

## Telkom Product Terms and Conditions

### FreeMe Bundles for Prepaid, Ad-hoc purchases & Recurring allocation

**(Applicable to the following FreeMe bundle denominations: FreeMe 500 MB, FreeMe 1GB, FreeMe 2GB, FreeMe 3GB, FreeMe 5GB, FreeMe 10GB and FreeMe 20GB 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 Boost bundles are available to customers using Telkom Mobile's products, as either an ad-hoc purchase or recurring allocation.
3. FreeMe Boost bundles are valid for 31 days from the date of purchase, where after the bundle expires.
4. FreeMe Boost bundles do not carry over, and benefits cannot be transferred from one customer to another.
5. FreeMe Boost bundles offer customers a data allocation, with the following common benefits as part of the bundle:
  - 5.1. 100 SMS to use in the 31-day validity period,
  - 5.2. 300 minutes of calls to Telkom Mobile and Telkom fixed line numbers to use in the 31-day validity period &
  - 5.3. 500MB Instant Messaging data that can be used for messaging and voice calls on WhatsApp, Viber & BlackBerry Messenger (BBM) in the 31-day validity period.
6. In addition, FreeMe Boost 20GB has the benefit of 1500 minutes any network call allocation to use in the 31-day validity period for calling South African networks excluding Premium Rated Numbers.
7. FreeMe Boost bundles can be purchased using available airtime on Prepaid, TopUp, Saver or FreeMe TopUp plans or from the available customer spend limit on Contract, Smart Contract, SmartPlan, FreeMe, Unlimited Lite or Smart One-rate plans.
8. FreeMe Boost bundles can be purchased using Telkom's Self Service Menu on \*180#, via the Telkom Mobile Application, at leading retailers and Telkom Direct Shops.
9. 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.
10. FreeMe Boost 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.

11. FreeMe Boost 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.
12. All the FreeMe Boost 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.
13. All the FreeMe Boost bundles exclude calls to other licensees, including calls to their geographic numbers, non-geographic mobile service numbers, premium rated service, sharecall and smart access numbers (e.g. 0860, 0861 and 0867) and their ported-in numbers, and will be charged at the rates associated with those services.”
14. 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. Any other number, be it a premium rated, international, non-geographic, ported out, VoIP or any other network is excluded from the product.
15. Telkom reserves the right at any time to terminate this offer without prior notification.
16. 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.
17. 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.
18. E&OE.

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### FreeMe 150MB Bundle for Prepaid, Top-Up and Postpaid

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 150MB FreeMe bundle is available to new and existing customers using Telkom Mobile's products as an ad-hoc purchase only. No recurring purchases.
3. The 150MB FreeMe bundle is valid for 14 days from the date of purchase.
4. The bundle does not carry over after 14 days, and benefits cannot be transferred from one customer to another.
5. The 150MB bundle offer customers a 150MB data allocation, with the following benefits as part of the bundle:
  - 5.1.1. 50 SMSes to use in the 14-day validity period,
  - 5.1.2. 150 minutes of calls to Telkom Mobile and Telkom fixed line numbers to use within the 14-day validity period
  - 5.1.3. 150MB Instant Messaging data that can be used for messaging and voice calls on WhatsApp, Viber & BlackBerry Messenger (BBM) within the 14-day validity period.
6. The 150MB FreeMe bundle can be purchased using available airtime on Prepaid, TopUp, Saver or FreeMe TopUp plans or from the available customer spend limit on Contract, Smart Contract, SmartPlan, FreeMe, Unlimited Lite or Smart One-rate plans.
7. The 150MB FreeMe bundle 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. 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.
10. Telkom reserves the right at any time to terminate this offer without prior notification.
11. 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.

E&OE.