

Showmax DCB Standard Terms and Conditions

Telkom's standard terms and conditions apply (full details at www.telkommobile.co.za/terms).

1. These Showmax DCB 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 this particular Service provided by Telkom to Subscribers.
2. The Customer accepts and agrees that these and Telkoms Subscribers terms and conditions become binding on it once Telkom has processed the Customer's Application and agreed to provide the Customer with the Telkom Services and where applicable the Selected Showmax service.
3. This Service is provided by Showmax. Telkom does not exercise any editorial control over Showmax content and disclaims all liability and warranties for the Showmax service and its content. These Showmax DCB Standard terms and conditions are supplementary to Showmax Service terms and conditions available on <https://www.showmax.com/eng/service> and apply to the use of the Showmax Service together with Showmax Service terms and conditions. Please read these terms and conditions carefully.
4. Showmax provides an on demand streaming service (the "Showmax Service") through which users can stream or temporarily download television shows, movies, video or audio clips and other audio-visual materials ("Content") by using an electronic device which is capable of connecting to the internet, including personal computers, mobile phones, tablets, media players, smart TVs, set top boxes, gaming consoles and other similar devices ("Access Device").
5. Showmax may change the Service plans and the price of the Service from time to time. Changes will be communicated in advance to Showmax customers via email, SMS, through a pop-up notice when you access the Showmax Service, the Showmax Website, through a pop-up notice when you log into the account which we create for you after your register in order to use the Showmax Service ("Showmax Account"), or through the software application developed or made available by Showmax for users to access and receive the Showmax Service ("Showmax App").
6. Telkom reserves the right to change, suspend and/or discontinue this add to bill Service, and/or amend these Showmax Terms and Conditions at any time. Once such amendments are published on Telkom's website, they are considered as accepted by the subscriber of the applicable Service.

7. The Showmax DCB service is available as a Value-Added Service to all Telkom customers excluding PSTN (Public Switched Telephone Network), Wholesale DSL (Wholesale Digital Subscriber Line) and Fixed Line Prepaid/Hybrid customers.
8. Billing
 - a. The Service can only be used to settle payment for Showmax subscription; the amounts for which will be billed through your Telkom monthly bill or airtime.
 - a. Showmax subscriptions are billed in advance.
 - b. As far as the law allows, payment of the Monthly Fee is not refundable, and we will not refund or credit you for partially used monthly Subscription Periods.
 - c. Showmax will send customers an email notification 1 (one) day before their monthly subscription anniversary date notifying them of the next subscription billing charge that will be applied to their Telkom bill.
 - d. If the subscription renewal billing is not processed for reasons such as expiration of the payment instrument or insufficient funds on the payment instrument, then Showmax will suspend the subscription until the customer has been successfully billed. Renewal of the access to Showmax service will be processed without delay when the customer has been successfully billed.
 - e. Showmax will attempt to bill a customer for their recurring subscription as follows:
 - i. At the time of subscription anniversary date
 - ii. 10 minutes after subscription expired
 - iii. 1 hour after subscription expired
 - iv. 25 hours after subscription expired
 - v. 73 hours after subscription expired
 - f. No grace period will be applied for billing cycles. Subscription suspend notifications due to unsuccessful billing will be sent after the third attempt which is 1 hour after the subscription was suspended.
 - g. The date you accept the 1st billing and activate the service will be your billing date every month if you have selected a recurring subscription until cancelled by yourself or Telkom.
 - h. Once you have subscribed to the Showmax service, your Telkom monthly invoice will display your monthly subscription with the appropriate description.
 - i. Showmax will also provide a sales record of the transactions and order history which a Subscriber can view by logging into the Subscriber's Showmax Account on the Showmax Website. At the Subscriber's election, Showmax will also provide the sales record and invoices to you by e-mail or by post.

9. Switching Subscription plans

- a. The table below provides a detailed explanation of how the billing and credits will be managed when you switch from one subscription plan to another.

Current Plan	Change Options	Action taken
Showmax Mobile Plan R39	Showmax Pro Mobile Plan R225	Instant switch, pay now, credit remains in lower plan
	Showmax Plan R99	Instant switch, pay now, credit remains in lower plan
Showmax Mobile Pro Plan R225	Showmax Mobile Plan R39	Delayed switch, pay after current period runs out
	Showmax Pro Plan R449	Instant switch, pay now, credit remains in lower plan
Showmax Plan R99	Showmax Mobile Plan R39	Delayed switch, pay after current period runs out
	Showmax Pro Plan R449	Instant switch, pay now, credit remains in lower plan
Showmax Pro Plan R449	Showmax Plan R99	Delayed switch, pay after current period runs out
	Showmax Pro Mobile Plan R225	Delayed switch, pay after current period runs out
Showmax Mobile Plan R39	Showmax Pro Plan R449	Instant switch, pay now, credit remains in lower plan
Showmax Mobile Pro Plan R225	Showmax Plan R99	Delayed switch, pay after current period runs out
Showmax Plan R99	Showmax Pro Mobile Plan R225	Instant switch, pay now, credit remains in lower plan
Showmax Pro Plan R449	Showmax Mobile Plan R39	Delayed switch, pay after current period runs out

10. Subscription Cancellations

Your Showmax subscription cancellations can be done on the Showmax website via MyAccount. Steps to follow are:

- i. Sign in to www.showmax.com;
- ii. Go to “MyAccount”;
- iii. Select “Manage subscription”
- iv. Click on “Cancel subscription”.
- v. If a customer closes their Telkom account, the next Showmax subscription billing will automatically fail and this subscription will be suspended.
- vi. Access to Showmax will continue post cancellation until the existing subscription days run out.

11. Technical Parameters for Showmax Mobile

The Showmax Mobile and Showmax Mobile Pro plans are subject to the following product features, that are unlike that of the Showmax and Showmax Pro plans:

- i. Only 1 device can be registered;
- ii. Only 1 concurrent stream can be viewed;
- iii. Playback is on mobile devices only;
- iv. Standard Definition (SD) quality streams only;
- v. Casting and Airplay is disabled, but downloads of Showmax Content are enabled.

12. Access Devices and other equipment

- a. Standard Showmax subscription plan properties are as follows: general entertainment only content offering; available on various devices; offers two simultaneous viewing streams; enabled for 5 registered devices; HD quality stream.
- b. Showmax Pro subscription plan properties are as follows: selected sports, news & entertainment content offering; available on various devices; offers two simultaneous viewing streams; enabled for 5 registered devices; HD quality stream.
- c. Showmax Mobile subscription plan properties are as follows: general entertainment only content offering; available only on smartphones and tablets; offers only one viewing stream; enabled for one registered device; SD quality stream.
- d. Showmax Pro Mobile subscription plan properties are as follows: selected sports, news & entertainment content offering; available only on smartphones and tablets; offers only one viewing stream; enabled for one registered device; SD quality stream.
- e. A Subscriber will be able to remove Access Devices from a Showmax Account, which they no longer use or in order to register other Access Devices. Showmax may place a limitation on the number of times that you can register or remove a particular Access Device on your Showmax Account during a calendar year. Showmax may change this limitation from time to time.
- f. In order to access and use the Showmax Service, your Access Devices must meet the minimum technical specifications as set out on the Showmax Website at <https://www.showmax.com/help>. We will in no way be responsible for your inability to access the Showmax Service and Content due to limitations specific to your Access Devices.
- g. These Terms and Conditions apply from 19 April 2021.