

1. What exactly is the AKA Beam World app?

The AKA Beam World app is a fun way to get access to your favourite star's updates and everyday life.

2. What are the benefits of the AKA Beam World App?

- Front row access to rich and exclusive content that won't be found anywhere else
- General exclusive images of AKA and links to favourite videos, behind the scenes, record launch, birthday celebration and events on his calendar forward.
- Opportunities to engage with AKA and to ask AKA questions and meet and greet occasions, etc.

3. How do I get the AKA Beam World App?

The AKA Beam World app will be available on the Apple App Store for download. The app will be free, but customers will incur data charges at the applicable rates for downloading the app. An active subscription is required in order to access the app's premium content.

4. How much does the subscription cost?

The AKA Beam World App is free to download.

iTunes: After downloading the app, you can follow the instructions to subscribe. If you subscribe via iTunes (either you are a Vodacom mobile user or not), you will be charged a R59.99/month subscription fee through your iTunes account, in order to enjoy all the premium content. Your subscription is valid until you decide to cancel it. After downloading the app, you can follow the instructions to subscribe.

5. Is it only for Vodacom customers? Who is eligible to subscribe to the AKA Beam World app?

The AKA Beam World service is open to residents of South Africa. The AKA Beam World app is open to Vodacom and non-Vodacom customers. Non-Vodacom customers can download the app in the Apple App Store and subscribe in-app via iTunes Account at the fee of R59.99 per month.

6. What if I download the app but I don't subscribe to the service?

If you download the AKA Beam World app and do not subscribe to the service, you will only get access to AKA's social media feed in-app (Twitter and Instagram). The premium content is paid for and you have to subscribe to receive it.

7. How do I unsubscribe the AKA Beam World service?

- If you are subscribed via iTunes, you can cancel your subscription from your iTunes account.
- Go to Settings > [your name] > iTunes & App Store
- Tap your Apple ID at the top of the screen
- Tap View Apple ID. You might need to sign in or use Touch ID
- Tap Subscriptions
- Tap AKA's subscription
- Click on Cancel Subscription and confirm

Keep in mind that by cancelling your subscription you will still have access to the service till the end of the current billing cycle. After that, you won't be able to access the service. You can subscribe again at any time.

8. Can I cancel my subscription at any time?

You can cancel at any time. After cancellation, you will have access to the content until the last day of the current billing cycle.

9. How do I log in?

Your phone number is your log in. Open the app and follow the instructions of the login page: Insert your phone number, tap 'Next' and wait for the PIN. We'll send it via SMS. Insert the PIN and tap 'Subscribe'.

10. I forgot my PIN. What should I do?

If you're using a smartphone you can open the app, select Log in and insert your mobile number. On the next screen tap "Forgot your PIN access code". A new PIN will be sent to you via SMS.

11. I've sent a question via the AMA section on the app and I don't see it answered. What happened?

Due to the large number of questions we receive, it takes some time to process them all. If your question does not contain offensive language and hasn't been answered before, it is already in our priority list.

12. Do I need an internet connection to access the premium content?

Yes, you need an active connection to the internet to access the website and the app.