 0860, 0861, 0867 etc.). All non-geographic numbers to other operators shall further be excluded from the FreeMe Telkom call benefit.
11. All the FreeMe bundles exclude calls to premium rated services, sharecall and smart access numbers (e.g. 0860, 0861, 0867 etc). Calls to these Telkom fixed numbers shall be charged at the rates associated with these services.
12. The included voice minutes to call other networks cannot be used for international calling or for international roaming purposes.
13. 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 Liquid Telecom. Any other number, be it a premium rated, international, non-geographic, ported out, VoIP or any other network is excluded from the product.
14. Telkom reserves the right at any time to terminate this offer without prior notification.

15. Telkom encourages customers to verify the number being called by using the Telkom Telephone Number Verification tool for fixed line numbers at <https://apps.telkom.co.za/number-verification/public/verifynumber> or by using the Porting Centralized Reference Database at <https://www.porting.co.za/PublicWebsite/> for Mobile number queries.
16. 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.

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## Telkom Product Terms and Conditions

### **NEW FreeMe Bundles for Prepaid, Post-paid and Top-Up (Hybrid)**

#### **(Applicable to FreeMe 300 MB and FreeMe 500 MB Bundles)**

1. Telkom Mobile Standard Terms and Conditions apply (full details can be found on <http://www.telkom.co.za/sites/aboutus/regulatory/termsandconditions/>).
2. The 300 MB and 500 MB FreeMe bundles are available to new and existing customers who are using Telkom Mobile's products as an ad-hoc purchase only. No recurring purchases will be allowed.
3. The 300 MB and 500 MB FreeMe bundles are valid for 14 days from the date of purchase.
4. The data transfer service shall be allowed on the all-network data only, as per the current data transfer rules. Customers will be allowed to share/ transfer data to other subscribers

as per the current rules and the data shall be transferable in the following denominations:  
25MB, 50MB, 100MB, 250MB and 500MB.

5. Any other included benefits such as IM data, SMSes and voice call minutes are not transferable.
6. The 300 MB and 500 MB FreeMe bundles can be purchased using available airtime on Prepaid, TopUp, Saver or FreeMe TopUp plans or from the available customer spend limit on Contract, SmartContract, SmartPlan, FreeMe, Unlimited Lite or SmartOnerate plans.
7. The 300 MB and 500 MB FreeMe bundles can be purchased using Telkom's Self Service Menu on \*180#, via the Telkom Mobile Application, at leading retailers and Telkom Direct Shops.
8. Telkom shall not refund customers for erroneous purchases of bundles, customers are requested to select the bundles they wish to purchase carefully before effecting the actual purchase.
9. FreeMe bundle calls to Telkom numbers exclude calls to Telkom non-geographic numbers, like premium rated, sharecall or smartaccess numbers. (e.g. 0860, 0861, 0867 etc.). All non-geographic numbers to other operators shall further be excluded from the FreeMe Telkom call benefit.
10. All the FreeMe bundles exclude calls to premium rated services, sharecall and smart access numbers (e.g. 0860, 0861, 0867 etc). Calls to these Telkom fixed numbers shall be charged at the rates associated with these services
11. The included voice minutes to call other networks cannot be used for international calling or for international roaming purposes.
12. The bundle 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 SIM 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.
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