

TERMS AND CONDITIONS FOR THE USE OF MY TELKOM MOBILE APPLICATION

The following terms and conditions apply to the use of My Telkom Mobile Application (My Telkom App). Before using the App you will be deemed to have read, understood and accepted these Terms and Conditions.

1. The App and Availability

My Telkom app is an application that enables Telkom prepaid and postpaid subscribers to easily and conveniently access all the services offered by Telkom in one centralized location

The Telkom app is available for Telkom prepaid and postpaid subscribers who utilize Android, Apple iOS and Windows devices

2. How to Access the App

2.1 Buy or be a user of an Android, Apple iOS and Windows devices enabled handset or tablet

2.2 Download the App, by going to Google Play Store for Android, Apple app store for iOS and Microsoft store for Windows and search for 'My Telkom App'

2.3 Install the App on your handset or tablet. Data charges will apply for installation of the App.

2.4 Once you have installed My Telkom App, launch the App, click on 'Register Now' and enter your mobile number and preferred password

2.5 If you have already registered and have forgotten your password, click on 'Forgot password' and follow the prompts

DO NOT SHARE THE ONE TIME PASSWORD (OTP) WITH ANY THIRD PARTY

2.6 Once you have logged in you will be requested to accept the Terms and Conditions and the App will launch on the home page

3. Features of the App

My Telkom App offers the following services:

- Account Information Summary; which includes top up services and balance enquires for main account, Ziada, data and bundle subscriptions
- Talk, text and more for voice bundles which includes Holla, SMS, International and Mashariki Roaming bundles
- Internet bundles which includes subscribing to daily bundles and buying weekly, monthly and 90 days bundles
- VAS services which includes Pewa, Ziada redemption, credit transfer, Nisort, Beat yangu, entertainment and Facebook bila net
- Frequently Asked Questions
- Customer Care information and services which includes direct dial up to our customer care team, raise a query, Telkom shops and shops near me

3. Other Terms and Conditions

4.1 Should you require any assistance in accessing or using My Telkom App, kindly get in touch with the Telkom customer care team through the line 100 for prepaid customers' and 200 for postpaid customers'

4.2 Telkom reserves the right to modify, vary, amend or withdraw My Telkom App and the Terms and Conditions. Such changes will be communicated through the media, Telkom website or any other appropriate avenue as Telkom may determine.