

## Terms of use for Google Play Store Billing

1. As a Telkom mobile customer with an Android device, you can choose to buy non-Telkom products ("**content**") from Google Play using your Telkom account ("**your Telkom Account**"). By choosing to buy content on Google Play using your Telkom Account, you agree to these terms of use.
2. When you register for Google Play you will have the option of registering your credit card or choosing to buy content with your Telkom Account. If you choose to use your Telkom Account it will become your default payment method for purchases on Google Play and you will need to go into your Google Play account settings to change this.
3. If you choose to buy content on Google Play using your Telkom Account, Telkom ("**we**") will only display these terms of use the first time you use that payment method and thereafter only if we amend these terms of use.
4. Mobile data download charges (including international roaming rates) may apply when you register for Google Play, including when registering to buy content using your Telkom Account.
5. Transactions on Google Play using your Telkom Account are limited to a maximum of R 2000 (incl. VAT) per individual transaction.
6. There is no Google Play 'spend limit' for postpaid customers. In other words, if the spend limit of your postpaid account is R500, you have the option to purchase content from Google Play to the total value of R500. Remember, this spend limit can be increased or decreased by contacting us.
7. Your choice of content is your responsibility and you confirm that you are the account-holder for your Telkom Account and/or are authorised to use your Telkom Account to buy content.
8. We are not responsible for setting the price of content. Also, content is not under our control and we are not responsible for, nor do we endorse or have any involvement in the operation of content. We do not promise that content is accurate, reliable, error-free, up-to-date or virus-free. Your use of content is subject to the terms of your agreement with the provider of that content and you should contact that provider if you have any issues with your use of that content. You will need to contact Google Ireland Limited ("Google") directly if you have any issues with Google Play that are not related to billing.  
Google: <https://support.google.com/googleplay/?hl=en-AU#topic=2952998>
9. We will try to make Google Play Billing always available but we can't promise that availability will be error-free.
10. Purchases using Google Play Billing will appear on your Telkom Account under "Content Services", alongside the cost of the purchase. Your purchase will be itemised for your convenience.
11. Google allows you to request a refund on purchased content within the first 2 hours after making the purchase on Google Play.
12. Telkom will endeavour, and cannot promise, to process Google Play refunds for prepaid and hybrid customers within 24 hours. Refunds for postpaid customers can take up to 60 working days to be processed. Following that, and, in addition to any rights you may have Telkom under any applicable law (such as the Consumer Protection Act), if you would like a refund or are otherwise dissatisfied with content you have purchased using your Telkom Account you will

need to contact Google or the provider of the content to resolve your concerns. Telkom will only apply a refund or credit your Telkom Account in relation to a purchase of content if directed to do so by Google.

Google: <https://support.google.com/googleplay/?hl=en-AU#topic=2952998>

13. We will not share your personal information when you use your Telkom Account to buy content on Google Play.
14. You acknowledge that at any time we may stop allowing you to buy content from Google Play using your Telkom Account, if our agreement with Google ends, although you may still be able to buy content using other payment methods (such as your credit card). If this happens we will try (although we can't promise) to give you as much prior notice as possible.
15. Android, Google, the Google logo, Google Play and other marks are trademarks of Google Inc. The Android robot is reproduced or modified by work created and shared by Google and used according to terms described in the creative commons 3.0 Attribution License.