

FAQ's for LIT Soccer Bundles

1. Why are we creating LIT Soccer bundles?

LIT Soccer bundles have been developed to provide Telkom Mobile customers with affordable data to stream content available from DStv Now / SuperSport App. These data bundles are available to the entire Telkom Mobile customer base, both existing Telkom Mobile customers as well as new customers.

Subscribers to DStv will be able to watch sport via their DStv Now App on their mobile devices, using very affordable data from Telkom Mobile, packaged as LIT Soccer bundles.

2. How many LIT Soccer bundles are available?

4 x New LIT Soccer bundles have been created specifically for use via the DStv Now /SuperSport App. These content streaming data bundles are priced very affordable compared to the normal data bundles.

(Please refer Q5 – for the current LIT Video Bundle. This is an existing LIT bundle and also still available for DStv streaming.)

Package	LIT Soccer Bundle	LIT Soccer Bundle	LIT Soccer Bundle	LIT Soccer Bundle
Video Data	500MB	1GB	2GB	5GB
Price	R20	R40	R60	R99

3. How much data do I need - for example to watch a sporting event via the DStv Now App?

It depends on the duration of the sporting event; a soccer match is about 90 minutes and a rugby match 80 minutes – the entry level bundle (500 MB) has been developed to allow a customer approximately 2 hours (120 minutes) of streaming at the lowest quality setting.

PLEASE NOTE: This is average streaming duration and subject to customer viewing in the lowest quality setting within the DStv Now App. It is the responsibility of the customer to change his Settings for Video Quality to low (up to 360p) in the DStv Now App settings.

Likewise the 1GB LIT Soccer bundle will give you approximately 4 hours of streaming at the lowest quality setting within the DStv App. This is only a guideline and actual streaming time achieved from these bundles can vary slightly.

Soccer LIT bundle data can only be used for streaming content via the DStv Now / SuperSport App, streaming from other media platforms will consume from the customer's normal monthly data allowance.

4. Is it different than the current LIT Video bundle?

Yes – Inclusive data for these LIT Soccer bundles will only be used for streaming via DStv Now/ SuperSport App.

The inclusive data for the LIT Soccer bundles can however NOT be used for streaming of other content from providers like YouTube, ShowMax, Netflix or Google Movies. This is the most important difference between the LIT Video bundle and these LIT Soccer bundles.

When streaming content outside of the DStv Now / SuperSport App - data used for streaming, downloading and browsing will be deducted from normal standard inclusive data bundle or a customer will go out-of-bundle.

5. Is the LIT Video bundle still available?

Yes – the LIT Video bundle (FUP 50 GB) is still available at R231 as a once-off or recurring bundle.

The inclusive data can be used for all the existing content platforms like YouTube, ShowMax, Netflix or Google Movies as well as streaming of content via the DStv/SuperSport App that has been added.

This bundle gives you more than 200 hours of streaming – and offers customers the best value for money in terms of streaming content.

6. What about the FreeMe 5GB and higher plans where the LIT Video bundle is already included with the FreeMe plan?

The existing LIT Video Bundle has been enhanced and customer on FreeMe 5GB and higher plans will be able to stream content via the DStv Now/SuperSport App from the inclusive LIT benefit that has been bundled with FreeMe. No need for them to buy a soccer bundle. It will be stream as part of the LIT Video bundle as per question above.

7. Where can customers buy these LIT Soccer bundles?

LIT Soccer bundles will be available via self-service options like the USSD menu.

Customer can dial *180# to buy a once-off LIT Soccer bundle via the USSD menu from a Telkom mobile SIM.

Example of USSD Menu flow

Dial *180# from your Telkom mobile device

Select 1) Bundle purchase – the following options will be displayed:

- 1) FreeMe Boost Bundle
- 2) Data Bundle
- 3) Voice Bundle
- 4) SMS/MMS Bundle
- 5) LIT Bundle (Select LIT Bundle option number 5)

Select LIT Soccer Bundle – option 3 (message below shall be displayed after selecting LIT soccer bundle)

LIT Soccer bundles offer data exclusive to DStv Now App and valid for 31 days.

- 1) Continue to purchase bundle
- 2) Return to previous menu

Select 1 - Continue to purchase (Select bundle option)

- 1) 500MB R20
- 2) 1GB R40
- 3) 2GB R60
- 4) 5GB R99
- 5) 50GB R231

8. Who qualifies for the LIT Soccer bundles?

LIT Soccer bundles are available to all Telkom Mobile Prepaid, Hybrid and Post-paid subscribers.

Please note that only once-off bundles are available (not recurring LIT data bundles).

Package	Once Off	Recurring
Prepaid	YES	NO
Hybrid	YES	NO
Post-paid	YES	NO
FreeMe (5GB >)	Not required already receives LIT Video as part of FreeMe mobile plan. It already includes DStv Now / SuperSport App streaming	
FreeMe (500mb & 1&2 GB)	YES	NO

9. Is the LIT Soccer bundles pro-rata?

The Once Off bundles are not pro-rated; it has a validity period of 31 days. If a customer purchases the Once Off bundle on the 6th the service will be available until the 7th of the next month with a full data allocation for the period.

10. Do I require a LIT Soccer bundle to stream content via the DStv Now App or can I use normal Telkom data?

Customers can also use normal data (both inclusive as well as bolt-on) alternatively customers can also go out-of-bundle and pay the 30c per MB OOB rate. This will however be more expensive than buying a soccer bundle.

These Soccer bundles have been created and priced to give customers cheaper access to streaming data – specifically for content via the DStv Now App.

It is however not a requirement for streaming or access to the DStv App – any data can be used.

11. What happens when my LIT Soccer bundle is exhausted?

When your data has been exhausted then data will be deducted from your inclusive Telkom mobile plan data. Telkom mobile customers will also be able to go out-of-bundle at 30c/MB, top up with another data bundle or buy another LIT Soccer bundle package.

12. Is the Soccer bundle data accessible when roaming?

Yes – these Soccer bundles data are accessible when roaming on MTN.

13. Can I stream content/sport in HD using these LIT Soccer bundles?

It is recommended that customers change Settings for Video Quality to low (up to 360p) in the DStv Now App settings.

Customers can change the setting to a higher quality – but then data will be depleted quicker and customers will not achieve the approximately 4 hours of streaming at the lowest quality setting that a 1GB LIT Soccer bundle can achieve.

(Please note that the network controlled speed from the Telkom mobile network will be at 1.5Mbps, but customer needs to change video quality setting directly on the DStv app).

14. Will the customer be notified when he has depleted his Soccer data bundle?

Yes – data consumption usage notification will be sent via sms and customer will have an option to purchase another soccer bundle or continue consuming from their normal data or alternatively go out-of-bundle.

15. What is this data usage threshold notifications for these LIT soccer bundles?

Threshold notifications will be send via SMS for these once-off LIT soccer data bundles at the following threshold points: 500MB, 100MB,10MB & 0MB left.

16. What is the order of consumption for these bundles?

When streaming content via the DStv App - LIT Soccer Bundle data will be used first, followed by the paid for data or data inclusive with any Telkom mobile plans. Once this data has been depleted then OOB rates will apply – to the maximum amount as specified by the spend limit set by the customer on his Telkom mobile contract.

17. Can I carry over any unused LIT Soccer data?

No – the once-off LIT soccer data bundles will not carry over unused data. LIT soccer data has a validity of 31 days - meaning customers will forfeit the data not used after 31 days

18. What happens if I stream content outside the DStv Now App from other content providers?

When you stream content outside of the Telkom LIT App / DStv Now App - data used to download and browse content on content provider apps and website will be deducted from your inclusive mobile plan data and will NOT consume from your Lit Soccer bundle data.

19. Will these LIT Soccer bundles be expired in future?

Yes – this is a limited promotional offer and these LIT soccer data bundles will be expired in the future. Detail will be available on the Telkom website.

20. Is there specific terms and conditions available for these Telkom LIT Soccer Bundles?

Yes – Terms &Conditions are available on the Telkom website.