Frequently Asked Questions (FAQ's): FlexOn & Infinite Mobile Postpaid and TopUp plans

1. *What is FlexOn and Infinite?*

A range of Mobile Postpaid and TopUp plans that are available on a mobile contract either bundled with a device or on a SIM-only plan (no device included) on a month-to-month plan.

2. *How is FlexOn and Infinite different from FreeMe?*

The main difference between FreeMe and the new plans is the data allocation. FreeMe offers separate data allocations that can be used on specific platforms e.g. WhatsApp data and streaming data. Whereas FlexOn and Infinite only offer All-Network Anytime data. The FreeMe plans offer separate data allocations for WhatsApp and Streaming, should a user wish to have a separate WhatsApp bundle that will not be depleted whilst using the allocated All-network data for surfing the web. Similarly, any streaming will consume from the allocated streaming data while preserving the All-Network data for other uses.

On the other hand, with FlexOn and Infinite you receive a single large allocation of All-Network Anytime data. The data is unrestricted and can be used across any medium or platform, anytime and anywhere, until depleted. These plans are for customers who want the flexibility to decide when and where they would like to use their data – without being restricted. Furthermore, the Infinite plans offer unlimited data at a reduced network speed that will ensure unlimited basic streaming quality, specifically for use in a Smartphone. Users will never run out of data again. More detail in further FAQs on Unlimited data.

3. *Will the FreeMe plans still be available?*

FreeMe remains available for retention purposes. Existing FreeMe customers may continue their current contract. Ideally customers would move to a FlexON or Infinite upon contract renewal, however, should a customer insist on remaining on FreeMe then they may be allowed to do so.

4. *What are the inclusive benefits of the FlexOn plans?*

Mobile Postpaid Plan	FlexOn 2	FlexOn 4	FlexOn 6	FlexOn 8	FlexOn 10
	Capped Plans: Contract or TopUp				
Inclusive benefits					
All-Network Anytime Data	2GB	4GB	6GB	8GB	10GB
Telkom to Telkom calls: Mobile + Fixed numbers	500	750	1000	3000	4000
All-Network Minutes: Calls to other operators	75	100	150	200	250
SMS	500	750	1000	3000	4000

5. *What are the inclusive benefits of the Infinite plans?*

Mobile Postpaid Plan	Infinite	Infinite Max	Infinite Max Plus
	Contract or TopUp: Uncapped		
Inclusive benefits			
All-Network Anytime Data	15GB Premium data, thereafter Unlimited data at up to 1.5Mbps	30GB Premium data, thereafter Unlimited data at up to 1.5Mbps	60GB Premium data, thereafter Unlimited data at up to 5Mbps
Telkom to Telkom calls: Mobile + Fixed numbers	Unlimited (6000 FUP)	Unlimited (6000 FUP)	Unlimited (6000 FUP)
All-Network Minutes: Calls to other operators	300	500	3000
SMS	Unlimited (6000 FUP)	Unlimited (6000 FUP)	Unlimited (6000FUP)

6. ***Can I use FlexOn and Infinite plans in a data device like a router?***

No, FlexOn and Infinite plans have been designed exclusively for individual or personal use in a Smartphone (mobile phone). Any other use in a data device or data hotspot device (including but not limited to usage in MiFi's, routers, modems, dongles, LAN connected routers to PC's, tablets, PBX connections or machine-to-machine applications are prohibited, and unlimited data access will be restricted when being used in any of these devices and NOT in a Smartphone.

7. **Can I link a MultiSIM or a Data MultiSIM to the FlexOn and Infinite plans?**

No, MultiSIM and Data MultiSIM will not be allowed on these plans*.*

8. ***Once I have used up my FlexOn and Infinite product benefits, can I purchase additional data bundles and/or voice minutes?***

Yes, you will be able to purchase additional data bundles and/or voice minutes on FlexOn and Infinite plans

9. ***How do I purchase additional data bundles and/or voice minutes?***

There are 4 options via the Telkom Self Service options or by visiting a Telkom Store:

- Download and register on the Telkom Mobile App
- Register on the Telkom Portal on www.telkom.co.za
- Access the Telkom Mobile USSD menu by dialling *180#
- Telkom WhatsApp 081 160 1700, send the word "Telkom"
- Go into a Telkom Store

10. ***What additional data bundles and voice minutes are available?***

All available bundles including Promo Voice Bundles, Social Bundles, Chat Bundles, Data Bundles, SMS Bundles, TelkomONE bundles etc. can be purchased using Telkom self-service channels.

Promo Voice bundles are the most affordable voice minute bundles for these plans to increase the all-network minute allowance.

International calls are excluded from the inclusive bundled minutes and shall be charged at applicable international call rates.

11. ***From which channels can a customer purchase these mobile plans from?***

FlexOn and Infinite plans are available through the traditional Telkom owned stores, Direct Sales Force, 3rd Party channels and the Telkom online channel.

12. Is FlexOn and Infinite available on Prepaid as well?

Yes, Prepaid versions of the FlexOn and Infinite plans are available via the normal Telkom channels.

13. Explain the Unlimited Data allocation in the Telkom Infinite plans

Infinite plans get a standard allocation of data that will be at best possible mobile network speed – which is mobile smartphone device as well as network and mobile tower dependant. This is called Premium data and is offered in three options, Infinite is 15GB, Infinite Max is 30GB and Infinite Max Plus is 60GB. Premium data is unrestricted data that can be used for any purpose, across any platform and during any time of the day. This data can be used on the Telkom mobile network as well as on the network of Telkom's local roaming partners in South Africa.

Once the allocated All-network Anytime data (Premium data) has been depleted, the network speed shall be reduced to 1,5Mbps / 5Mbps (plan dependant) and the customer will continue to use data. This means that you will not be blocked, instead you will consume additional data at a reduced network speed. The data speed shall be reset to normal speed at the beginning of each calendar month.

14. What is possible at a 1.5Mbps and 5Mbps network speed?

Once Premium data is depleted - users will be able to consume unlimited data at a reduced data speed. The packages are tailored for your Smartphone device and even on the reduced speed it will ensure continuous basic streaming resolution across all popular platforms.

For Infinite and Infinite Max: Continued unlimited data access is allowed at a speed of up to 1.5Mbps. This speed allows for basic streaming resolution, with streaming quality resolution of up to 360p. On the unlimited data speeds, you can watch unlimited YouTube videos or stream Netflix as well as access all your favourite social media videos via Facebook, TikTok or Instagram on a small screen device i.e. Smartphone.

1.5Mbps Mobile data speed from your Smartphone allows for:

- ✓ Web surfing / browsing
- ✓ e-mailing,
- ✓ Social App messaging e.g. on WhatsApp
- ✓ Listen to music on Spotify,
- ✓ Online radio – audio streaming,
- ✓ Facebook browsing.

- ✓ Video call on WhatsApp/Skype.
- ✓ Stream - YouTube /Netflix standard definition watching.
- ✓ Microsoft Teams SDStreaming at 360p SD

For Infinite Max Plus: Continued unlimited data access is allowed at a speed of up to 5Mbps. Which allows basic streaming resolution which provides a streaming quality resolution in High Definition (HD).

5Mbps Mobile data speed from your SmartPhone allows for:

- ✓ Web surfing / browsing
- ✓ e-mailing,
- ✓ Social App messaging e.g. on WhatsApp
- ✓ Listen to music on Spotify,
- ✓ Online radio – audio streaming,
- ✓ Facebook browsing.
- ✓ Video call on WhatsApp/Skype.
- ✓ Stream - YouTube /Netflix (720p HD quality)
- ✓ Microsoft Teams/Skype/Zoom (High Definition)
- ✓ iPlayer/Netflix (High Definition)
- ✓ Online Gaming (Xbox/Sony PS)

15. *What about abuse on these unlimited data plans?*

Unfortunately, a small minority of users will always try and exploit the unlimited potential on offer, however, Telkom reserves the right to further reduce the unlimited data speed should data usage exceed the average individual smartphone usage.

16. *What about data transfer to other users from this unlimited data?*

Data Transfer of the unlimited portion of the All-network Data shall **NOT** be allowed on these plans. However, users can transfer the Premium data as well as normal all-network data to other Telkom Mobile users.

17. *How much data can I transfer to other users on the Telkom mobile network?*

Subscribers on the Mobile Postpaid and TopUp plans shall be eligible to transfer the Inclusive All-network data (Premium data) to other subscribers on the Telkom Mobile network, excluding the Unlimited data portion.

Subscribers on these plans shall be able to transfer data in the following denominations **25MB, 50MB, 100MB, 250MB, 500MB and 1GB.** Data transfer shall be limited up to a maximum of 1GB daily transfer allowance and up to a maximum of 10GB monthly transfer allowance.

18. Can I share my data by setting up a data hotspot or via data tethering?

Tethering or Hotspot usage will be managed to allow only a maximum capped amount of data sharing. Hotspot usage will only be allowed on the allocated All-network Anytime data (Premium data).

Unlimited Data speeds will be rate limited by the network to 1.5 Mbps for Infinite & Infinite Max and 5Mbps for Infinite Max Plus once the Premium data has been depleted. Tethering or Hotspot usage on the Unlimited data portion once the speed has been reduced will NOT be allowed.

19. What is the validity period of the allocated data?

All-network Anytime data (Premium data) allocations will expire at the end of two consecutive calendar months. i.e., 15GB All-network Anytime data (Premium data) at full network speed allocated on 1 April will expire on 31 May. However, if allocated during the month – validity will be the Current month + 1 additional month. However, the validity period of reduced speed Unlimited data will expire at the end of the current month of allocation.

20. Summarize the different data types, validity period, transfer, tethering and multiSIM overview in a table across FlexOn and Infinite plans?

Data Type	Mobile Packages – Designed exclusively for use in SmartPhones	Data Validity	Data Transfer	MultiSIM (Data Sharing)	Tethering/ Hotspot sharing of data
Inclusive All-Network Anytime Data	FlexOn plans 2GB, 4GB, 6GB, 8GB or 10GB	2 calendar months (Current month + 1 month)	Yes, Allowed	No	Yes
Inclusive All-Network Anytime Data (Premium data)	Infinite plans Full speed All-Network AnyTime data included in package allowance: 15GB, 30GB, 60GB (Plan dependant)	2 calendar months (Current month + 1 month)	Yes, Allowed	No	Yes

Unlimited All-Network Anytime Data at a reduced speed	Infinite plans **Infinite & Infinite Max**: Unlimited data at a network reduced speed of up to 1.5mbps **Infinite Max Plus:** Unlimited data at a network reduced speed of up to 5mbps	Current month	No, not Allowed	No	No
Promotional Data or Campaign Data	Any additional data normally included with mobile deals i.e. Once off 20GB Telkom Mobile Bonus Data	Current month	No, not Allowed	No	Yes

21. *Are there any restrictions on the numbers that can be dialled from the Telkom Mobile and Fixed Voice minute allocation?*

All Telkom Mobile numbers as well as Telkom Fixed line numbers can be dialled from the on-network minute bundle allocation. Please keep in mind that not all numbers belong to Telkom, i.e., 012 999 4456 might look like a Telkom number but can also be a Neotel or any other operator number. Number portability has blurred the clear distinction between numbers. However, if it is a Telkom number -either fixed or mobile- it will consume from the on-net minute bundle.

All non-geographic premium numbers like Sharecall and Smartaccess numbers (e.g., 0862, 0861, 0860) cannot be dialled from the *Telkom Mobile and Fixed Voice minute allocation*. Other exclusions include calls to other operators, international calls as well as calls to premium rated numbers like voting lines.

22. *Which calls will consume from the all-network minute allocation?*

All-Network calling will include numbers that are serviced by other National Mobile and Fixed line Operators and all non-geographic numbers, like Sharecall and Smartaccess numbers (e.g., 0862, 0861, 0860) will consume from All-Network minutes. Calls to Value Added Network Services licensees (VANS) are also included in All-network calling.

All-network calling exclusions are as follows: calls to international destinations as well as calls to premium rated numbers like voting lines.

23. What is the validity period for Voice minutes?

The Telkom Mobile and Telkom Fixed Voice minutes (On-net calls) will expire at the end of the current month, i.e., 6000 Telkom Mobile and Telkom Fixed Voice minutes allocated on 1 April will expire on 30 April.

The All-Network minutes (calls to other networks) will expire at the end of two consecutive calendar months, i.e., 300 or 500 All-Network Voice minutes allocated on 1 April will expire on 31 May.

24. Will I be sent usage notifications to alert me to how much of my voice / data or SMS bundles has been depleted?

Yes, you will receive individual usage notifications via SMS at 50%, 80% and 100% threshold depletion of your respective voice, data as well as SMS bundle allocations.

25. Who do I call if I have a general Telkom mobile query or a technical query?

Customers can call 081 180 and they shall be routed to the Call centre for support.

26. Will the subscription rate remain fixed over the entire contract term?

To continuously maintain quality service to customers and due to pressures brought on by inflation and macro-economic dynamics, our pricing will be reviewed and may increase annually. The pricing increases are necessary to ensure that Telkom can continue to effectively deliver quality service to customers.

27. Where can I find more detail regarding the product specific Terms and Conditions for FlexOn and Infinite

Telkom Mobile Standard Terms and Conditions as well as these product specific conditions can be found on: https://group.telkom.co.za/about_us/regulatory/terms-and-conditions.shtml

E&OE.