

FAQ – Showmax Direct Carrier Billing (DCB)

1) What is Showmax?

Showmax is an internet TV service that lets you stream or download from an extensive collection of series, movies, kids' shows and documentaries. From international blockbusters to local favourites, Showmax offers the biggest online content collection in Africa for you to watch on the go or at home on a range of devices.

Visit Showmax.com for more information, Ts&Cs, as well as Frequent Asked Questions (FAQs).

2) Who can subscribe to Showmax using their Telkom account?

Prepaid, hybrid and postpaid Mobile customers.

3) If I cancel my primary Telkom product, can I continue to pay for Showmax on my Telkom bill?

No, you require a primary Telkom service. To continue your subscription, go to the Showmax website and choose another payment option.

4) How Many Showmax subscriptions can I add to one Telkom account.

You can add only one Showmax subscription per Telkom account.

5) Do I need to be a broadband Internet subscriber to apply to add a Showmax subscription my Telkom account?

No. You can be a mobile subscriber as well. However remember, you do require a data to use the Showmax service.

6) Which Showmax price plans are available?

- 1) Showmax Mobile – R49 incl VAT
- 2) Showmax – R99 incl VAT
- 3) Showmax Pro Mobile – R225 incl VAT
- 4) Showmax Pro – R449 incl VAT

7) What is the difference between Showmax Mobile and Showmax besides the price?

With Showmax Mobile you get the same great series, movies, Showmax Originals, kids' shows and more as with Showmax but it allows you to view on 1 mobile device and 1 stream at a time using SD quality to help you save on data costs. Change your mobile quality settings to the lowest to get up to 10 hours of viewing using only 1GB of data. Showmax Mobile cannot be viewed on a computer, smart tv, gaming console or using airplay or Chromecast.

8) What is the difference between Showmax and Showmax Pro besides the price?

With Showmax Pro you get the same great series, movies, Showmax Originals, kids' shows and more PLUS stream world-class live football, boxing, athletics and more from SuperSport and stay updated with 24-hour news channels.

9) Can I switch between the Showmax price plans and what happens to my other subscription?

Yes you can do this via your My Account section on Showmax. For more details on how you are billed when switching between plans please refer the T&C's here (link to new Telkom T&C's) .

10) Can I view Showmax only on mobile devices?

No, not unless you have a Showmax Mobile or Showmax Mobile Pro subscription which is limited to mobile devices. Outside of Mobile devices, Showmax and Showmax Pro works on personal Computers - via web browsers, Apple TV, Android media boxes with Android TV, Smart TVs, Gaming consoles, DStv Explora, Chromecast and AirPlay.

11) Is there a contract period for this monthly subscription?

No, you can cancel the service at any stage directly with Showmax

12) How do I cancel my Showmax subscription?

Its very simple and quick to cancel anytime directly with Showmax. Simply log into your Showmax account and select My Account section then select Manage Subscription and cancel your subscription.

13) How soon after subscribing can I use the service?

You can use the service immediately.

14) Will I qualify for a Free Showmax 14-day trial if I use Telkom as a payment method?

If you are a new Showmax or Showmax Mobile subscriber and the subscription is not bundled with any data than you may qualify for the trial. The Showmax Pro Mobile and Showmax Pro subscriptions do not qualify for a free trial. For more information refer T&C's on the Showmax website.

15) Do I pay less if I subscribe in the middle of the month?

No, it is a monthly fee for that calendar month and will not be pro-rated.

16) What happens if I have an existing Showmax subscription payment I want to change my payment option to my Telkom Account?

The remaining days of your current subscription will be put into a voucher and credited to your account. You can use this voucher at any time should you choose to cancel your Showmax subscription payment via Telkom DCB. This credit will be visible in your stored payments on Showmax.com.

17) Does the Showmax subscription billed thorough Telkom DCB include data or do I need my own data?

Unless stated that it includes a data bundle, the Showmax subscription does not include any data and you will require an internet connection and your own data to watch. Telkom has some great data deals available.

18) What will the data usage cost me?

This will be specific to your Internet provider, please contact them or see their FAQ pages for information.

19) Can I use Showmax on multiple devices?

You can register up to five devices to watch on with your Showmax subscription. You can also watch two different shows on two devices at the same time.

20) Will I lose access to Showmax if I haven't paid my Telkom account?

All services will be suspended for the duration of an account suspension for non-payment

21) What type of internet connection do I need to use Showmax?

Showmax requires an internet connection of at least 2Mbps. We recommend an uncapped connection of 4Mbps upwards for an optimal experience.

Please note: Data charges apply when using Showmax. Downloading video consumes large amounts of data so please be aware of your data package limits and costs. Showmax will not be held responsible for data usage.

22) Can I pay for Showmax even when I am not a Telkom customer?

Yes, you can choose from the many payment options on Showmax.com or buy a voucher online or from one of many retailers.

23) Where can I get more information regarding Showmax?

Visit them at <https://faq.showmax.io/eng/help/za> for more information.

24) How do I get in touch with Showmax?

- E-mail support@Showmax.com
- Visit the help section on the Showmax website www.Showmax.com/help
- Use the live chat function located on www.Showmax.com

25) Contact Showmax for:

- Technical queries with the Showmax service and device compatibility
- Showmax Content related questions
- Showmax billing related questions
- Deactivation of your DCB billing

26) Contact Telkom for:

- All NON-Showmax billing related queries
- All Telkom product related queries including broadband, bundles etc