



## Frequently Asked Questions (FAQ's): Infinite Max Plus Lifestyle benefits

### 1. What are the lifestyle benefits on offer?

Infinite Max Plus subscribers qualify for rewards as shown below:

Lifestyle Benefits	
Travel benefits	Domestic flight vouchers of R400 each – can be redeemed up to a maximum of 6 times over a 24-month period
Accommodation benefits	A weekend away R1000 voucher- redeemable once a month
Dining benefits	12 Months 2-for-1 dining (R100 off second meal)
Data transfer	Free data transfer to any Telkom Mobile number. Limited to a maximum of 1GB daily transfer allowance and up to a maximum of 10GB monthly transfer allowance
Priority service	Access to premium service through our dedicated call centre

These rewards may change, and Telkom reserves the right to make changes regarding these benefits at its discretion. Telkom may add or reduce these benefits, and any such changes will be posted on our website at [www.telkom.co.za](http://www.telkom.co.za).

### 2. How do I qualify for the lifestyle benefits?

To be eligible for these lifestyle benefits, you have to be an Infinite Max Plus customer.

### 3. How do I activate my rewards

Once your SIM has been activated, you will receive a welcome SMS with a link to the Infinite Max Plus benefits platform ([www.infinitemaxplus.co.za](http://www.infinitemaxplus.co.za)) and a code unique to your number.

Follow the link to the Infinite Max Plus benefits platform, where you'll be requested to enter your unique code and your personal details for registration.

Once registered, you will then be able to view and claim your available rewards.

#### 4. How Do I get access to the Infinite Max Plus benefits platform?

- Only Infinite Max Plus customers will have access to the platform
- To view and claim your rewards, please visit: [www.infinitemaxplus.co.za](http://www.infinitemaxplus.co.za)

#### 5. How do I claim my rewards?

##### Travel Rewards?

- Visit: [www.infinitemaxplus.co.za](http://www.infinitemaxplus.co.za)
- Login with your personal details
- Choose the reward you want to claim: Travel
- You'll receive an SMS with a Voucher Code: discount voucher to the value of R400 for local travel from TLC
- Once you have the voucher, visit: [www.tlctravel.co.za](http://www.tlctravel.co.za) to make your booking
- You'll need to input your voucher code, for the discount to be applied.

##### Accommodation Rewards?

- Visit: [www.infinitemaxplus.co.za](http://www.infinitemaxplus.co.za)
- Logon with your personal details
- Choose the reward you want to claim: Hotel Voucher
- You'll receive an SMS with a Voucher Code: discount voucher to the value of R400 for local travel from TLC
- Once you have the voucher, visit: [www.tlctravel.co.za](http://www.tlctravel.co.za) to make your booking.
- You'll need to input your voucher code, for the discount to be applied.

##### Dining Rewards

- Visit: [www.infinitemaxplus.co.za](http://www.infinitemaxplus.co.za)
- Logon with your personal details
- Choose the reward you want to claim: Hotel Voucher
- Logon to [www.go-dining.co.za](http://www.go-dining.co.za) and choose a restaurant.
- Call Go-Rhino on 086 1143 643 to make a booking.
- Go-Rhino will respond with a booking confirmation.

**6. For how long are the rewards valid?**

The lifestyle benefits are applicable for a period of 24 months from contract activation. Once the customer renews their Infinite Max Plus contract, the benefits will be reactivated.

**7. Who do I call if I have a general Telkom mobile query or a technical query?**

Customers may contact Telkom Customer Care, by dialling 180, (free from your Telkom mobile number). Infinite Max Plus customers will be routed to a dedicated service desk for any assistance with your mobile Infinite Max Plus package.

**8. Who do I contact for help with the lifestyle benefits?**

For any queries regarding the Lifestyle benefits customers can either email or call:

- **Email:** [infmaxplus@TLCRewards.com](mailto:infmaxplus@TLCRewards.com)
- **Call:** 087 550 7065

Available Monday to Friday 08h30 – 16h30. Allow a minimum of 24 hours for resolution.

**9. My Infinite Max Plus contract has ended, currently on month-to-month, and I do not want to upgrade/renew, do I still qualify for rewards?**

To enjoy these benefits, you will need to renew/upgrade your contract. At month 24 (last day of contract term) of your contract, all benefits will cease. Benefits will be reactivated once you have renewed your Infinite Max Plus contract.

**10. Where can I find more detail regarding the product specific Terms and Conditions for FlexOn and Infinite**

Telkom Mobile Standard Terms and Conditions as well as these product specific conditions can be found on: [https://group.telkom.co.za/about\\_us/regulatory/terms-and-conditions.shtml](https://group.telkom.co.za/about_us/regulatory/terms-and-conditions.shtml)

E&OE.