



## TELKOM OFFER TERMS AND CONDITIONS FOR AMAZON SERVICES: PRIME VIDEO MOBILE EDITION

These are the Telkom offer **terms and conditions** for Amazon services, namely Prime Video Mobile Edition subscriptions obtained through Telkom SA SOC (Ltd). These Terms are between you, the Telkom Customer and Telkom SA SOC (Ltd) and govern our respective rights and obligations for Amazon subscriptions you have purchased as part of a bundle offer with your mobile plan, as an add-on to your existing mobile plan, or as a promotional offer where Telkom covers the cost of your subscription for a period of time. Please note that you must have or create an Amazon account to sign-up for your Amazon subscription and that your Amazon account and subscription is governed by agreements with Amazon, including Amazon's Conditions of Use, the Amazon.com Privacy Notice, Amazon Video Terms of Use, Amazon Music Terms of Use, Amazon Photos Terms of Use, Kindle Store Terms of Use and others ("Amazon Terms"). In this case, Amazon Terms are in relation to Prime Video's Terms of Use: <https://www.primevideo.com/help?nodeId=202095490&view-type=content-only>. In addition, the provision of Telkom's Broadband Services are 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 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 subscriptions obtained through Telkom. Telkom SOC Ltd is a promotional and billing partner of Amazon. Amazon owns, operates and provides the Amazon services that are in your subscription.

#### 2.1 ELIGIBILITY

To be eligible for a promotional offer for an Amazon subscription through Telkom, you must (a): be a Telkom customer in good standing, and (b) subscribe or enter a contract to the applicable Telkom packages or plans as set out in paragraphs 3 below. If you are an existing Amazon subscriber to the applicable Amazon service, or if you are a business customer, you



are not eligible for the promotional Amazon subscriptions through Telkom. You cannot make use of more than one (1) promotion during any 12-month period.

Please note that you must have or create an Amazon account to sign up for your Amazon subscription and that your Amazon account and subscription is governed by agreements with Amazon, including:

Amazon's Conditions of Use, the Amazon.com Privacy Notice, Amazon Video Terms of Use, Amazon Music Terms of Use, Amazon Photos Terms of Use, Kindle Store Terms of Use and others ("Amazon Terms"). In this case, Amazon Terms are in relation to Prime Video's Terms of Use: <https://www.primevideo.com/help?nodeId=202095490&view-type=content-only>

## 2.2 ACTIVATION

After you sign up for the promotional offer or add-on for an Amazon service through Telkom, 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. The duration of this promotion is for 2 years from 09 April 2026 for 24 months to 08 April 2028.

## 2.3 BILLING

Once you have subscribed to the Amazon service, your subscription fees for the promotional period (dependent on Telkom plan) will be paid by Telkom if you receive a promotional offer. Amazon's standard subscription rate is currently R29/month for Prime Video Mobile Edition. If you wish to continue your Prime Video Mobile Edition subscription after the promotional period, the standard Amazon subscription charges will apply.

Telkom will add this subscription amount to your Telkom bill for your postpaid mobile service every month unless and until you cancel your Amazon subscription through Telkom. Subscription charges for prepaid and top-up customers will be deducted from their Prepaid wallet until cancellation of the subscription to the Amazon service. The usual 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.

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](http://www.telkom.co.za)**

###### **Step 1**

- On [www.telkom.co.za](http://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.

##### **ii) CANCELLATION ON MYTELKOMAPP**

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

###### **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.

##### **iii) HOW DO I CONTACT TELKOM’S CUSTOMER CARE?**

Phone Telkom’s Mobile helpdesk at 081180.



- 2.4.3 IMPORTANT NOTE for Amazon Prime subscription cancellation:** Unless you notify us before a charge that you want to cancel or do not want to auto renew, you understand your Amazon Prime subscription 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 Service, you will subscribe for this Service on a recurring basis making you a paying user. We will request you to submit personal information when subscribing to the services. In accordance with the applicable law and the Privacy Policy: [Telkom-Privacy-Statement-2022.pdf](#) 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. THE TELKOM PLANS WITH PROMOTIONAL OFFER PERIODS ARE AS FOLLOWS:**

### **3.1 Mobile Post-paid**

- a. If you are a new subscriber to a Mobile FlexOn 2, FlexOn 4, PureFlex 150, or PureFlex 220 Postpaid and Hybrid (Top-Up) plan, you will qualify for a minimum three-month Prime Video Mobile Edition promotional offer. Telkom reserves the right, in conjunction with Amazon, to extend the Prime Video Mobile Edition promotional period. The applicable promotional period shall be stipulated in Telkom's retail or online advertising relating to the aforementioned mobile postpaid or hybrid plans or deals.
- b. After the promotional period, customers will automatically auto renew into the paid subscription of R29/month until such time as the customer cancels the subscription.
- c. The Promotional period of 3-months or more, will be valid provided your Telkom Mobile service is in an active state.

### **3.2 Rewards for Mobile Post-paid customers**

- a. If you are an existing Telkom customer that subscribes to a Telkom Mobile Post-paid or Hybrid service, you will receive an offer of between 6 to 12 months Prime Video Mobile Edition promotion on Telkom as part of our reward-based promotion. You will be advised in advance via SMS or email when this offer becomes available to you.
- b. After the promotional period customers will automatically auto renew into a paid subscription of R29/month until a customer cancels the subscription through Telkom.
- c. The Promotional period of between 6 to 12 months will be valid provided your Telkom Mobile service is in an active state.

### **3.3 Mobile Prepaid Customers**

- a. Mobile Prepaid customers must recharge with R99 or more within a calendar month to qualify for the 3-month Prime Video Mobile Edition promotional offer. The promotion will run for a period of two years from 09 April 2026 for 24 months to 08 April 2028. If you apply for the promotion on the last day of the period, will still receive your benefits.



- b. Airtime Transfer and Bonus/Free Airtime will not qualify the recipient to get the 3-month Prime Video Mobile Edition promotional offer.
- c. Any recharges used to repay ETU loans will not be calculated to form part of the monthly R99 qualification. Only recharges after loan repayments will form part of the R99 monthly calculations.
- d. The following recharges will be allowed for participation in the campaign:
  - airtime recharge,
  - direct bundle recharge via your bank,
  - voucher recharge 'Airtime and bundles.'
- e. After the promotional period, customers will automatically auto renew into the paid subscription of R29/month until such time as the customer cancels the subscription.
- f. The Promotional period of 3 months will be valid provided your Telkom Mobile service is in an active state.
- g. 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

### **3.4 Prime Video Mobile Edition monthly subscriptions**

All Telkom Mobile Prepaid and post-paid customers can subscribe to Prime Mobile Edition subscription through Telkom at a monthly subscription of R29 p.m.

### **4.Termination by Telkom**

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

### **5. Amazon Support**

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

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

Amazon provides a help and support page available at:

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

### **6. 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.**



## **7. Additional Terms and Conditions:**

**7.1** You are electing to use the 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 subscription, you need to visit the Telkom website.

**7.2** The promotions, including Amazon services, are not redeemable, transferable, or refundable for cash and cannot be exchanged.

**7.3** The subscription process (and the Prime Video Terms of Use) required for Prime Video Mobile Edition 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 Prime Video application and/or URL. Furthermore, Telkom shall not be held liable for any damages or loss howsoever arising that you may suffer due to use of the Prime Video application and/or URL.

**7.4** 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.

**7.5** Telkom reserves the right to change these Terms at any time without notice. If applicable, we will do this by posting revised Terms and conditions on the Telkom website.

**7.6** Amazon, Amazon Prime, Prime Video, Amazon Music and all related logos are trademarks of Amazon.com, Inc. and its affiliates.

## **8. PROMOTIONAL PERIOD**

The promotion will run for a period of two years from 09 April 2026 for 24 months to 08 April 2028. If you apply for the promotion on the last day of the period, will still receive your benefits. You will, however, be required to successfully complete all application steps of the process including the Amazon registration before or on the last day of the promotion to still qualify.