

Frequently Asked Questions for Streaming Bundles (FAQs)

Why have Telkom mobile launched Streaming bundles?

Telkom mobile Streaming bundles have been developed to provide Telkom Mobile customers with affordable data to stream content available from all Telkom Content Partners. The Telkom Streaming bundles can consume both video and music content from all Content partners. Currently Telkom has the following Content partners: You Tube (including YouTube Music), Netflix SA, Showmax & DStv Now, Apple Music, Cliff Central and Simfy Africa. Streaming bundles offer a single bundle for all streaming purposes, provided it is a Telkom content partner.

Who is eligible to purchase the streaming data bundles?

- Mobile Prepaid
- Mobile Postpaid
- Hybrid
- LTE

Where can I buy these Streaming bundles?

- *180#
- My Telkom App
- Telkom Website
- Telkom Pay
- WhatsApp

How many Streaming bundles are available?

3 x Streaming bundle types have been created viz. Daily, Weekly and Monthly Streaming Bundles. These new Streaming Bundles will be valid for streaming both Video and Music – i.e. You Tube (including YouTube Music), Netflix SA, Showmax & DStv Now, Apple Music, Cliff Central and Simfy Africa.

How much data do I need?

For example, to watch a movie of 90 minutes? Streaming bundles will provide video streaming capped at a maximum speed of 1.5Mbps in the Telkom Mobile Network. Customer can view in the lowest quality setting within the respective Content Partner platform to maximize streaming time with the

allocated data bundle. If set at 360P the 500 MB Streaming bundle will allow a customer approximately 2 hours (120 minutes) of streaming at the lowest quality setting.

PLEASE NOTE: This is average streaming duration and subject to customer viewing in the lowest quality setting within the Content Partner Platform App. It is the responsibility of the customer to change his Settings for Video Quality to low (up to 360p) in the respective Content Partner Platform App to maximize viewing time at the most cost-effective data utilization rate. Likewise, the 1GB Streaming bundle will give customers approximately 4 hours of streaming at the lowest quality setting within the Content partner platform. This is only a guideline and actual streaming time achieved from these bundles can vary.

Do I always require a Streaming bundle to stream content via the Content Partners?

No - customers can also use normal data (both inclusive as well as once off- data bundles) alternatively customers can also go out-of-bundle and pay the 39c per MB OOB rate. This will however be more expensive than buying a Streaming bundle. We recommend using a Streaming bundle - these Streaming bundles have been created and priced to give customers cheaper access to streaming data.

What happens when my Streaming bundle is exhausted?

When your data has been exhausted then data will be deducted from your inclusive Telkom mobile Data bundle. You will also be able to go out-of-bundle at 38c/MB, top up with another data bundle or buy another Streaming bundle package.

Is the Streaming bundle data accessible when roaming? Yes – these Streaming bundles data are accessible when roaming on the network of our national roaming partner viz. Vodacom or MTN

Can I stream content in HD using these Streaming bundles?

No. Please note that for these Streaming Bundles the network will cap the maximum download streaming speed at 1.5Mbps. This is still more than sufficient to watch any content on your smartphone or tablet. To get even more value out of these Streaming bundles it is recommended that customer change their video quality setting directly on the Content Provider's platform. For example: When streaming content from the DStv app It is recommended that customers change Settings for Video Quality to low (up to 360p) in the DStv Now App settings. Customers can still change the setting to a higher quality – but then data will be depleted quicker and customers will not achieve the approximately 4 hours of streaming at the lowest quality setting that a 1GB LIT Streaming bundle can achieve.

Will I be notified when my Streaming data bundle has been depleted? Yes – data consumption usage notification will be sent via SMS and customer will have an option to purchase another Streaming bundle or continue consuming from their normal data or alternatively go out-of-bundle. Streaming bundle data usage notifications shall be sent to customers at 50%, 80% and 100% thresholds.

What is the order of consumption for these bundles?

When streaming content via any of the Content Providers platforms/Apps - Streaming Bundle data will be used first, followed by the paid for data or data inclusive with any Telkom mobile plans. Once this data has been depleted then OOB rates will apply depending on the customer's plan.

Can I carry over any unused Streaming data? No – the once-off Streaming data bundles will not carry over unused data. The following Streaming Bundle validity periods will apply: Daily bundles shall be valid for 24 hours; Weekly bundles shall be valid for 7 days; Monthly bundles shall be valid for 31 days.

What happens if I stream content outside of the Telkom Content providers?

When you stream content outside of the Telkom partner content providers - data used to download and browse content on content provider apps and website will be deducted from your inclusive mobile/normal data bundles and will NOT consume from your Streaming bundle data. Telkom Streaming bundles can consume both video and music content from the following partners: You Tube (including YouTube Music), Netflix SA, Showmax & DStv Now, Apple Music, Cliff Central and Simfy Africa.