

## **FAQ – ShowMax®**

### **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).

### **Who can subscribe to ShowMax using their Telkom account?**

Any new or existing post-paid Telkom consumer customer.

### **How do I add my ShowMax subscription to my Telkom account?**

Contact 10210 or login to "My Telkom" on [www.telkom.co.za](http://www.telkom.co.za) or visit your nearest Telkom Shop

### **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.

### **How Many ShowMax subscriptions can I add to one Telkom account.**

You can add only one ShowMax subscription per Telkom account.

### **Do I need to be a broadband Internet subscriber to apply to add a ShowMax subscription my Telkom account?**

No. However remember, you do require a broadband Internet service to use the ShowMax service.

### **How much will my ShowMax subscription cost?**

R99 per month

### **Is there a contract period for this monthly subscription?**

No, you can cancel the service at any stage. Contact Telkom to cancel your ShowMax subscription.

### **How soon after subscribing can I use the service?**

You can use the service immediately.

You will be sent an SMS with your promo code. To activate the code go to [ShowMax.com](http://ShowMax.com) and either login or create an account. Go to 'My Account' and select 'Manage Subscription' then select 'ShowMax Voucher' and enter your code. You do not have to enter any credit card information.

### **Do I get a trial period for ShowMax when I add the billing to my Telkom account?**

No, no trial period is applicable to the service when it is added to the Telkom account

### **How does the billing work?**

You pay for the service a month in advance.

Your first bill will cover the first two months subscription (R99 X 2). After that it will be R99 per month.

### **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 prorated.

### **If I subscribe half-way through the month do I get access to the middle of next month?**

No, the access will only be valid from the first to the last day of that calendar month. If you subscribe half-way through, you will only have access to the end of that calendar month

### **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 add to bill. This credit will be visible in your stored payments on ShowMax.com.

### **When can I cancel the service?**

You can cancel the service at any time, the service is charged to the end of the calendar month and will remain active until the subscription period is over.**How much data will I use?**

It depends on how much content you watch and the video streaming quality. Take a look at the [ShowMax Data Calculator](#) to find out how much data you'll be using.

### **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.

### **How can I save on data cost?**

Chose the correct data package for your usage, out of bundle cost is normally more expensive than bundled prices. If you subscribe to a Telkom Internet xDSL, Fibre or LTE service you can additionally subscribe to the Telkom Entertainment bundle to allow you respectively 100GB or 10GB additional ShowMax usage for as little as R99 per month.

### **When things go wrong, who do contact?**

Remember the service consist of various pieces to make it work, so please make sure you contact the correct people for the correct piece. The more reason to have all the pieces of the service with one provider. If your Broadband, Internet and ShowMax subscriptions are all with Telkom, you only need to contact us. If your Broadband and/or Internet service is the culprit and not with Telkom, cancel with them and contact us to fix the problem at BOLTSPEED

#### **Contact ShowMax for:**

- Technical queries with the ShowMax service and device compatibility
- ShowMax Content related questions
- Billing related questions outside add to Telkom account

#### **Contact Telkom for:**

- All Partner billing related queries
- All Telkom product related queries including broadband, bundles etc
- Deactivation of ShowMax billing on Telkom account

### **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.

### **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

### **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.

### **How do I get in touch with ShowMax?**

- E-mail [support@showmax.com](mailto:support@showmax.com)
- Visit the help section on the ShowMax website [www.showmax.com/help](http://www.showmax.com/help)

- Use the live chat function located on [www.showmax.com](http://www.showmax.com)