

FAQ's for Telkom Mobile Streaming Bundles (Video & Music)

Save on mobile data cost by topping up with an affordable Video and Music streaming mobile data bundle from Telkom to stream content from all Telkom Content partners

Please take note that Google Play Music has been shut down by Google and Google has replaced it with YouTube Music effective as from 31 December 2020. Telkom has subsequently removed Google Play Music as a Telkom Music content partner. Since YouTube Music will offer video streaming of music it will be a new Telkom Video content partner. Our legacy FreeMe customers on a 2GB or higher FreeMe plan will no longer be able to use their allocated LIT Music data allowance to stream YouTube Music. Our legacy FreeMe customers on 5GB and higher plans streaming music/video from YouTube Music will still consume from their LIT Video data allowance. There is no impact on the current FreeMe offers since the Data for streaming allows for streaming from both Music and Video content partners. Telkom Streaming Content Partners may vary as additional partners are onboarded or existing partners exit the Content partner relationship.

Refer to link below for more information regarding this Google music change:

<https://support.google.com/youtubemusic/thread/62843644?hl=en>

1. Why have Telkom mobile launched Streaming bundles?

Telkom mobile Streaming bundles have been developed to provide Telkom Mobile customers with affordable data to stream content available from all **Telkom Content Partners**.

The Telkom Streaming bundles can consume both video and music content from all Content partners.

Currently Telkom has the following Content partners: You Tube (including YouTube Music), Google Play Movies & TV, Netflix SA, Showmax & DStv Now, Apple Music, Cliff Central and Simfy Africa.

Streaming bundles offer a single bundle for all streaming purposes, provided it is a Telkom content partner. These bolt-on data bundles are available to the Telkom Mobile customer base.

Future additional content providers added will also be eligible for data consumption by these Streaming bundles.

For latest Content partner details visit <https://tlkm.link/LIT>

2. How many Streaming bundles are available?

3 x Streaming bundle types have been created viz. Daily, Weekly and Monthly Streaming Bundles.

These new Streaming Bundles will be valid for streaming both Video and Music – i.e. You Tube (including YouTube Music), Google Play Movies & TV, Netflix SA, Showmax & DStv Now, Apple Music, Cliff Central and Simfy Africa.

3. How much data do I need - for example to watch a movie of 90 minutes?

Streaming bundles will provide video streaming capped at a maximum speed of 1.5Mbps in the Telkom Mobile Network.

Customer can view in the lowest quality setting within the respective Content Partner platform to maximise streaming time with the allocated data bundle.

If set at 360P the 500 MB Streaming bundle will allow a customer approximately 2 hours (120 minutes) of streaming at the lowest quality setting.

PLEASE NOTE: This is average streaming duration and subject to customer viewing in the lowest quality setting within the Content Partner Platform App. It is the responsibility of the customer to change his Settings for Video Quality to low (up to 360p) in the respective Content Partner Platform App to maximise viewing time at the most cost-effective data utilization rate.

Likewise, the 1GB Streaming bundle will give customers approximately 4 hours of streaming at the lowest quality setting within the Content partner platform. This is only a guideline and actual streaming time achieved from these bundles can vary.

4. What is the Music data bundle?

On the USSD menu accessible by dialling *180# from any Telkom mobile SIM, this is the single dedicated Music ONLY bundle available for customers that only requires an audio music data bundle.

A single standalone 10GB Music bundle is available, separate from the Streaming bundles. When subscribing to the Music bolt-on data bundle, the use of this specific Music data bundle is exclusive for music streaming and only caters for audio music streaming and not music video streaming via the following Music streaming partners i.e. Apple Music, Cliff Central and Simfy Africa.

Keep in mind that customers requiring a smaller size bundle for music can purchase any Video & Music Streaming Data bundle and only use for streaming audio music.

5. What about the new FreeMe plans?

All our new FreeMe plans come with data for streaming both from our Music and Video Content partners. Should you require more data for streaming customers can purchase an additional Streaming bundle.

6. Where can I buy these Streaming bundles?

Streaming bundles are available via self-service options like the USSD menu – customers can dial *180#, followed by the following options on the USSD menu - **Bundle Purchases**, followed by **LIT Bundle**. Choose a Streaming bundle and start streaming immediately.

Also available via Telkom portal and the Telkom App.

7. Who qualifies for the Streaming bundles?

Streaming bundles are available to all Telkom Mobile Prepaid, Hybrid and Post-paid subscribers.

8. Are the Streaming bundles pro-rated?

The Streaming bundles are not pro-rated. Full data bundle allocation will be valid for the validity period.

9. Do I require a Streaming bundle to stream content via the Content Partners?

No - customers can also use normal data (both inclusive as well as bolt-on data bundles) alternatively customers can also go out-of-bundle and pay the 30c per MB OOB rate. This will however be more expensive than buying a Streaming bundle.

We recommend using a Streaming bundle - these Streaming bundles have been created and priced to give customers cheaper access to streaming data.

10. What happens when my Streaming bundle is exhausted?

When your data has been exhausted then data will be deducted from your inclusive Telkom mobile plan data. Telkom mobile customers will also be able to go out-of-bundle at 30c/MB, top up with another data bundle or buy another Streaming bundle package.

11. Is the Streaming bundle data accessible when roaming?

Yes – these Streaming bundles data are accessible when roaming on the network of our national roaming partner viz. Vodacom.

12. Can I stream content/sport in HD using these Streaming bundles?

No. Please note that for these Streaming Bundles the network will cap the maximum download streaming speed at 1.5Mbps. This is still more than sufficient to watch any content on your smartphone or tablet.

To get even more value out of these Streaming bundles it is recommended that customer change their video quality setting directly on the Content Provider's platform.

For example: When streaming content from the DStv app It is recommended that customers change Settings for Video Quality to low (up to 360p) in the DStv Now App settings. Customers can still change the setting to a higher quality – but then data will be depleted quicker and customers will not achieve the approximately 4 hours of streaming at the lowest quality setting that a 1GB LIT Streaming bundle can achieve.

13. Will I be notified when my Streaming data bundle has been depleted?

Yes – data consumption usage notification will be sent via SMS and customer will have an option to purchase another Streaming bundle or continue consuming from their normal data or alternatively go out-of-bundle. Streaming bundle data usage notifications shall be sent to customers at 50%, 80% and 100% thresholds.

14. What is this data usage threshold notifications for these Streaming bundles?

Threshold notifications will be send via SMS for these once-off Streaming data bundles at the following threshold points: 50%, 80% and 100% thresholds.

15. What is the order of consumption for these bundles?

When streaming content via any of the Content Providers platforms/Apps - Streaming Bundle data will be used first, followed by the paid for data or data inclusive with any Telkom mobile plans. Once this data has been depleted then OOB rates will apply – to the maximum amount as specified by the spend limit set by the customer on his Telkom mobile contract.

16. Can I carry over any unused Streaming data?

No – the once-off Streaming data bundles will not carry over unused data.

The following Streaming Bundle VAS validity periods will apply: Daily bundles shall be valid for 24 hours; Weekly bundles shall be valid for 7 days; Monthly bundles shall be valid for 31 days

17. What happens if I stream content outside of the Telkom Content providers?

When you stream content outside of the Telkom partner content providers - data used to download and browse content on content provider apps and website will be deducted from your inclusive mobile plan data and will NOT consume from your Streaming bundle data.

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Future additional content providers added will also be eligible for data consumption by these Streaming bundles.

Telkom reserves the right to terminate or extend the Streaming bundle offer at any time and Telkom Content Partners may also vary as additional partners are onboarded or existing partners exit the Content partner relationship.

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Also available: **Terms and Conditions for Telkom Mobile Streaming Bundles (Video & Music)**