

## Telkom Lifestyle Benefits Terms and Conditions: Infinite Max Plus Post Paid and TopUp plan

Terms and conditions as published on 1 November 2023

- Telkom Mobile Standard Terms and Conditions apply (full details 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)).
- Telkom Product Specific Terms and Conditions for FlexOn & Infinite Mobile Post-paid and TopUp Plans apply and 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)
- The Telkom Lifestyle Benefits apply specifically to subscribers of Telkom Infinite Max Plus mobile plans. These benefits will apply to customers who take either a SIM Only contract or as a mobile device deal taken over a contract period (e.g. 24-months or 36 months). The lifestyle benefits are applicable for a period of 24 months from contract activation.
- RICA shall apply when ordering mobile services.
- **At the time of maturity of the contract, should the customer elect to remain on a month-to-month or cancel their contract, the Infinite Max Plus lifestyle benefits will cease.**

### 1. Qualifying Criteria

- Participants must be a permanent resident and/or citizen of the Republic of South Africa.
- Participants must have a valid identity number.
- Participants must be 18 years and older.
- Participants must be on a qualifying post-paid contract plan or a Top Up contract plan (currently, Infinite Max Plus)

### 2. Telkom Lifestyle Benefits Activation

Upon subscription and activation of Infinite Max Plus SIM, the subscriber will receive a message to register and set-up their rewards on the Infinite Max Plus benefits platform: [www.infinitemaxplus.co.za](http://www.infinitemaxplus.co.za).

- Once registered, the subscriber will have to access the Infinite Max Plus benefits platform to view and claim the applicable rewards. The subscriber will access the below lifestyle benefits on the Telkom rewards site:
  - Travel, Dining, Accommodation
- The data transfer and Priority service are accessible via the normal Telkom channels: For priority service dial 180 from the mobile phone and the subscriber will be transferred to a priority service desk. For data transfer please use the self-help functionality – dial \*180# and select: Transfer via USSD options.

### 3. Infinite Max Plus Lifestyle Benefits

Infinite Max Plus subscribers qualify for the following additional benefits on the plan.

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

#### 3.1. Travel Benefits

Travel Rewards are a benefit in the form of travel discounts on local flights and are available to qualifying Telkom Post Paid customers. Eligibility for this benefit is determined by the type of tariff plan applicable, in this case Infinite Max Plus Postpaid and TopUp plan.

Subscribers can claim their benefits from the Telkom rewards site. Once the reward is selected, users will receive their voucher in the form of a voucher/pin code. The voucher code is used to redeem the reward on the TLC (a rewards partner Telkom is partnering with for these rewards) Travel site.

- This voucher can only be used on [www.tlctravel.co.za](http://www.tlctravel.co.za) for domestic bookings made online.
- The customer will receive a discount voucher to the value of R400 for local travel from TLC Travel
- The reward can be redeemed 6 times over a 24-month period.
- These vouchers are valid for the stipulated period.
- The voucher cannot be redeemed for cash value.
- Voucher cannot be used against current special offers and promotions.

- Any amount of the voucher not redeemed on booking may be forfeited.
- Voucher code is case sensitive.
- Select payment method before attempting to insert voucher code.
- Should there be any issues when redeeming the voucher, customers may contact customer service on 087 820 2041 or email [info@tlctravel.co.za](mailto:info@tlctravel.co.za) for queries related to flights.
- Please note parental/legal guardian consent is required for a flight ticket to be issued in the name of a minor.
- Please note that the voucher codes cannot be stacked and used together.

### **3.2. Accommodation Benefits**

Accommodation rewards are a benefit in the form of a discount towards a customer's accommodation in a variety of hotels in South Africa. Eligibility for the reward is determined by the type of tariff plan applicable, in this case Infinite Max Plus Postpaid and TopUp plan.

Accommodation rewards are to be claimed from the Telkom benefits site, from which the customer will receive a PIN/voucher code. Thereafter, the customers must access the website [www.nationalhotelnetwork.com](http://www.nationalhotelnetwork.com) after receiving their promotional code, to redeem the voucher.

- Users must enter their promotional code and PIN number to be granted access to the site where they can view the list of hotels available to book their stay.
- Once they have selected the hotel of their choice, they must confirm their details and will automatically receive an email booking confirmation and Booking Voucher with relevant details of the venue they have booked.
- Promotional code - conditions of use
  - The Promotional Code will have a period of 1 month validity from the day of receipt.
  - Once the validity period has expired, the Promotional Codes will expire, and the user will not be able to access the list of hotels and/or book the one night stay anymore.
  - The Promotional Code is nominative and will allow access to the platform as many times as necessary, during its period of validity, until the user makes a booking. Once the Booking has been made the Promotional Code will no longer be valid.
- All valid reward recipients will receive one (1) "Reward" for every valid and complete entry submitted successfully on the redemption platform. No Limitation per household.
- Reward/s are non-refundable, non-transferrable and non-exchangeable.
- Reward/s cannot be exchanged for cash or reward credit.
- The Hotel Stay is based on a maximum of 5 guests sharing one room, with a maximum of 2 Adults, depending in the hotel selected.
- Bookings can only be made via this website via completion of the online booking form. Any booking made directly with the hotel will not be honoured nor reimbursed by TLC.
- The Booking Voucher will be valid only for the selected Hotel.

- The Booking voucher may not be used in conjunction with any other offers or promotions.
- Cost of travel to and from the hotel, holiday insurance, any additional night or services or any other ancillary costs associated with the use of the offer are excluded and is entirely at the expense of each individual. Spending money is not included within the offer. Terms and conditions of each individual venue will apply.
- All bookings are subject to the hotel's promotional availability for the offer and room basis will be stated. Hotel availability will fluctuate throughout the year. Some hotels operate a strict room allocation policy for promotional bookings. TLC are not responsible for the availability of any of the hotels featured on the website.
- Once a customer has booked a stay via this website ([www.nationalhotelnetwork.com](http://www.nationalhotelnetwork.com)), no amendments and / or cancellation can be made to the booking on the website. So, should a customer have a problem with the booking, or the booking cannot be used, please contact us as soon as possible by sending an email to: [infmaxplus@tlcrewards.com](mailto:infmaxplus@tlcrewards.com).
- Cancellations and amendments cannot be guaranteed and are at the discretion of each individual hotel.

### **3.3. Dining Benefits**

Dining benefits offer customers a discount on meals at selected restaurants in South Africa, as follows: Buy two meals and receive a maximum discount of R100 on the second meal. This will apply for a period of 12 (twelve) months.

Go-Rhino Dining vouchers to the value of R100 (one hundred rand) off the second person's main meal for 12 months at any of the participating restaurants. The list of restaurants is available on [www.go-dining.co.za](http://www.go-dining.co.za).

- Upon redeeming this reward, the participant will receive a welcome letter via
- Email from Go-Rhino, which will include a process on how to use the reward.
- The voucher expiration is 1(one) month after redemption and valid for 1 month from the date of issue prior to redemption.
- The participant must logon to [www.go-dining.co.za](http://www.go-dining.co.za) and choose a restaurant.
- The participant must call Go-Rhino on 0861143643 to make a booking.
- Go-Rhino will respond with a booking confirmation.
- The participant must present confirmation at the restaurant – Customer will receive R100 (one hundred rand) off second main meal (starters and desserts are excluded).
- The participant cannot make bookings more than once in the same restaurant on the same day.
- This offer excludes Public Holidays and other Special Occasion days, including but not limited to, Valentines, Father's and or Mother's Day.

- Bookings must be made Monday to Friday from 08h30 to 16h30 and on Saturday from 08h30 to 12h30.
- In the event that a restaurant is closed, the Promoters will not be able to make a reservation at that required restaurant.
- In the event that the restaurant is fully booked, the Promoters will not be able to make a reservation at the required restaurant.
- The Promoters will offer alternate restaurants of the same stature within the same region of the initial required restaurant for the customer's consideration.
- Partner terms and conditions apply – see [www.go-dining.co.za](http://www.go-dining.co.za) for more.

### **3.4. Data Transfer**

Subscribers on the mobile Post-paid and TopUp plans shall be eligible to transfer the Inclusive All-network data to other subscribers on the Telkom Mobile network.

- Data transfer is available via USSD by dialling \*180#
- Subscribers on the Infinite plans are eligible to transfer from the inclusive All-Network (premium data), 15Gb, 30GB, or 60GB to other subscribers on the Telkom Mobile plans.
- However, Infinite subscribers shall not be eligible to transfer from the unlimited data allocation to other subscribers on the Telkom Mobile network.
- Subscribers on the mobile Post-paid and TopUp plans shall be able to transfer data in the following denominations 25MB, 50MB, 100MB, 250MB, 500MB and 1GB.
- Data transfer shall be limited up to a maximum of 1GB daily transfer allowance and up to a maximum of 10GB monthly transfer allowance.
- The recipient or subscriber who receives Data transfer cannot transfer Data to another subscriber on the Telkom Mobile networks.
- The data transferred will maintain the same expiry period according to the validity of the subscriber who transferred the data. The SMS notification of the Data transfer will be sent to the subscriber with the applicable expiry date.
- The data transfer option shall not be permitted on promotional or campaign data such as free Telkom Mobile Data in a specific mobile deal, i.e., 20GB Free Telkom Mobile Data bundled in a mobile deal.
- The subscriber shall be able to transfer data via the following channels USSD, Telkom Portal and Telkom App.
- Refer to the Data Classification table below for additional information on the data type, validity period and allowed functionality:

Data Type	Mobile Packages – Designed exclusively for use in SmartPhones	Data Validity	Data Transfer	Multi-SIM (Data Sharing)	Tethering/ Hotspot sharing of data
<b>Inclusive All-Network Anytime Data (Premium data)</b>	<b>Infinite plans</b> Full speed All-Network Anytime data included in package allowance: 15 GB, 30 GB or 60GB Plan dependant	2 calendar months (Current + 1 month)	Yes, Allowed	No	Yes
<b>Unlimited All-Network Anytime Data at a reduced speed</b>	<b>Infinite plans</b> Unlimited data at a network reduced speed	Current month	No, not allowed	No	No
<b>Promotional Data or Campaign Data</b>	Any additional data normally included with mobile deals i.e. Once off 20GB Telkom Mobile Bonus Data	Current month	No, not Allowed	No	Yes

### 3.5. Priority Service

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

For any queries regarding the Lifestyle benefits customers can contact:

**Email:** infmaxplus@TLCRewards.com

**Call:** 087 550 7065

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

## 4. General

- Telkom reserves the right to amend these offerings terms and conditions, from time to time. Such amendments will be placed on Telkom's website at the following link: <http://www.telkom.co.za>; which will be deemed incorporated into the Agreement and bind the Consumer from the date that the amendment was listed on the abovementioned site.
- Telkom reserves the right to amend these lifestyle benefits and the applicable terms and conditions, from time to time. Such amendments will be placed on Telkom's website at the following link: <http://www.telkom.co.za>; which will be deemed incorporated into the Agreement and bind the Consumer from the date that the amendment was listed on the abovementioned site.
- Telkom reserves the right at any time to terminate this offer without prior notification.

E&OE.