

Terms and Conditions for Customers who purchased Telkom LIT Boxes within the past 6 months (from 1 April 2021 – 30 October 2021) who qualify for reimbursement in terms of decision taken by Telkom Exco on 16 September 2021 and the issuing of Takealot coupons for the replacement of Streaming devices (28 November 2021)

Following the phasing out of Netflix, Telkom and Takealot are offering a coupon to replace the Telkom LIT BOX streaming device that was purchased within the past 6 months from 1 April 2021.

To be eligible for the abovementioned coupon, You will have to adhere to the following terms and conditions:

The provision of Telkom's Broadband Service is subject to Telkom's Standard Terms and Conditions. Refer to the link below.

http://www.telkom.co.za/about_us/regulatory/terms-and-conditions.shtml

- The value of this coupon is R1263.85 per coupon including vat
- Customers will receive a sms from Telkom confirming that they qualify for the reimbursement and be given the coupon details to redeem at Takealot
- The coupon provided to the customer is redeemable through Takealot by means of the Takealot process as follows:

<https://www.takealot.com/help/redeem-a-promotional-code-or-coupon> (tested)

- The coupon is not transferable
- The provision of the coupon to be redeemed at Takealot is solely for the purpose of purchasing a replacement streaming device and cannot be used for the purchase of any other Takealot goods.
- The streaming device which has been procured to serve as a replacement streaming device is Ematic AGT419 4K (UltraHD) Quad Core Android TV Box (Google Certified | DSTV Now & Netflix)
- This is a once-off event and will expire within 4 weeks from date of distribution of this communication.

Terms and Conditions for the Decommissioning of the Netflix Application on the Telkom LIT Box and issuing of vouchers/ Tokens to customers by Telkom for the replacement of Streaming devices through TakeALot

- Customers who purchased more than one streaming device from Telkom within the past 6 months will be issued with 1 coupon per device purchased.
- Customers who qualify but do not receive the coupon need to log a complaint at the Telkom call centre on 018 810 for mobile and 10210 for fixed line and Telkom will investigate the matter according to the customer and device details provided by the customer
- If the device redeemed by the customer is damaged, stolen, lost or destroyed, it will be the customer's responsibility to repair or replace the chosen streaming devices. Telkom shall not be liable for any repairs or replacement of the streaming devices under any circumstances whatsoever.
- The devices may be subject to a warranty offered by the supplier or manufacturer. If there are any claims for defective goods or otherwise lodged under the warranty, it will be the customer's responsibility to arrange for repairs or replacement, as the case may be, in terms of any warranty that may apply, directly with the supplier or manufacturer through Takealot.
- Ownership in, and all risk of loss or damages to, the redeemed streaming devices will pass to the customer upon delivery to the customer's given address.
- The customer shall be required to provide Takealot with an address for delivery of the streaming device. The customer shall promptly contact Telkom should there be any changes in the specified address prior to delivery. Telkom call centre can be contacted on 018 810 for mobile and 10210 for fixed line
- Telkom will cover the cost of providing the voucher to redeem the streaming device. Delivery of the device by Takealot is free.
- Telkom reserves the right to amend these terms and conditions from time to time.
- Telkom Internet products are governed by its Specific Terms and Conditions policy.
Broadband Terms and Conditions
Telkom Internet Terms & Conditions
Telkom Internet Acceptable Use Policy (AUP)

In addition the following Takealot Terms and conditions will apply:

Takealot WEBSITE T&C – www.takealot.com

Terms and Conditions for the Decommissioning of the Netflix Application on the Telkom LIT Box and issuing of coupons to customers by Telkom for the replacement of Streaming devices through Takealot

The Telkom logo consists of a blue square with the word "Telkom" written in white, bold, sans-serif font. A small blue crosshair is located at the top-left corner of the square.

Telkom

Terms and Conditions for the Decommissioning of the Netflix Application on the Telkom LIT Box and issuing of coupons to customers by Telkom for the replacement of Streaming devices through Takealot