

Frequently asked questions

Amazon Prime Video and Prime Video Mobile Edition Promotion

1 What is Prime Video Mobile Edition?

Prime Video Mobile Edition is a video subscription service designed exclusively for mobile devices, allowing customers to enjoy the entire Prime Video catalogue from their mobile phones, anytime, anywhere through the Prime Video app. Customers with a Prime Video Mobile Edition subscription can watch on one device at a time and in standard definition quality only. Customers can stream popular movie and TV shows, including Amazon Originals such as: *In Your Dreams*, *The Summer I Turned Pretty*, *Reacher* and many more on the Prime Video app.

2 What are the benefits of Prime Video Mobile Edition?

- Unlimited streaming on-demand of blockbuster hits, TV show favourites, and award-winning Amazon Originals on the Prime Video app.
- Designed exclusively for mobile. Watch anytime, anywhere.
- Download content for offline viewing / watch on the go.
- Ad-free uninterrupted viewing.
- Watch content in standard definition (SD) quality.

3 Who is eligible for the Prime Video Mobile Edition offer?

To be eligible for a Prime Video Mobile Edition promotional offer through Telkom, you must be a new Telkom Mobile Post-paid FlexOn or Infinite plan subscriber, or a Mobile Prepaid customer.

4 How do I sign up for a Prime Video Mobile Edition subscription?

i) Mobile Post-paid customers

Step 1

New subscribers to any Mobile FlexOn and Infinite Postpaid and Hybrid (Top-Up) plan will qualify for a Prime Video Mobile Edition promotional offer. The duration of the promotion differs depending on the plan you subscribe to:

- FlexOn 2 - 1-month Prime Video Mobile Edition on us.
- FlexOn 4 - 3 months Prime Video Mobile Edition on us.
- FlexOn 6 - 6 months Prime Video Mobile Edition on us.
- FlexOn 8 - 6 months Prime Video Mobile Edition on us.
- FlexOn 10 –6 months Prime Video Mobile Edition on us.
- Infinite - 12 months Prime Video Mobile Edition on us.
- Infinite Max - 12 months Prime Video Mobile Edition on us.
- Infinite Max Plus - 12 months Prime Video Mobile Edition on us.

Step 2

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

Step 3

Once you have created you Amazon account, you can start enjoying your Prime Video Mobile Edition subscription. Simply download the Prime Video app to start watching.

ii) Mobile Prepaid customers

Step 1

Prepaid Customers need to recharge with R99 or more within a calendar month to be eligible for the 3 months Prime Video Mobile Edition promotion.

Step 2

Customers will receive an SMS from Telkom with a link that directs them to Amazon to create or sign into their Amazon account to access the Amazon content. You will be prompted along the way through your application process to activate you Amazon account.

Step 3

Once you have created you Amazon account, you can start enjoying your Prime Video Mobile Edition subscription. Simply download the Prime Video app to start watching.

Important Note:

For you to continue enjoying your Amazon subscription you need to make sure that you always have sufficient data or funds in your Prepaid Wallet.

5 Which mobile app should I download to enjoy Prime Video Mobile Edition?

To enjoy your Prime Video Mobile Edition subscription, you need to download the Prime Video mobile app after activating your subscription. You can do this by visiting the Apple App Store or Google Play app store.

6 What is Prime Video?

Prime Video is a video subscription service, allowing customers to enjoy the entire Prime Video catalogue from their favourite devices. Customers with a 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 movie and TV shows in high definition, including Amazon Originals such as: In Your Dreams, The Summer I Turned Pretty, Reacher and many more on your mobile, TV and tablet devices.

7 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).

8 Who is eligible for the Prime Video Offer?

To be eligible for a Prime Video promotional offer through Telkom, you must be a Telkom customer in good standing, or new customer subscribing to the applicable Telkom plans outlined below:

- EasyConnect
- Core Fibre
- Endless Fibre
- 3rd Party FNO

- SmartBroadband (LTE) postpaid and hybrid plans
- SmartBroadband Wireless Fixed plans
- Mobile Data Post-Paid and hybrid plans

9 How do I sign up for Prime Video?

Step 1

Log on to [Telkom.co.za](https://www.telkom.co.za) purchase any Fibre or LTE Postpaid plan.

Step 2

After checking out, you will receive an email from Telkom with a link that directs you to Amazon to create or sign into your Amazon account.

Step 3

Once you have successfully registered your Amazon account you will be able to enjoy your Prime Video subscription.

10 What happens to my subscription after the promotional period?

Your Amazon 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 Prime Video Mobile Edition is R29 per month and Prime Video is R79 per month.

11 How do I cancel my Amazon subscription?

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

i) Cancellation on Telkom website

Step 1

- On [Telkom.co.za](https://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.

Mobile Prepaid customers can cancel their subscription on the MyTelkomApp. Log in to the MyTelkomApp or download it via the App Store or Google Play and register.

ii) Cancellation on MyTelkomApp

11.1.1 Cancellation via 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 the customer wishes to cancel the service.

Step 4

- The customer will automatically be unsubscribed and a confirmation email will be sent to the customer.

12 How do I contact Telkom’s Customer Care?

Phone Telkom’s Mobile helpdesk at 081180.

13 How do I get support for Prime Video?

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

<https://www.primevideo.com/region/eu/help/contact-us/>

14 General FAQ’s.

14.1 Do existing Amazon customers qualify for the promotion?

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

14.2 Can I make use of multiple Amazon promotional offers?

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

14.3 What happens at the end of the promotional period?

Your Amazon subscription will auto-renew at the end of the promotional period, and you will be billed the applicable monthly subscription, i.e. R79.00per month for Prime Video and R29.00per month for Prime Video Mobile Edition.

14.4 Do I need to accept the Offer terms and conditions?

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

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