

Frequently Asked Questions (FAQ's): PureFlex Mobile Postpaid and TopUp plans

1. What is PureFlex?

A new 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 PureFlex different from FlexOn and Infinite?

The main difference between FlexOn and PureFlex is the resource structure. Pureflex plans are airtime-based plans. So, instead of the normal resources - such as data, minutes and sms subscribers receive airtime every month. The allocated airtime enables the subscriber to determine the resources they need on a monthly. Use the airtime to purchase data, minutes, SMS or as airtime (make calls, use the internet, send sms). PureFlex plans are meant for customers who want more control over their spend and the flexibility to customise their resources according to their needs.

On the other hand, with FlexOn and Infinite you receive a set allocation of resources every month: data, minutes and SMS. 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. What are the inclusive benefits of the PureFlex plans?

PureFlex plans are airtime based plans, so subscribers receive airtime every month. In addition to the airtime, subscriber will also receive promotional on-net minutes (200 Minutes). These minutes will be allocated every month for the duration of the contract.

Mobile Postpaid Plan	PureFlex 150	PureFlex 220	PureFlex 320	PureFlex 420	PureFlex 520
Airtime	R150	R220	R320	R420	R520
On-Net Minutes (Promotional)	200	200	200	200	200

4. Can I link a MultiSIM or a Data MultiSIM to the PureFlex Plans?

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

5. What can I do with my inclusive airtime?

The inclusive airtime can be used to make calls, send sms and surf the internet, this will be charged at defined depletions rated for PureFlex:

- Data: R0.49 per MB
- Voice: R0.99 per minute
- SMS: R0.35 (160 Characters)

You may also use the inclusive airtime to purchase available data, voice and sms bundles available on our channels.

6. What will I not be able to do with my inclusive airtime

The below services are excluded and therefore will not deplete from the inclusive discounted airtime. This means that, to enjoy the services, subscribers can either recharge their account with airtime (postpaid subscribers) or the amounts can be billed from the available spend limit (TopUp/Hybrid subscribers)

- International Roaming and calling are excluded from the discounted inclusive airtime allocated to PureFlex.
- You will not be able to make international calls from the inclusive discounted airtime.
- International SMS
- Premium-rated services, event-based billing and ETU (emergency TopUp

7. Once I have used up my inclusive airtime, can I purchase additional airtime, data bundles and/or voice minutes?

Yes.

TopUp/Hybrid: You may recharge with airtime and or buy bundles (data, sms, minutes)

Postpaid: you may continue out of bundle or purchase bundles, and this will consume from your spend limit.

8. 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 dialing *180#
- Telkom WhatsApp 081 160 1700, send the word "Telkom"
- Go into a Telkom Store

9. What additional data bundles and voice minutes are available?

All available bundles including Promo Voice Bundles, Social Bundles, Chat Bundles, Data Bundles, SMS 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.

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

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

11. Can I Transfer my airtime to another Telkom Number?

Airtime transfer of the inclusive airtime shall **NOT** be allowed on these plans. However, subscribers will be permitted to transfer data that they may have purchased using the inclusive airtime. Furthermore, in a case where a subscriber has recharged their account with airtime over and above the allocated airtime, they will be able to transfer that ‘purchased airtime’ to another user (standard airtime transfer rules apply).

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

Subscribers on the PureFlex Mobile Postpaid and TopUp plans shall be eligible to transfer the purchased data to other subscribers on the Telkom Mobile network. Subscribers 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.

13. What is the validity period of the allocated airtime?

The inclusive airtime allocation will expire at the end of two consecutive calendar months. i.e., R220 airtime allocated on 1 April will expire on 31 May. However, if allocated during the month – the airtime will be pro-rated, and the validity will be the Current month + 1 additional month.

14. 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., 200 Telkom Mobile and Telkom Fixed Voice minutes allocated on 1 April will expire on 30 April.

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

All Telkom Mobile numbers as well as Telkom Fixed line numbers can be dialed 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.

16. Will I be sent usage notifications to alert me to how much of my airtime has been depleted?

Yes, you will receive usage notifications via SMS at 50%, 80% and 100% threshold depletion of your airtime.

17. Will I also receive usage notifications for the data, minutes, SMS that I purchase with my inclusive airtime?

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 bundles.

18. 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.

19. 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.

20. 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.