



TELKOM AMAZON PRIME OFFER TERMS AND CONDITIONS

Subscribers whose application for any of Telkom's qualifying offers (**Telkom postpaid Fibre, -LTE, Mobile FlexOn 6 -10 and all Infinite plans**) is approved, qualifies to bundle the service with Amazon Prime Services. On registration for the Amazon Prime Service the subscriber will qualify for the first 3 (three) months free subscription, whereafter a monthly subscription will be charged. Subscribers interested in the offer must have or create an Amazon account, which subscription and use of the Amazon services will be governed by an agreement with Amazon which can be accessed in the following links:

[Conditions of Use](#)

[Amazon.co.za Privacy Notice](#)

- If you use the Prime Video Service, the [Amazon Video Terms of Use](#) apply
- If you use Amazon Luna, the [Amazon Luna Terms of Use](#) apply

In addition, the provision of Telkom's Broadband Services is subject to Telkom's Standard Terms and Conditions which can be accessed at: [Telkom Group](#)

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

2.1 ELIGIBILITY

To be eligible for the Amazon Prime subscription through Telkom, you must (a): be a Telkom customer in good standing, and (b) subscribe or enter a contract to all Telkom postpaid Fibre, -LTE, Mobile FlexOn 6 -10 and all Infinite plans.

Please note that you must have or create an Amazon account to sign-up for your Amazon Prime subscription and that your Amazon account and subscription is governed by agreements with Amazon, including Amazon's Conditions of Use, Amazon's Privacy Notice, The Amazon Video Terms of Use and



Amazon Luna Terms of Use should you make use of these services.

2.2 ACTIVATION

Once you have subscribed to the Amazon Prime Service, 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.

2.3 BILLING

On completion of the promotional Amazon Prime subscription period of 3 months, the subscriber will be billed the then current retail price of Amazon Prime in South Africa. The applicable subscription fee will be charged to your Telkom account. The retail price of Amazon Prime in South Africa is subject to change.

Telkom will add the subscription fee of Amazon Prime to your Telkom invoice together with your qualifying product until you cancel your Amazon Prime subscription through Telkom. Subscription charges for prepaid and top-up customers will be deducted from your Prepaid wallet until cancellation of the subscription to the Amazon service. The standard Telkom payment terms will apply.

2.4 CANCELLATIONS

Your Amazon Prime subscription will continue until cancelled. You may cancel your Amazon Prime subscription anytime through Telkom by accessing: [Telkom Group](#)

Take note that if you cancel your Telkom postpaid Fibre, -LTE, Mobile FlexOn 6 -10 and all Infinite plans, the Amazon Prime subscription will automatically end.

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

2.4.1 If you signed-up for your Amazon Prime membership directly through Amazon, you may cancel your Amazon Prime membership any time by visiting Your Account and adjusting your membership settings. If you cancel within 7 business days of signing up for or converting from a free trial to a paid membership, Amazon will refund your full membership fee; provided that Amazon may charge you (or withhold from your refund) the value of Amazon Prime benefits used by you and your account during this 7-business day period. If you cancel at any other time, Amazon will refund your full membership fee only if you and your account did not make any eligible purchases or take advantage of Amazon Prime benefits since your latest Amazon Prime membership charge.



2.4.2 Telkom Cancellation Process for Amazon Subscriptions

Mobile Post-paid and Broadband customers can cancel their subscription via the Telkom website or MyTelkomApp.

i) Cancellation on Telkom website www.telkom.co.za

Step 1

- On www.telkom.co.za log in to your Telkom Profile or register to create a profile.

Step 2

Proceed to click on the entertainment menu where you can view all your entertainment services.

Step 3

- Select cancel Prime Video or Prime Video Mobile Edition service to cancel your subscription.

Step 4

- You will receive an email notification to inform you of the cancellation date.

To cancel your subscription on the MyTelkomApp. Log into the MyTelkomApp or download it via the App Store or Google Play and register.

ii) Cancellation on MyTelkomApp

Step 1

- access the MyTelkomApp and click on “Content services”.

Step 2

- click on the “Unsubscribe button”.

Step 3

- A message will be displayed to confirm that you wish to cancel the service.
- You will automatically be unsubscribed and a confirmation email will be sent to you.

ii) How do I contact Telkom’s Customer Care?

Phone Telkom’s Mobile helpdesk at 081180.

2.4.3 IMPORTANT NOTE for Amazon Prime Membership cancelation : Unless you notify us before a charge that you want to cancel or do not want to auto renew, you understand your Amazon Prime membership will automatically continue and you authorize us without notice to you, to collect the applicable membership fee.

2.5 RECURRING CHARGES



As a user of the Amazon Prime Service, you will subscribe for this Amazon Prime Service on a recurring basis making you a paying user. We will request you to submit personal information when subscribing to the Amazon Prime service. In accordance with the applicable law and the Privacy Policy: **Telkom Group** 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. AMAZON PRIME MEMBERSHIP SUBSCRIPTIONS

3.1 All Telkom postpaid Fibre, -LTE, Mobile FlexOn 6 -10 and all Infinite customers are eligible to sign up to the Amazon Prime service at the prescribed monthly subscription month to their existing Telkom account.

3.2 MULTIPLE AMAZON PRIME BENEFITS ARE AVAILABLE AS FOLLOWS:

- **Amazon Prime shipping** benefits depends on inventory availability, order deadlines, and in some cases the shipping address. They are limited to certain products sold by Amazon (or third-party sellers participating in Amazon Prime) on the Amazon.co.za website. Products eligible for Amazon Prime will be designated as such on their product pages. Some special product, order, handling fees, and/or taxes may still apply to eligible purchases. If only some items in your order are eligible for Amazon Prime, you will pay applicable shipping charges for the ineligible items. Changing or combining orders, or changing your shipping address, speed, or preferences might affect Amazon Prime eligibility. Certain purchases may only be entitled to Standard Shipping because of their size, weight, and other shipping characteristics.

Amazon may exclude products with special shipping characteristics at its discretion. The Amazon Prime section of Amazon's Help pages provides information about eligible items, shipping cost, shipping speed, and shipping destinations.

- **Free & fast delivery:** Amazon Prime members will get fast, free delivery on a wide range of categories including everyday essentials, groceries, electronics, home, sporting gear, kitchenware, and more
- **Exclusive deals:** Amazon Prime members enjoy early access to special deals on the brands they love during deal events like Black Friday, Prime Big Deals Day, and many more
- **Prime Day:** Amazon Prime members will enjoy exclusive deals and discounts on Prime Day, Amazon's flagship annual global shopping event, only for Amazon Prime members
- **Prime Video:** Amazon Prime members will have access to unlimited streaming of award-winning exclusive Amazon Originals and international licensed movies and series available across Smart TV's, streaming devices, game consoles, tablets, mobile phones, and desktops
- **Amazon Luna:** Amazon Prime members can enjoy access to free in-game content every month for some of the most loved games. Amazon Prime members will also have access to free, downloadable PC games each month, and a free monthly Twitch channel subscription.
- The benefits of Amazon Prime are subject to change

3.3 Termination by Telkom



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

3.4. Amazon Support

Customer enquiries relating to any Amazon service should be directed to Amazon at: https://www.amazon.co.za/gp/help/customer/contact-us?ref=hp_ss_v3_cu_t4.

Amazon provides a help and support page available at:

https://www.amazon.co.za/gp/help/customer/contact-us?ref=hp_ss_v3_cu_t4

3.5. 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**.

4. Additional Telkom Terms and Conditions:

- 4.1 You are electing to use the Amazon Prime 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 Prime membership subscription, you need to visit the Telkom website at: www.telkom.co.za
- 4.2 The subscription process (and the Amazon Prime Terms of Use) required for the Amazon Prime Service shall always 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 Amazon Prime benefits. Furthermore, Telkom shall not be held liable for any damages or loss howsoever arising that you may suffer due to use of the Amazon Prime benefits.
- 4.3 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.

5. ADDITIONAL AMAZON CONDITIONS AND LIMITATIONS

- Amazon reserves the right to accept or refuse membership in their discretion. Amazon may send you email and other communications related to Amazon Prime and your Amazon Prime membership (regardless of any settings or preferences related to your Amazon account).
- You may not transfer or assign your Amazon Prime membership or any Amazon Prime benefits, including promotion codes for Amazon Prime memberships or benefits, except as allowed in these terms.
- Amazon Prime members are not permitted to purchase products for the purpose of resale, rental, or to ship to their customers or potential customers using Amazon Prime benefits.



- Some Amazon Prime benefits may require certain purchase thresholds, have quantity or shipping address limitations, or require members to meet specified criteria in order to access them.

From time to time, Amazon may choose in its sole discretion to add or remove Amazon Prime membership benefits.

5.1 Fees and Renewal

The membership fee for Amazon Prime is stated in the Amazon Prime section of Amazon's Help pages. From time to time, Amazon may offer different membership terms, and the fees for such membership may vary. The Amazon Prime membership fee is non-refundable except as expressly set forth in these Terms.

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