

Telkom Terms and Conditions: Tap2Win Loyalty Rewards Programme

Introduction:

1. The Tap2Win rewards programme is provided to you by Telkom in conjunction with our appointed third-party service providers. The loyalty-based rewards platform will allow customers to participate from the 6th of October 2024 to the 31st of January 2025.
2. These Terms and Conditions constitute an agreement between the customer and Telkom and govern the customer's rights and obligations as a registered member of the programme.
3. By registering and participating in the Telkom Tap2Win programme, you acknowledge that you have read, understood, and agree to these Terms and Conditions.
4. By participating, you agree to voluntarily consent to providing us with your personal information which you allow us to process to afford you the benefits of this programme. It is incumbent on you, the customer to keep your personal information up to date by supplying information related to changes to the personal information as the need arises.
5. Tap2Win is a loyalty-based rewards platform designed to recognize and reward Telkom valued customers for their continued support. By participating in the Tap2Win programme, you, the customer can earn rewards based on specific triggers, such as purchase frequency, engagement, or promotional activities.
6. Rewards may include a variety of Telkom and non-Telkom awards such as data and voice bundles and retail vouchers, which may be redeemed for a range of goods, services, and experiences. The allocation and distribution of these rewards are at the sole discretion of Telkom SA and are subject to the terms and conditions of each individual reward offer.
7. **Eligibility:**
 - a. You must be a Telkom Mobile subscriber, Post-paid, Prepaid, Hybrid.
8. **Prepaid:**
 - a. Recharge with a minimum of R20 or more.
 - b. Purchase a bundle to the value of R20 or more.

9. Post-paid/Hybrid

- a. On activation of a new contract.
- b. Contract upgrade.
- c. Purchase of a bundle/s to the value of R20 or more.

Channels:

10. Customers can access and register through the following channels:
 - a. USSD *180#
 - b. USSD *123#
 - c. My Telkom App (The new My Telkom App launched 30 September 2024)
 - d. Telkom Website www.telkom.co.za.
11. Registration takes place only once through any of the available channels.
12. After performing the qualification triggers i.e., recharge, bundle purchases, contract renewal/upgrade, customer will be allocated with daily free play(s).
13. Allocated plays are valid for seven days.
14. A customer can have multiple plays depending on the performed triggers however, the free plays shall expire on day seven.
15. Rewards plays allocated shall not be transferable.

Prizes:

16. After the play, a customer stands the chance to win a reward in the form of either Telkom Bundles (Data/Voice) or Non-Telco rewards for example, retail or restaurants vouchers.

Telkom Rewards:

17. Rules governing the Telkom prizes, i.e., Data/Voice Bundles will be as per Tap2Win rewards programme rules and standard Telkom bundle rules.
18. All vouchers and bundles awarded through the Tap2Win platform will have specific expiry dates. Customers will be notified of these expiry dates via SMS at the time the reward is issued to them. It is the customer's responsibility to use the awarded vouchers and bundles before the stated expiry date.
19. Please note that once the expiry date has passed, the vouchers and bundles will no longer be valid and cannot be redeemed or extended.
20. Telkom rewards allocated are not transferable.

Awarded Plays:

21. Eligible users will receive an SMS notification informing them of their opportunity to participate in the programme. This notification will provide details on how to play for a chance to win exciting prizes.
22. Customers who opt-out of Tap2Win, will forfeit any plays they have accumulated at that point in time.

Non-Telco Rewards:

23. Vouchers expire as per the reward communication sent to the participant upon winning.
 24. Vouchers may only be redeemed at specified outlets.
 25. Any unredeemed balance will be forfeited.
 26. The voucher can only be redeemed once at the specified outlet.
 27. On receipt of the voucher participants consent to dissemination of Data to its authorized agents for purposes of the campaign.
 28. Retailers and its holding companies, subsidiaries, directors, authorized agents, employees, and franchisees will not be held liable for any direct, indirect, or consequential loss, damage or costs arising from any intentional or negligent act or omission by any party involved.
 29. The prize is not transferable, cannot be deferred or exchanged or redeemed for cash and is not negotiable. Telkom reserves the right to substitute any, or part of any, of the prizes.
 30. Vouchers cannot be exchanged for cash and are not transferable or assigned to any other persons.
 31. Lost vouchers cannot be replaced or exchanged.
32. Telkom reserves the right to cancel the Tap2Win rewards programme at any time, if deemed necessary in its opinion or if circumstances arise that are outside of its control and will not be liable to participants in such event for any cause or action whatsoever.
33. Any violation or attempt to violate any of these rules will result in the immediate disqualification of the transgressor with or without notice.