

Terms and Conditions for Telkom Mobile Streaming Bundles (Video & Music)

Definitions:

Telkom Mobile Streaming bundles (Video & Music) have been developed to provide new and existing Telkom Mobile customers with affordable mobile data to stream content available from all **Telkom Content Partners**. The Telkom Streaming bundles can consume both video and music content from all Content Streaming partners. Currently Telkom has the following Content partners:

You Tube (including YouTube Music), Google Play Movies & TV, Netflix SA, Showmax & DStv Now, Apple Music, Cliff Central and Simfy Africa. Streaming bundles offer a single bundle for all Video & Music streaming purposes, provided it is via 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 Streaming bundles.

For latest Telkom Content partner details visit <https://tlkm.link/LIT> or the Telkom website.

Note: Google Play Music has been shut down by Google and Google replaced it with YouTube Music effective as from 31 December 2020. Telkom subsequently removed Google Play Music as a Telkom Music content partner. YouTube Music will offer video streaming of music it is a new Telkom Video content partner. Legacy FreeMe customers on a FreeMe 2GB or higher FreeMe plan will no longer be able to use the allocated LIT Music audio data allowance to stream YouTube Music. Legacy FreeMe customers on a FreeMe 5GB and higher plan will, when streaming music/video from YouTube Music, consume from the LIT Video data allowance. There is no impact on the current FreeMe offers since the data for streaming included in these plans, allows for streaming from both Music and Video content partners. Telkom Streaming Content Partners may vary as additional partners are onboarded or existing partners exit the Content partner relationship.

General Terms and Conditions:

1. Telkom Standard Terms and Conditions apply (full details may be accessed at: www.telkom.co.za).
2. Telkom reserves the right to amend the offerings terms and conditions, from time to time. Such amendments will be placed on Telkom's website at the following link: <http://www.telkom.co.za>; which will be deemed incorporated into the Agreement and bind the Consumer from the date that the amendment was listed on the abovementioned site.
3. By taking up the Streaming Bundles - Value Added Services (VAS) offer, customers accept the terms and conditions that govern the use of these data bundles.
4. Streaming Bundles offer streaming available on smartphones and tablets.
5. Streaming Bundle VAS is accessible on Telkom Mobile network and while roaming on the network of our local roaming partner being Vodacom.
6. Streaming Bundle VAS do not support data carry over from month to month, data not used after validity period will be forfeited. For example, data included with a monthly Streaming bundle will only be valid for 31 days, any unused data after 31 days will be forfeited. Similar examples for Daily and Weekly bundles.
7. The following Streaming Bundle VAS data validity periods will apply: Daily Streaming data bundles shall be valid for 24 hours; Weekly Streaming data bundles shall be valid for 7 days; Monthly Streaming data bundles shall be valid for 31 days.
8. Telkom Mobile customers will consume Streaming Bundle data only when streaming content from a Telkom Content Partner. The following are current Telkom Content partners - You Tube (including YouTube Music), Google Play Movies & TV, Netflix SA, Showmax & DStv Now, Apple Music, Cliff Central and Simfy Africa, any other internet streaming is excluded and will consume from the customer's normal monthly data allowance.
9. Any additional and future content/content providers included will also be eligible for data consumption by these Streaming bundles.
10. When Streaming Bundle data has been exhausted, customers can choose to either use data which will be consumed from normal inclusive data (your monthly subscription) or top-up or buy another Streaming data bundle.
11. Customers can also use normal data (both inclusive as well as bolt-on) to stream content, alternatively customer can access content via the out-of-bundle data option.

12. Telkom Mobile customers consume out of bundle data usage and services out of their credit limit once they have consumed and depleted the inclusive resources within the month.
13. Once-off monthly Streaming bundles are available via self-service options like the USSD menu, by dialing *180# on the Telkom mobile SIM or by using the Telkom App.
14. Streaming bundles are available to all Telkom Mobile Prepaid, Hybrid and Post-paid subscribers.
15. Both once-off and recurring Streaming bundles are available. (Recurring bundles are only available for the monthly Streaming bundles and not for the Daily and Weekly bundles.)
16. The Streaming bundles are not pro-rated. Full data bundle allocation will be valid for the validity period.
17. Streaming bundles will provide video streaming capped at a maximum speed of 1.5Mbps. Customer can view in the lowest quality setting within the respective Content Partner platform to maximise streaming time with the allocated data bundle.
18. A single standalone 10GB Music bundle is also available, separate from the Streaming bundles. When subscribing to the Music bolt-on data bundle, the use of this specific Music data bundle is exclusive for music streaming and only caters for audio music streaming and not music video streaming via the following Music streaming partners i.e. Apple Music, Cliff Central and Simfy Africa.
19. Streaming bundle data usage notifications shall be sent to customers at 50%, 80% and 100% thresholds.
20. Telkom shall not be held responsible for failure to access internet at locations where Telkom and/or our national roaming partner does not have coverage and the service experience may change from time to time.
21. Telkom reserves the right to terminate or extend the Streaming bundle offer at any time and Telkom Content Partners may also vary as additional partners are onboarded or existing partners exit the Content partner relationship.
22. Telkom reserves the right to suspend the service to customers who misuse or abuse the service. Failure to adhere to these conditions shall be a breach of these product terms and conditions and Telkom shall have the right to immediately suspend the service.
23. Telkom reserves the right at any time to terminate this offer without prior notifications