

## FAQ's

### LIT Music and Video PHASE 2 – Music and Video VAS

#### What is FreeMe LIT Music VAS?

LIT Music and Video VAS allows you to stream music and video on your smartphone or tablet from selected OTT (Over the Top) music and video providers. Customers can purchase LIT Music VAS at a cost of R 99 and/or LIT Video at a cost of R 229 once off or add it as a recurring VAS monthly, which will give them unlimited music and/or video streaming.

#### Who qualifies for LIT Music and Video VAS?

LIT Music and Video VAS is available to all Prepaid, Hybrid and Post-paid subscribers except multi sims.

Package	Once Off	Recurring
Prepaid	YES	NO
Hybrid	YES	YES
Post-paid	YES	YES
FreeMe (2GB >)	YES	NO
FreeMe (500mb & 1GB)	YES	YES

#### What is the cost for LIT Music and Video VAS?

LIT Music R 99

LIT Video R 229

#### Is the Music VAS pro-rata?

The Once Off service is not pro-rated. If a customer purchase the Once Off service on the 6th the service will be available until the 7th of the next month with a full data allocation for the period.

The Recurring service is prorated billed for the first month, with full data allocation until the last day of the month. All remaining data will expire on the last day of the month (no data carry-over) and a full data allocation will be available from the 1st day of the new month.

#### Is there a fair usage policy and what happens if it is depleted?

Yes there is a FUP (fair usage policy) of 10GB for LIT Music and 50GB for LIT Video. Once the 10GB or 50GB is depleted the customer will start using his inclusive data.

**Who are the participating OTT music providers that I listen to Music?**

Participating music content providers include:

- Apple Music
- Google Play Music
- Simfy Africa

Participating video content providers include

- YouTube
- ShowMax
- DStv Now
- Google Movies
- Netflix

Note: Music and Video content providers will be added or removed as per Telkom’s discretion.

**Who are these music content providers?**

- Apple Music, Google Play Music and Simfy Africa are music streaming services that give you access to various music genres on your mobile device. Both Apple Music and Google Music cater for broad base popular genres and abroad and Simfy Africa targets music consumers in the Sub-Saharan region. YouTube is a free video service with millions of hours of user and professional generated content. ShowMax and Netflix are a subscription based services that allow users access to the latest movies and series. DStv Now is an application available to DStv subscribers to access their DStv subscription content over the Internet.

**Do I have to subscribe to these music and video content providers?**

Yes. You have to subscribe to the identified music and video content providers and Telkom customers could get a free trial to stream music or video from some of the providers. Subscription fees and trial periods are listed in the table below, take note specific conditions apply to free trial services and should be confirmed with the specific provider directly:

<b>Apple Music</b>	<b>Google Play Music</b>	<b>Simfy Africa</b>
R59.99 single user R89.99 family package	R 59.99 R 89.99 family package	R25 desktop only R60 on all devices
90 day trial	90 day trial	14 day trial

<b>YouTube</b>	<b>ShowMax</b>	<b>Netflix</b>
Free, there are some paid for services	R 99	Basic \$7.99 Standard \$9.99 Premium \$11.99
No trial period	14 day trial	1 Month

Note: Subscription fees may be amended as per the Music and Video Provider’s Discretion. Please visit [www.dstv.com](http://www.dstv.com) to confirm the deferent option and relevant prices for DStv bouquets

**What features are supported on the various music content providers?**

<b>Service Features</b>	<b>Google play Music</b>	<b>Apple Music</b>	<b>Simfy Africa</b>
Add an album to my favourites	X	X	X
Create and manage my playlist	X	X	X
Download songs and play off line	X		X
Link with Facebook	X	X	X
Listen to other people's playlist and share my playlist with other	X	X	X
iCloud		X	
Listen on Android, iOS, and the web	X	X	X
Upload up to 50,000 of your own songs	X		
Radio for your mood, activities and situations	X		
Skip as many songs as you want	X	X	X
Ad-free, uninterrupted listening	X		
Access 35 million songs on-demand	X		
Download your music and play it offline	X		
Number of concurrent users	1	6	1

**How do I sign up?**

You can use the following links and follow the prompts on how to sign-up and get your free trial.

- ✓ Apple Music: <https://www.apple.com/za/music/>
- ✓ Google Play Music: <https://play.google.com>
- ✓ Simfy Africa: <https://www.simfyafrika.com>
- ✓ Google Movies: <https://play.google.com/store/movies?hl=en>
- ✓ ShowMax: [www.showmax.com](http://www.showmax.com)
- ✓ DSTV Now: [www.dstv.com](http://www.dstv.com)
- ✓ Netflix: [www.netflix.com](http://www.netflix.com)

**Do I need access to the internet to stream music or videos?**

Yes. You need an internet connection to download the application and to stream music or videos from the identified providers.

**What is the difference between streaming and downloading?**

With downloading, you find a track or video that you like, you pay for it and then it gets downloaded over the internet to your mobile device. You now own the track or video and you can listen or watch it as you wish. With streaming, you pay a monthly subscription fee and can listen to the music or watch the videos you want. You do not own any of the tracks or videos and you listen or watch it in real time.

**What happens when my 10GB or 50GB of data is exhausted?**

When your FUP 10GB or 50 GB of data has been exhausted then data will be deducted from your inclusive data but you will also be able to top up your data or buy another Music or Video VAS data package.

**What happens if I stream music from non-LIT Music and Video Music content providers?**

When you stream music or videos from non-partner content providers, data used to download and browse content on content provider apps and website will be deducted from your inclusive data.

**What benefits do Telkom customers get with Music and Video VAS?**

Telkom customers get free data to stream music or videos on the identified music providers, the monthly subscription fee for specific services can be added to your monthly bill.

Note. Integration Billing is supported on the following music and video providers:

- Google Play Music
- Simfy Africa
- Google Movies
- ShowMax

**Is the Music and Video VAS accessible when roaming?**

Music and Video VAS is accessible if you are roaming on MTN.