

FAQ's for Telkom LIT Video & Music Streaming Data bundles

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

1. Why are we creating LIT Streaming bundles?

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

The Telkom LIT Streaming bundles can consume both video and music content from LIT partners as well as via the Telkom LIT App.

Currently Telkom has the following LIT Content partners: You Tube, Google Movies, Netflix SA, Showmax & DSTV, Apple Music, Google Play Music, Simfy Africa as well as partners available via the Telkom LIT App.

LIT 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 LIT Streaming bundles.

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

2. How many LIT Streaming bundles are available?

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

These new LIT Streaming Bundles will be valid for streaming both Video and Music – i.e. Telkom LIT App, YouTube, Google Movies, Netflix SA, Showmax & DSTV, Apple Music, Google Play Music and Simfy Africa from all LIT content providers.

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

LIT 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 LIT Content Partner platform to maximise streaming time with the allocated data bundle.

If set at 360P the 500 MB LIT 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 LIT 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 in order to maximise viewing time at the most cost effective data utilization rate.

Likewise the 1GB LIT 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 slightly.

4. Is the LIT Video bundle still available?

Yes – but the LIT Video bundle (FUP 50 GB) will be enhanced to also include Music from our Music LIT content partners like Apple Music, Google Play Music and Simfy Africa.

5. Is the LIT Music bundle still available?

Yes – the LIT Music bundle (FUP 10 GB) will remain AS-IS.

This will be the only dedicated Music ONLY bundle available for customers that only requires a music bundle.

Data will only be valid for use on our Music LIT content partners like Apple Music, Google Play Music and Simfy Africa – no Video content can be consumed from this bundle.

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

6. What about the existing FreeMe plans where the FreeMe 2GB includes LIT Music and the 5GB includes LIT Music and Video – Any changes to these plans or allowances?

No changes have been made to any of the FreeMe plans. LIT allowances will remain as-is.

We are only launching new LIT Streaming bolt-on bundles – targeting customers that require affordable data to stream content where they are not on a qualifying FreeMe plan.

No need for FreeMe 5GB and higher plans to buy a LIT Streaming bundle, they can stream as part of the LIT Video bundle allowance already on their FreeMe plans.

7. Where can customers buy these LIT Streaming bundles?

LIT Streaming bundles will be available via self-service options like the USSD menu – customers can dial *180# as well as Telkom portal/Telkom App.

8. Who qualifies for the LIT Streaming bundles?

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

9. Is the LIT Streaming bundles pro-rata?

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

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

Customers can also use normal data (both inclusive as well as bolt-on) 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.

These Streaming bundles have been created and priced to give customers cheaper access to streaming data.

11. What happens when my LIT 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 LIT Streaming bundle package.

12. Is the Streaming bundle data accessible when roaming?

Yes – these Streaming bundles data are accessible when roaming on MTN.

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

No. Please note that for these LIT 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 still get more value out of these LIT Streaming bundles it is recommended that customer change their video quality setting directly on the LIT 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.

14. Will the customer be notified when he has depleted his LIT Streaming data bundle?

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.

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

Threshold notifications will be send via sms for these once-off LIT Streaming data bundles at the following threshold points: 500MB, 100MB,10MB & 0MB left.

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

When streaming content via any of the LIT Content Providers platforms/Apps - LIT 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.

17. Can I carry over any unused LIT Streaming data

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

The following LIT 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

18. What happens if I stream content outside the LIT partner 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 Lit Streaming bundle data.

Telkom LIT Streaming bundles can consume both video and music content from the following partners: You Tube, Google Movies, Netflix SA, Showmax & DSTV, Apple Music, Google Play Music and Simfy Africa as well as partners embedded in the Telkom LIT App.

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