

Frequently Asked Questions

PART 1 - FreeMe 300 MB and 500 MB Bundles

Q: To whom is the *FreeMe 300 MB and 500 MB* bundle available?

A: The *FreeMe 300 and 500 MB* bundles are available to Postpaid, TopUp and Prepaid customers. It is available to new and existing customers.

Q: Where can I buy *FreeMe 300 MB and 500 MB* bundles?

A: *FreeMe 300 MB and 500 MB* bundles are available on *180#, under “FreeMe Bundles” menu option.

Q: What do I get when I buy a *FreeMe 300 MB and 500 MB* Bundle?

**A: 150 MB Data, 75 MB data for instant messaging (WhatsApp), 75 MB Streaming data, 50 Free SMSes and 50 minutes of free calls to Telkom mobile and Telkom Fixed numbers OR
B: 250 MB Data, 125 MB data for instant messaging (WhatsApp), 125 MB Streaming data, 50 Free SMSes and 100 minutes of free calls to Telkom mobile and Telkom Fixed numbers**

Q: For how long is the *FreeMe 300 MB and 500 MB* bundle valid for?

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

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

A: Yes. You can use the 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 for data when I use out-of- bundle rates?

A: 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 FreeMe bundles anytime, there are no restrictions.

Q: Does the 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 - FreeMe 800 MB to 28 GB Bundles

Q: To whom are the *FreeMe 800 MB and 28 GB* bundles available?

A: *FreeMe 800 MB and 28 GB* bundles are available to Postpaid, TopUp and Prepaid customers. It is available to new and existing customers.

Q: Where can I buy *FreeMe 800 MB and 28 GB* bundles?

A: *FreeMe 800 MB and 28 GB* bundles are available on *180#, under “FreeMe Bundles” menu option

Q: For how long are the *FreeMe 800 MB and 28 GB* bundles valid for?

A: The bundles are valid for 61 days from the date of purchase. However, the included benefits such as WhatsApp data, streaming data and SMSes are valid for 31 days.

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 for data?

A: 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 61 day validity period, can I purchase an additional bundle?

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

Q: Does the FreeMe bundles 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.