

TELKOM OFFER TERMS AND CONDITIONS FOR AMAZON SERVICES: PRIME VIDEO AND PRIME VIDEO MOBILE EDITION

These are the Telkom offer **terms and conditions** for Amazon services, namely Prime Video and Prime Video Mobile Edition subscriptions obtained through Telkom SA SOC (Ltd). These Terms are between you, the Telkom Customer and Telkom SA SOC (Ltd) and govern our respective rights and obligations for Amazon subscriptions you have purchased as part of a bundle offer with your mobile plan, as an add-on to your existing mobile plan, or as a promotional offer where Telkom covers the cost of your subscription for a period of time. Please note that you must have or create an Amazon account to sign-up for your Amazon subscription and that your Amazon account and subscription is governed by agreements with Amazon, including Amazon's Conditions of Use, the Amazon.com Privacy Notice, Amazon Video Terms of Use, Amazon Music Terms of Use, Amazon Photos Terms of Use, Kindle Store Terms of Use and others ("Amazon Terms"). In this case, Amazon Terms are in relation to Prime Video's Terms of Use: <https://www.primevideo.com/help?nodeId=202095490&view-type=content-only>

In addition, the provision of Telkom's Broadband Services are subject to Telkom's Standard Terms and Conditions which can be accessed at:

https://group.telkom.co.za/about_us/download/Telkom_Mobile_Subscriber_Terms_And_Conditions.pdf

1. ACCEPTANCE OF THESE TERMS AND CONDITIONS:

IMPORTANT NOTE: You are required to carefully read the Offer Terms and Conditions as well as the Privacy Policy before subscribing to the Amazon service through Telkom.

We reserve the right to change these Terms at any time without notice. If applicable, we will do this by posting revised Terms on the Telkom website. By your continued use of the Service, any such updates shall apply to you, and you shall be deemed to have accepted such changes.

2. GENERAL TERMS OF USE

These Terms cover eligibility, activation, billing, cancellation and other aspects regarding the



Amazon subscriptions obtained through Telkom. Telkom SOC Ltd is a promotional and billing partner of Amazon. Amazon owns, operates and provides the Amazon services that are in your subscription.

2.1 ELIGIBILITY

To be eligible for a promotional offer for an Amazon subscription through Telkom, you must (a): be a Telkom customer in good standing, and (b) subscribe or enter a contract to the applicable Telkom packages or plans as set out in paragraphs 3- 5 below. If you are an existing Amazon subscriber to the applicable Amazon service, or if you are a business customer, you are not eligible for these Amazon subscriptions through Telkom. You cannot make use of more than one (1) promotion during any 12-month period.

Please note that you must have or create an Amazon account to sign-up for your Amazon subscription and that your Amazon account and subscription is governed by agreements with Amazon, including:

Amazon's Conditions of Use, the Amazon.com Privacy Notice, Amazon Video Terms of Use, Amazon Music Terms of Use, Amazon Photos Terms of Use, Kindle Store Terms of Use and others ("Amazon Terms"). In this case, Amazon Terms are in relation to Prime Video's Terms of Use:

<https://www.primevideo.com/help?nodeId=202095490&view-type=content-only>

2.2 ACTIVATION

After you sign up for the promotional offer or add-on for an Amazon service through Telkom, you will receive an email or SMS from Telkom with an activation link that will redirect you to the Amazon website to login or set up an Amazon account to complete the subscription activation process. For the duration of this promotion (12 Months from 28 March 2024 to 27 March 2025)

2.3 BILLING

Once you have subscribed to the Amazon service, your subscription fees for the promotional period (dependent on Telkom plan) will be paid by Telkom if you received a promotional offer. Amazon's standard subscription rate is currently R79/month for Prime Video and R29/month for Prime Video Mobile Edition. If you wish to continue your Prime Video/Prime Video Mobile Edition subscription after the promotional period, the standard Amazon subscription charges will apply.

Telkom will add this subscription amount to your Telkom bill for your postpaid mobile service

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every month unless and until you cancel your Amazon subscription through Telkom. Subscription charges for prepaid and top-up customers will be deducted from their Prepaid wallet until cancellation of the subscription to the Amazon service. The usual Telkom payment terms will apply.

2.4 CANCELLATIONS

Your Amazon subscription will continue until cancelled. You may cancel your Amazon subscription anytime through: https://group.telkom.co.za/about_us/download/Telkom_Mobile_Subscriber_Terms_And_Conditions.pdf Take note that if you cancel your Telkom mobile or broadband plan, the Amazon subscription will automatically end.

IMPORTANT NOTE: You need to cancel your subscription if you do not wish to continue with the service. If you do not cancel, the subscription with auto-renew and you will be liable for the recurring monthly charges.

2.5 RECURRING CHARGES

As a user of the Service, you will subscribe for this Service on a recurring basis making you a paying user. We will request you to submit personal information when subscribing to the services. In accordance with the applicable law and the Privacy Policy: [Telkom-Privacy-Statement-2022.pdf](#) incorporated by reference into and form a binding part of these Terms and Conditions, we commit to ensuring responsible practices in the collection, use and disclosure of your personal information.

3. THE TELKOM PLANS WITH PROMOTIONAL OFFER PERIODS ARE AS FOLLOWS:

3.1 TELKOM FIXED AND MOBILE BROADBAND

- a. If you are a new subscriber to any of the following Broadband postpaid products or services, you will-qualify for a 3-month promotional offer of Prime Video, auto renewing into a paid subscription of R79/month:

- i. EasyConnect
 - ii. Core Fibre
 - iii. Endless Fibre
 - iv. 3rd Party FNO
- b. SmartBroadband (LTE) postpaid and hybrid plans
 - c. SmartBroadband Wireless Fixed plans
 - d. Mobile Data postpaid and hybrid plans

3.2 Telkom Mobile Post-paid

If you are a new subscriber to any Mobile FlexOn and Infinite Postpaid and Hybrid (Top-Up) plan, you will qualify for a Prime Video Mobile Edition promotional offer. The duration of the promotion differs depending on the plan you subscribe to:

- a. FlexOn will qualify for 1-month Prime Video Mobile Edition promotional offer auto renewing into a paid subscription of R29/month.
- b. FlexOn 4 will qualify for 3-month Prime Video Mobile Edition promotional offer, auto renewing into a paid subscription of R29/month.
- c. FlexOn 6 will qualify for 6 months Prime Video Mobile Edition promotional offer auto renewing into a paid subscription of R29/month.
- d. FlexOn 8 will qualify for 6 months Prime Video Mobile Edition promotional offer auto renewing into a paid subscription of R29/month.
- e. FlexOn 10 will qualify for 6 months Prime Video Mobile Edition promotional offer auto renewing into a paid subscription of R29/month.
- f. Infinite will qualify for 12 months Prime Video Mobile Edition promotional offer auto renewing into a paid subscription of R29/month.
- g. Infinite Max will qualify for 12 months Prime Video Mobile Edition promotional offer auto renewing into a paid subscription of R29/month.
- h. Infinite Max Plus will qualify for 12 months Prime Video Mobile Edition promotional offer auto renewing into a paid subscription of R29/month.

3.3 Rewards for Telkom Fixed and Mobile Post-paid broadband (LTE)

If you are an existing Telkom customer that subscribes to a Telkom Fixed and Mobile Post-paid broadband service, you will receive an offer for a 3-month promotion of Prime Video, on Telkom as part of our reward-based promotion. You will be advised in advance via SMS or email when this offer becomes available to you. After the promotional period, your subscription will auto renew into a paid subscription of R79/month until you cancel the subscription through Telkom. (https://group.telkom.co.za/about_us/download/Telkom_Mobile_Subscriber_Terms_And_Conditions.pdf)

3.4 Mobile Post-paid customers

- a. If you are an existing Telkom customer that subscribes to a Telkom Mobile Post-paid or Hybrid service, you will receive an offer of between 3 to 12 months Prime Video Mobile Edition promotion on Telkom as part of our reward-based promotion. You will be advised in advance via SMS or email when this offer becomes available to you.
- b. After the promotional period customers will automatically auto renew into a paid subscription of R29/month until a customer cancels the subscription through Telkom.
- c. The Promotional period of between 3 to 12 months will be valid provided your Telkom Mobile service is in an active state.

3.5 Mobile Prepaid Customers

- a. Mobile Prepaid customers must recharge with R99 or more within a calendar month to qualify for the 3-month Prime Video Mobile Edition promotional offer. The promotion will run for a period of one year from 28 March 2024 for 12 months to 27 March 2025. If you apply for the promotion on the last day of the period, will still receive your benefits.
- b. Spend from bonus airtime and Emergency airtime loans will not allow you to qualify for 3-month Prime Video Mobile Edition promotional offer.
- c. Airtime transfer will not allow you to qualify for the 3-month Prime Video Mobile Edition promotional offer.
- d. After the promotional period, customers will automatically auto renew into the paid subscription of R29/month until such time as the customer cancels the subscription.



- e. The Promotional period of between 3 to 12 months will be valid provided your Telkom Mobile service is in an active state.

3.6 Prime Video and Prime Video Mobile Edition monthly subscriptions

- a. All Telkom Fixed and Mobile Post-paid Broadband customers are eligible to subscribe to Prime Video through Telkom at a monthly subscription of R79 p.m. which will auto renew monthly.
- b. All Telkom Mobile Prepaid and post-paid customers can subscribe to Prime Mobile Edition subscription through Telkom at a monthly subscription of R29 p.m.

4. Termination by Telkom

Telkom may revoke a customer's Amazon subscription at its sole discretion without notice to customers, if it suspects any fraudulent activity, misuse of the subscription and / or violation of these terms or any applicable law. No fee refund will be given in case of revocation.

5. Amazon Support

Customer enquiries relating to any Amazon service should be directed to Amazon at: <https://www.primevideo.com/region/eu/help/contact-us/>.

Amazon provides a help and support page available at: <https://www.primevideo.com/region/eu/help/contact-us/>

6. Telkom Support

Enquiries relating to customer's mobile plan performance and / or to billing or payment for Amazon services on Telkom account should be directed to Telkom at: **Mobile – 081180**.

7. Additional Terms and Conditions:

- 7.1** You are electing to use the Service on a month-to-month basis and you will therefore be able to cancel the Service at any time before the expiry of the current month of use. To cancel your Amazon subscription, you need to visit the Telkom website.

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- 7.2** The promotions including Amazon services are not redeemable, transferable or refundable for cash and cannot be exchanged.
- 7.3** The subscription process (and the Prime Video Terms of Use) required for Prime Video and Prime Video Mobile Edition shall at all times be applicable and shall constitute an agreement between you and Amazon. Telkom shall not be liable for any unavailability, faults glitches, bugs or technical issues with the Prime Video application and/or URL. Furthermore, Telkom shall not be held liable for any damages or loss howsoever arising that you may suffer due to use of the Prime Video application and/or URL.
- 7.4** Amazon subscriptions that include mobile apps, streaming content services, and any other services that require connection to the Internet use data. Data usage incurred from using content online on a device connected to Telkom's network will count toward customers monthly mobile data allowance, unless otherwise provided for in the applicable offer or promotion.
- 7.5** Telkom reserves the right to change these Terms at any time without notice. If applicable, we will do this by posting revised Terms and conditions on the Telkom website.
- 7.6** Amazon, Amazon Prime, Prime Video, Amazon Music and all related logos are trademarks of Amazon.com, Inc. and its affiliates.

8. PROMOTIONAL PERIOD

The promotion will run for a period of one year **from 28 March 2024 for 12 months to 27 March 2025**. If you apply for the promotion on the last day of the period, will still receive your benefits.

You will however be required to successfully complete all application steps of the process including the Amazon registration before or on the last day of the promotion to still qualify.

