Telkom Product Terms and Conditions

LIT Music

1. By taking up the LIT Music offer, Telkom customers accept the terms and conditions that govern the use of LIT Music.
2. LIT Music is a music streaming offer available on smartphones.
3. LIT Music is only limited to music streaming.
4. LIT Music is accessible on Telkom Mobile network and whilst roaming on the MTN network.
5. LIT Music is available on qualifying FreeMe 2GB, 5GB, 10GB, 20GB and unlimited postpaid packages. Qualifying plans are subject to change at Telkom’s discretion.
6. LIT Music is available to new and existing customers.
7. LIT Music is available as a promotion and Telkom reserves the right to terminate or extend the LIT Music offer at any time.
8. LIT Music is limited to the following participating OTT music providers:
   - Apple Music
   - Google Play Music
   - Simfy Africa
9. Telkom reserves the right to add or remove OTT music providers at any time without prior notifications. Information on participating music providers will be available on www.telkom.co.za
10. New customers will acquire LIT Music for the full duration of their contract (24 months).
11. Existing customers on the qualifying plans will acquire LIT Music from the date of launch and for the duration of their contract. Should the contract end (i.e. exceed 24 months) within the promotional period, the customer has the option of upgrading or renewing to continue the LIT Music, else the service will be stopped when the contract exceeds the 24-month period.
12. The existing Telkom Mobile conversion, migration and termination business rules apply. Customers can migrate from any legacy plans to the qualifying FreeMe plans from the date that LIT Music is launched.
13. A Fair Usage Policy (FUP) of 10GB will be allocated per month for free. The FUP allocation will be forfeited at the end of the same month.
14. Once the 10GB of data has been depleted, then data consumed from the participating OTT music will be deducted from customer’s FreeMe inclusive data.
15. Usage notifications shall be sent to customers as and when required.
16. LIT Music will not support data carry over from month to month. For an example if a subscriber has 5GB of data left by the by the end of the month, the volume of data left will be forfeited and not carried over to the next month.

17. LIT Music shall be available once the customer has paid a subscription fee. For more information on the recurring monthly subscription fee, please visit the following links:
   - Simfy Africa: https://www.simfyafrika.com/za/Terms/

18. Telkom shall not be liable for any subscription fee. Telkom customer is solely responsible for paying the subscription fee on their own account.

19. Monthly subscription may be added to customer’s Telkom account. Carrier billing is supported on the following OTT music providers:
   - Google Play Music
   - Simfy Africa

20. Once the subscription fee expires, customer will no longer be able to access LIT Music.

21. Telkom does not offer free trial period to subscribers. For more information on the free trials, please visit the following links:
   - Simfy Africa: https://www.simfyafrika.com/za/Terms/

22. Telkom customers may unsubscribe from the participating OTT music providers. For more information on how to unsubscribe from the participating OTT music providers, please visit the following links:
   - Simfy Africa: https://www.simfyafrika.com/za/Terms/

23. Telkom reserves the right to suspend the service to customers who misuse or abuse the service.

24. Telkom reserves the right at any time to terminate this offer without prior notifications.

25. Telkom reserves the right to amend these standard terms and conditions for LIT music at any time and the information will be available on www.telkom.co.za.

26. Existing FreeMe T&Cs apply.

27. Failure to adhere to these conditions shall be a breach of these product terms and conditions and Telkom shall have the right to immediately suspend the service.
Telkom Product Terms and Conditions

LIT Video

1. By taking up the LIT Video offer, Telkom customers accept the terms and conditions that govern the use of LIT Video.
2. LIT Video is a video streaming offer available on smartphones.
3. LIT Video is only limited to video streaming.
4. Telkom customers shall stream standard definition video of 360p resolution from participating video providers.
5. LIT Video is accessible on Telkom Mobile network and while roaming on the MTN network.
6. LIT Video is available on qualifying Telkom FreeMe 5GB, 10GB, 20GB and unlimited postpaid packages. Qualifying plans are subject to change at Telkom’s discretion.
7. LIT Video is available to new and existing Telkom customers.
8. LIT Video is available as a promotion from September 2017 to January 2018. Telkom reserves the right to terminate or extend the LIT Video promotion at any time.
9. LIT Video is limited to the following OTT video providers.
   - Google Play Movies
   - Netflix
   - Showmax
   - YouTube
10. Telkom reserves the right to add or remove video providers at any time without prior notifications. Information on participating video providers will be available on www.telkom.co.za.
11. New Telkom customers will acquire the LIT Video for the full duration of their contract (24 months).
12. Existing Telkom customers on the qualifying plans will acquire the LIT Video from the date of launch and for the duration of their contract. Should the contract end (exceed 24 months) within the promotional period, the customer has the option of upgrading or renewing to continue the LIT Video, else the product feature will be stopped.
13. The existing Telkom Mobile conversion, migration and termination business rules apply. Customers can migrate from any legacy plans to the qualifying FreeMe plans from the date that LIT Video is launched.
14. A Fair Usage Policy (FUP) of 50GB will be allocated per month for free. The FUP allocation will be forfeited at the end of the same month.

15. The 50GB is only limited to stream standard definition video of 360p resolution from the participating OTT video providers.

16. Once the 50GB of data has been depleted, then data consumed from the participating OTT video providers will be deducted from customer’s FreeMe inclusive data.

17. Usage notifications shall be sent to customers as and when required.

18. LIT Video will not support data carry over from month to month. For an example if a subscriber has 10GB of data left by the by the end of the month, the volume of data left will be forfeited and not carried over to the next month.

19. LIT Video shall support a single session of video streaming only.

20. LIT Video does not support tethering.

21. LIT Video shall be available once Telkom customer has paid a subscription fee. For more information on the recurring monthly subscription fee, please visit the following links:
   - Showmax: https://www.showmax.com/eng/service-terms-za
   - YouTube: https://www.youtube.com/static?template=terms

22. Telkom shall not be liable for any subscription fee. Telkom customer is solely responsible for paying the subscription fee on their own account. For more information on subscription fee, please visit the following links:
   - Showmax: https://www.showmax.com/eng/service-terms-za
   - YouTube: https://www.youtube.com/static?template=terms

23. Monthly subscription may be added to customer’s Telkom account. Carrier billing is supported on the following OTT video providers:
   - Google Play Movies
   - Showmax

24. Once the subscription fee expires, Telkom customer will no longer be able to access LIT Video.

25. Telkom does not offer free trial period to subscribers. For more information on the free trials, please visit the following links:
26. Telkom customers may unsubscribe from the participating OTT video providers. For more information on how to unsubscribe from the participating OTT video providers, please visit the following links:

- Showmax: [https://www.showmax.com/eng/service-terms-za](https://www.showmax.com/eng/service-terms-za)
- YouTube: [https://www.youtube.com/static?template=terms](https://www.youtube.com/static?template=terms)

27. Telkom customers shall have the ability to activate and deactivate LIT Video. Activation and deactivation shall be done via USSD by dialing *180# option 6 and follow the prompts. Activation and deactivation shall be done via Portal by clicking on the following link:

[https://apps.telkom.co.za/fulfilment/protected/manageSubscriptions](https://apps.telkom.co.za/fulfilment/protected/manageSubscriptions)

28. The activation and deactivation of the LIT video product feature can be done at any time via USSD and Portal.

29. Activation and deactivation is not immediate.

30. Telkom will send a notification to inform the customer once the LIT video has been activated or deactivated.

31. Once LIT Video has been deactivated, customers will be able to stream high definition video. Data used to consume high definition video will be deducted from customer’s FreeMe inclusive data.

32. Telkom reserves the right to suspend the service to customers who misuse or abuse the service.

33. Telkom reserves the right at any time to terminate this offer without prior notifications.

34. Telkom reserves the right to amend these standard terms and conditions for LIT Video at any time and the information will be available on [www.telkom.co.za](http://www.telkom.co.za).

35. Existing FreeMe T&Cs apply.

36. Failure to adhere to these conditions shall be a breach of these product terms and conditions and Telkom shall have the right to immediately suspend the service.