



Frequently Asked Questions (FAQ's): PureFlex 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. PureFlex plans are airtime-based plans and customers will receive a monthly amount of airtime in a rand value amount. This provides customers with the flexibility to use the airtime to purchase bundles according to their individual preference, choose between data-, minutes- or SMS bundles or alternatively use as airtime to make calls, access the internet, or send SMS). Even better is that customers will receive discounted airtime, i.e. pay R230 per month – and receive airtime to the value of R250. Customers on a PureFlex TopUp plan may recharge with additional airtime, whereas customers on an open-ended contract can spend on additional services until they reach their maximum spend limit. Furthermore, all PureFlex customers will receive 200 FREE promotional Telkom to Telkom minutes to allow free calling to any other number on the Telkom network.

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 (in a rand value amount) 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, should they change. For example – if customer has a need to send SMS's – do not pay for it, or if you require more data whilst on holiday – buy larger data bundles with your allocated monthly airtime. The PureFlex customer has the freedom and flexibility to decide what to spend his airtime on.

[Frequently Asked Questions – PureFlex Mobile Postpaid and TopUp plans](#)

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. The resource allowances however in FlexOn and Infinite is fixed per month and a customer cannot decide to increase his data bundle size whilst decreasing voice minute utilization from month-to-month.

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 free promotional on-net minutes (200 Minutes). These minutes will be allocated every month for the duration of the contract.

Note: Please check our mobile broadsheets or visit Telkom.co.za for the latest monthly prices of these PureFlex plans.

Mobile Postpaid Plan	PureFlex 150	PureFlex 220	PureFlex 320	PureFlex 420	PureFlex 520
Airtime	R150	R220	R320	R420	R520
Free 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 out-of-bundle rates for PureFlex:

- Data: R0.49 per MB
- Voice: R0.99 per minute

[Frequently Asked Questions – PureFlex Mobile Postpaid and TopUp plans](#)

- SMS: R0.35 (160 Characters)

You may also use the inclusive airtime to purchase any available data, voice and sms bundles available on our channels. All available bundles including Promo Voice Bundles, Social Bundles, Chat Bundles, Data Bundles, SMS Bundles etc. can be purchased using Telkom self-service 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 (TopUp/Hybrid subscribers) or the amounts can be billed from the available spend limit (Postpaid 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 dialling *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 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.

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. What is the order of resource consumption ?

Data/minutes or SMS will deplete in the following order:

1. Any Free/Campaign/Bonus/Promotional value will be depleted 1st.
2. Any transferred data will be depleted next and will retain the original validity period of when it was transferred.
3. Included plan allowances of the original purchased mobile base plan will be depleted next.
4. Any recurring bundle loaded on your account or base plan (data, minutes, or SMS) will deplete next.
5. Any once-off bundle loaded on your account or base plan (data, minutes, or SMS) will be deleted next.
6. The first in first out rule applies when purchasing multiple Recurring and Once-Off data Bundles of the same denomination offer.
7. Airtime recharges are next, if loaded, applicable to TopUp/Hybrid Postpaid plans.
8. Lastly the spend limit or credit limit will apply.
9. International roaming, international calling, international SMS/MMS, premium-rated services, and event-based billing will not deplete from your inclusive airtime value. The out of bundle rates for these specific services will apply.
10. The out-of-bundle rates specific to PureFlex are as follows:
 - Voice: R0.99 per minute
 - Data: R0.49 per MB
 - SMS: R0.39

21. Where can I find more detail regarding the product specific Terms and Conditions for PureFlex

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.