

Frequently Asked Questions – FreeMe 150 MB Bundle

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

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

Q: Where can I buy a FreeMe 150 MB bundle?

A: FreeMe 150 MB Bundle is available on *180#, Telkom outlets, Telkom portal, Telkom App and the various retail outlets.

Q: What do I get when I buy a FreeMe 150 MB Bundle?

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

Q: For how long is the FreeMe 150 MB bundle valid for?

A: FreeMe 150 MB bundle is valid for 14 days from the date of purchase.

Q: What instant messaging services are included for free in the FreeMe 150 MB bundle?

A: WhatsApp, BBM & Viber

Q: Can I use the 150 MB 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: Does the FreeMe 150 MB bundle include a free Night Surfer data bundle?

A: No, Night Surfer does NOT apply to FreeMe 150 MB bundles.

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

A: No.

Q: I have depleted all my inclusive benefits in the FreeMe 150 MB bundle within the 14-day validity period, can I purchase an additional FreeMe 150 bundle?

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

Q: Does the FreeMe plan include free international calls?

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

Q: Can I use the free SMS's 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 dialing codes such as 0865, 0866, 0867 and short SMS codes such as 35050, etc. These numbers will be billed at the respective rates.