

## Terms of use for Google Play Store Direct Carrier Billing

These standard terms and conditions, as amended by Telkom from time to time in accordance with the provisions of Telkom Mobile's Electronic Communications Service (ECS) license, the Electronic Communications Act 36 of 2005, the Consumer Protection Act, 68 of 2008 or any other applicable legislation, are applicable to the provision and use of all electronic communications services and products provided by Telkom to Users .

The User accepts and agrees that these terms and conditions become binding on him/her once Telkom has processed the User's Application and agreed to provide the User with the Telkom Services.

1. These terms and conditions apply to Customer's ("You, Your") use of the Telkom billing service for Google Play Direct Carrier Billing and apply in addition to Telkom Mobile Master Service Agreement (as applicable), and any specific terms and conditions relating to Your Account and/or Plan offered by Telkom, and Google Play's Terms of Service (<https://play.google.com/about/play-terms.html>) (together, "Applicable Terms and Conditions").
2. As a Telkom mobile customer with an Android device, you can choose to buy non-Telkom products ("Content") from Google Play using Your Telkom mobile account ("Your Telkom Account"). By choosing to buy Content on Google Play using Your Telkom Account, you agree to these terms of use.
3. When you register for Google Play you will have the option of registering Your credit card or choosing to buy Content with Your Telkom Account. If you choose to use Your Telkom Account it will become Your default payment method for purchases on Google Play and you will need to go into Your Google Play account settings to change this.
4. Mobile data download charges (including international roaming rates) may apply when You register for Google Play, including when registering to buy Content using Your Telkom Account.
5. Transactions on Google Play using Your Telkom Account are limited to a maximum amount decided by Telkom (per individual transaction, per day, per month) and can be changed from time to time without prior notice.
6. Your choice of Content is Your responsibility and you promise that you are the account-holder for Your Telkom Account or are authorized to use Your Telkom Account to buy Content.
7. We are not responsible for setting the price of Content. Also, Content is not under our control and we are not responsible for, nor do we endorse or have any involvement in the operation of Content. We do not promise that Content is accurate, reliable, error-free, up-to-date or virus-free. Your use of Content is subject to the terms of Your agreement with the provider of that Content and you should contact that provider if you have any issues with Your use of that Content. You will need to contact Google Ireland Limited ("Google") directly if you have any issues with Google Play that are not related to billing. You may find all related information on this link: <https://support.google.com/googleplay/?hl=en-AU#topic=2952998>

8. We will try to make Google Play Billing always available but we can't promise that availability will be error-free.
9. Purchases using Google Play Billing will appear on Your Telkom Account under "Google Play Mobile Payment", alongside the cost of the purchase.
10. All purchases on Google Play are made from Google and prevailing Google Play Terms & Conditions apply.
11. Telkom will only activate the content purchasing capability seven day after the Telkom account is activated. Whereby Google playstore billing using Telkom account or airtime will only possible after the seven days waiting period.
12. Google allows you to request a refund on purchased Content within the first 2 hours after making the purchase on Google Play. Following that, and, in addition to any rights you may have against Telkom under any applicable law, if you would like a refund or are otherwise dissatisfied with Content you have purchased using Your Telkom Account you will need to contact Google or the provider of the Content to resolve Your concerns. Telkom will only apply a refund or credit Your Telkom Account in relation to a purchase of Content if directed to do so by Google. You may find all related information on this link : <https://support.google.com/googleplay/?hl=en-AU#topic=2952998>
13. You can contact Google Play or the developer of the Content if you have a question or complaint about the Content or if you want to apply for a refund. Google Play's refund policy (including the process for how to apply for a refund) can be found at <https://support.google.com/googleplay>.
14. Contact us if you have a question or complaint about the Google Play Charges on Your Telkom Account.
15. Any refund agreed between you and Google Play or you and the developer of the Content may be processed under Your Telkom Account or via another payment method nominated by Google Play. If you purchase Content via Your Telkom Account and then port out to another mobile telecommunications provider, we cannot guarantee that you will be able to receive a refund for the purchased Content via Telkom.
16. We will not share Your personal information to a service provided when you use Your Telkom Account to buy Content on Google Play. Our Privacy Policy applies to how we use Your personal information.
17. You agree that Telkom can collect, use and disclose information about you to Google Play as set out in our Privacy Policy for any purposes necessary to provide you with Telkom billing service for Google Play. Please ensure you have read and understood our Privacy Policy, which forms part of these terms and conditions and is published by us at (<http://www.Telkom.com.bh/content/privacy-policy>)
18. You acknowledge that at any time we may stop allowing You to buy Content from Google Play using Your Telkom Account, if our agreement with Google ends, although You may still be able to buy Content using other payment methods (such as Your credit card). If this happens we will try (although we can't promise) to give You as much prior notice as possible.
19. Telkom may change these terms and conditions and/or vary its billing service for Google Play at any time without prior notice.

20. Android, Google, the Google logo, Google Play and other marks are trademarks of Google Inc.
21. Telkom shall under no circumstances be liable whether in contract, tort, statute or otherwise (including without limitation for negligence, breach of contract, defamation) for any special, direct, indirect or consequential loss or damage (including without limitation, loss of revenue, loss of data or goodwill) which is suffered, sustained or incurred by the Customer or any person arising (directly or indirectly) from or out of or relating to the Service.