

Telkom Netflix Promotion FAQs

Q. What do I get as part of this promotion? A. Eligible participants shall receive a 3 month subscription of Netflix Standard plan as a gift, which is worth R417. The standard Netflix plan lets you stream TV shows and movies from Netflix on two devices at the same time and in high definition (HD) when available. This plan also lets you download titles to two phones or tablets.

Q. What Telkom services qualify for the promotion? A. Participants must have purchased or purchase a new or upgrade to a qualifying Telkom service during the promotion to qualify for the promotion, a list of qualifying Telkom products for this promotion can be found at www.telkom.co.za/today/campaign/netflix. They are;

Q. What is the duration of the promotion? A.1. The FreeMe and SmartBroadband promotion is valid from 1 June 2019 to 31 August 2019 A.2 The UNLIMITEDhome promotion is valid from 1 July 2019 to 31 August 2019

Q. Can I redeem this promotion in conjunction with any other promotion? A. No, you cannot redeem this promotion in conjunction with any other Netflix promotion.

Q. If I purchase multiple qualifying Telkom services, can I redeem multiple vouchers on one Netflix account? A. No, only one promotional voucher will be redeemable per customer on a specific Netflix account.

Q. Who are eligible for the promotion? A. The promotion is available for new and existing customers subscribing to the qualifying Telkom services. For existing Netflix members, the value of the promotion will be credited to their existing plan.

Q. What is Netflix and how can I find out more? A. Netflix is the world's leading internet entertainment service with 130 million paid members in over 190 countries enjoying more than 140 million hours of TV shows and movies per day, including original series, documentaries and feature films. Members can watch as much as they want, anytime, anywhere, on nearly any internet-connected screen. Members can play, pause and

resume watching, all without commercials or commitments. Members can also download select TV shows and movies on the Netflix app, to watch offline later, on their phone or tablet. For more information visit www.netflix.com.

Q. What do I need to use Netflix A. You will require access to a smartphone, computer, Smart TV, Telkom LIT_ Box, or other Netflix compatible device, as well as broadband internet connection to benefit from the Promotion and to watch instantly. Further details on these requirements can be found at www.netflix.com/TermsOfUse.

Q. How might Netflix on Telkom affect my data usage? A. FreeMe services qualifying for this promotion includes a LIT_ Video bundle, this is a separate data allocation that excludes Netflix data from consuming your normal data allowance.

Q. Where do I redeem my voucher? A. Participants must redeem the voucher on the www.telkom.co.za/today/campaign/netflix as per the SMS link sent to the participants.

Q. What happens at the end of the promotion period for new Netflix subscribers? A. 7 days prior to the end of the 3 month gift period, Netflix will remind new subscribers via email that the promotional period has ended and that the subscription will continue via Telkom billing. Cancelling the Netflix subscription is possible at any time by selecting the “cancel membership” button on the Account page on the Netflix website. For details please visit www.netflix.com/TermsOfUse.

Q. What happens at the end of the promotion period for existing Netflix subscribers.

A. For existing subscribers, the voucher value R417.00 will be added to your account once the voucher code is redeemed. When the promotion is over you will automatically return to being charged by Netflix directly for your existing monthly subscription. Customers can cancel their subscription at any time, see www.netflix.com/TermsOfUse

Q. How do I cancel my Netflix Subscription? A. You can cancel your Netflix subscription at any time by selecting the “cancel membership” button on your Account page on the Netflix website.

Q. How long are the Netflix gift vouchers valid for, in other words until when can the voucher be redeemed. A. The Netflix voucher codes must be redeemed by

31 October 2019.

Q. Can I re-gift the gift? A. No the gift is only valid for and redeemable by the person responsible for the purchase and payment of the qualifying Telkom service

Q. I want cash and not the gift voucher? A. The gift is not redeemable for cash and cannot be sold to a 3rd party.

Q. What can I use the gift voucher for A. The gift voucher credits your Netflix account with R417.00, the value of a 3 month Standard Netflix subscription. The use of Netflix voucher codes is governed by the Netflix Terms and Conditions. For more information please visit: www.netflix.com/TermsOfUse.

Q. What if I don't want the gift voucher, can I get something else from Telkom to the same value? A. No, this voucher is not redeemable for cash, transferable or returnable. You are under no obligation to use the gift voucher

Q. Where can I get the full terms of the promotion? A. Please visit www.telkom.co.za/today/campaign/netflix for all the information or phone 081180