

Frequently Asked Questions (FAQs) FreeMe Promo All-networks Voice Bundles

1. *What is FreeMe Promo All-networks Voice bundles?*

The FreeMe Promo All-networks Voice bundles are voice bundles that can be used to call any network within South Africa.

2. *Which subscribers are eligible to purchase FreeMe Promo All-networks Voice bundles?*

FreeMe Promo All-networks Voice bundles are exclusively available to Postpaid and TopUp FreeMe & FreeMe Family customers.

3. *Which subscribers will not be able to purchase FreeMe Promo All-networks Voice bundles?*

The FreeMe Promo All-networks Voice bundles shall not be available to Prepaid customers and customers not subscribed to FreeMe plans.

4. *How I do purchase these Voice bundles?*

Subscribers have an option to add the bundles are once-off or recurring bundles:

1. Once-off bundles – subscribers can purchase the bundles via USSD by dialling *180# and dial button from the handset and follow the menu prompts.

2. Recurring Voice minutes bundles shall be purchased via the Store or by phoning the Call Centre.

5. *When will the FreeMe Promo Voice bundles expire?*

The FreeMe Promo Voice bundles shall be valid for 31 days, no carryover will be allowed.

6. *How will the FreeMe Promo Voice bundles be billed?*

The FreeMe Promo Voice bundles shall be billed on per second billing methodology.

7. *How do I check my FreeMe Promo Voice balance?*

Dial *188# and dial button from the USSD menu, an SMS will be sent with all remaining balances.

8. Will I get notification when my minutes are depleted?

Yes, an SMS will be sent when 10 minutes are remaining and again when minutes are depleted.

9. Will I be able to transfer my *FreeMe Promo Voice* bundles?

No, FreeMe Promo Voice bundles cannot be transferred to another user or subscriber.

10. Will premium rated calls be included in the FreeMe Promo All-networks Voice bundles?

All premium-rated calls shall be excluded from the FreeMe Promo All-networks Voice bundles and will be charged at the applicable premium-rated call rates.

11. Will I be able to make international calls with my FreeMe Promo Voice bundles?

No, international calling is excluded from the FreeMe Promo Voice minutes bundles and will be charged at applicable international call rates.