



TELKOM OFFER FREQUENTLY ASKED QUESTIONS FOR AMAZON PRIME SERVICE:

1. What is Amazon Prime?

Amazon Prime offers customers an extensive range of benefits, all in one seamless experience.

2. What benefits does Amazon Prime offer?

- **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.

3. Who is eligible for the Amazon Prime membership subscription?

All new Telkom postpaid Fibre, -LTE, Mobile FlexOn 6 -10 and all Infinite customers are eligible for a 3-month promotional Amazon Prime offer, after which they will be billed on their existing Telkom account a fee of R59 per month. All other customers who are not eligible for the 3-month promotional Amazon Prime offer can sign up to the Amazon Prime service at a monthly subscription fee of R59 per month to be billed on their existing Telkom account.

4. How do I sign up for an Amazon Prime offer?

Step 1

New postpaid Fibre, -LTE, Mobile FlexOn 6 -10 and all Infinite customers are eligible to sign up for a Amazon Prime subscription and will receive a 3-month promotional offer



upon the successful subscription to Telkom's services as well as the successful registration of the Amazon subscription.

Step 2

Customers will receive an e-mail from Telkom with a link that directs them to Amazon to create a new account or sign into their existing Amazon account. You will be prompted along the way through your application process to activate your Amazon account.

Step 3

Once you have signed into your existing Amazon account or created a new Amazon account, you can start enjoying your Amazon Prime benefits and access to your 3-month promotional Amazon Prime offer.

4. What is Prime Video?

Prime Video is one of the many benefits offered by Amazon Prime, allowing customers to enjoy award winning films and television series from their favourite devices. Customers with Prime Video can create up to 6 profiles on a single Amazon account but only three separate devices can stream Prime Video at one time. Customers can stream popular movies and TV shows in high definition, including Amazon Originals on your mobile, TV and tablet devices.

5. What are the benefits of Prime Video?

- Unlimited streaming on-demand of blockbuster hits, TV show favourites, and award-winning Amazon Originals.
- Create up to 6 profiles on a single Prime Video account
- Stream Prime Video on three separate devices at once
- Download content for offline viewing / watch on the go.
- Ad-free uninterrupted viewing.
- Watch content in standard definition (SD), 1080p Full HD and 4K Ultra HD resolutions (compatible devices only).

6. What happens to my subscription after the promotional period?

Your Amazon Prime subscription will auto-renew at the end of the promotional period, and the monthly subscription fee will be added to your Telkom bill. The monthly subscription fee for Amazon Prime is R59 per month.



7. If I'm not satisfied, what is the Amazon Prime cancellation policy? Will I be refunded?

If you signed up for your Amazon Prime membership directly through Amazon.co.za, you may cancel your Amazon Prime membership at any time by visiting Your Account and adjusting your membership settings. Paid members who haven't used their benefits are eligible for up to a full refund of the current membership period.

8. What if I am already a member of a different Amazon website?

If you live in South Africa and have Amazon Prime on another Amazon website, we encourage you to change your subscription to Amazon.co.za. Enjoy a wide selection of local brands with fast and free Amazon Prime delivery, benefit from local customer service and access to a wide range of movies and series on Prime Video.

9. How do I cancel my Amazon subscription through Telkom?

Postpaid Fibre, -LTE, Mobile FlexOn 6 -10 and all Infinite customers can cancel their subscription via the Telkom website at www.telkom.co.za or on MyTelkomApp. The MyTelkomApp can be downloaded via the App Store or Google Play and you will be required to register on the App.

i) Cancellation on Telkom website

Step 1

- On 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 Amazon Prime to terminate your subscription.

Step 4

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

9. How do I contact Telkom's Customer Care?

Phone Telkom's Mobile helpdesk at **018180**.



10. How do I get support for Amazon Prime?

Customer enquiries relating to any Amazon Prime service should be directed to Amazon at:

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

11. General FAQ's.

11.1 Do existing Amazon Prime members qualify for the promotion?

Existing Amazon Prime members or Telkom Business customers are not eligible for these Amazon offers through Telkom.

11.2 Can I make use of multiple Amazon Prime promotional offers?

You only qualify for one (1) Amazon Prime promotional offer during a 12-month period.

11.3 What happens at the end of the promotional period?

Your Amazon Prime subscription will auto-renew at the end of the promotional period, and you will be billed the applicable monthly subscription, i.e. R59.00 per month.

12. When will I be billed for my membership?

When your promotional or full-priced membership period ends we'll automatically charge for the next membership period.

Telkom will add the subscription fee of Amazon Prime to your Telkom bill every month until you cancel your Amazon Prime subscription through Telkom.

IMPORTANT NOTE: 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.

13. Do I need to accept the Offer terms and conditions?

It is a mandatory requirement to accept the Offer terms and conditions and the Amazon Prime Terms of Use when signing up for an Amazon Prime membership subscription through Telkom.

