

TelkomONE Migration Frequently Asked Questions (FAQs)

1. Introduction

1.1 Why am I unable to access the TelkomONE streaming service?

Telkom has announced the handover of its video and audio streaming platform TelkomONE to the South African Broadcasting Corporation (SABC) effective on 17 November 2022. This means that all existing TelkomONE customers will continue to enjoy the same content, but now available on www.sabcplus.com.

1.2 What is SABC+?

SABC+ is a new, fresh, vibrant, free and subscription-based audio and video streaming platform. Making content more accessible, you get to enjoy your most loved shows & weekday drama at your fingertips! From a boardroom in Belville, a side room in Soweto, the suburbs, to the beaches - SABC is everywhere! For the gogos watching Gospel Gold, the radio host fans, the energetic and ever-hopeful young people enriching their lives, and the ambitious adults – we've got something for everyone! Forget the days of waiting to catch the drama – Now you get to follow it from anywhere!

From the early days of radio, the launch of television, analogue to digital, appointment viewing to on-the-go content consumption, SABC is always with us. SABC. Everywhere for Everyone. Always.

2. How will you use my information?

2.1 I am TelkomONE customer, what happens to my information?

Telkom collects and processes your personal information mainly to provide services and products to you and to help improve our offerings to you. The type of personal information we collect will depend on the purpose for which it is collected and used, the specific purpose for which the information is collected will be apparent from the context in which the information is requested.

We collect information directly from you, for example when you purchase a product or services from us or when you submit enquiries to us or contact us we'll ask for personal information, such as your name and surname, identity or passport number, Telkom account number, postal or street address, title, contact numbers or e-mail address. For more information, please read the privacy policy: https://group.telkom.co.za/about_us/regulatory/popia.shtml

3. Subscriptions

3.1 What happens to my active AMP subscription?

All TelkomONE customers with an active AMP subscription will still get to enjoy the AMP content until the expiry date. Visit www.sabcplus.com , enter your existing TelkomONE username (mobile number) and password or download the SABC+ App from your android or ios store to start streaming.

3.2 How will I be billed for AMP on SABC+?

TelkomONE payments options remain in place for SABC+ and you can pay using one of the following payment methods: Telkom add to bill, Telkom airtime, credit card, debit card, wallet, voucher. All subscriptions are recurring by default from point of purchase.

4. How do I get started on SABC+

- Launch the web portal www.sabcplus.com or download the app from the android or ios stores.
- Login with your TelkomONE username (mobile number) and password to start streaming.

5. Troubleshooting

5.1 I don't know my username and password.

You need to sign up to create a username (mobile number) and password. You will then be able to log in with the mobile number and password you created during sign up. If you forget your password, you can reset it by clicking on "forgot your password".

5.2 I cannot log In.

Please be sure that you are entering the right mobile number and password. You need to use the mobile number and password that you created during the sign-up process. If you forget your password, you can reset it by clicking on "forgot your password".

5.3 I forgot my username and password. How can I get It?

Click on "forgot your password" on the login screen. Follow the instructions on the screen, and you will be sent your username and password.

5.4 I want to de-activate my account.

Please email support@sabcplus.com to deactivate your account. You will receive a confirmation email once the account has been successfully deactivated.

5.4 I want to cancel my AMP subscription.

Login to your account, select “active subscriptions”, select “unsubscribe. You will still have access to stream content until the expiry date of your subscription.

For full FAQs or terms and conditions, visit www.sabcplus.com

5.6 I want to contact SABC+

Email: support@sabcplus.com

Call Centre:087 133 0258