SMARTCALL TECHNOLOGY SOLUTIONS (PTY) LTD

NBA LEAGUE PASS SUBSCRIPTION

TERMS AND CONDITIONS

Last Updated: July 2026

These Subscription Terms and Conditions ('Agreement') govern your purchase of NBA League Pass subscriptions through Smartcall Technology Solutions (Pty) Ltd ('Smartcall', 'we', 'our' or 'us'). By purchasing, accessing or using the Service, you agree to these Terms together with our Privacy Policy, Refund Policy, Cancellation Policy and Recurring Billing Policy.

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1. About Smartcall Technology Solutions

Smartcall Technology Solutions (Pty) Ltd is a South African registered technology company providing digital subscription, payment and content distribution solutions across selected African markets.

For purposes of this Service, Smartcall acts as the authorised commercial partner responsible for the sale, payment processing, subscription administration and customer billing of NBA League Pass subscriptions within selected African territories.

Smartcall is the merchant responsible for processing your purchase and collecting subscription payments.

NBA League Pass is owned, operated and provided by the National Basketball Association ('NBA') and its affiliated companies. Following a successful purchase through Smartcall, customers will be required to create or link an NBA ID to activate and access the NBA League Pass streaming service.

2. Our Relationship with the NBA

Smartcall has been authorised to market and sell NBA League Pass subscriptions within approved African territories.

Smartcall is responsible for:

- Processing purchases and collecting payments
- Managing recurring billing
- Processing cancellations
- Administering eligible refund requests
- Providing first-line billing support

The NBA remains responsible for:

- Operation of the NBA League Pass streaming platform, NBA applications and websites
- User authentication through NBA ID
- Streaming quality and content delivery
- Device compatibility and League Pass product functionality

Nothing in these Terms transfers ownership of NBA intellectual property to Smartcall.

3. Description of the Service

NBA League Pass is a digital subscription service providing eligible subscribers with access to live and on-demand NBA games and related basketball content, subject to the subscription plan selected.

Available subscription products may include:

- League Pass Monthly
- League Pass Annual
- League Pass Premium
- Other subscription products introduced by the NBA from time to time

Products, pricing and features may vary by territory and may change from time to time.

4. Eligibility

You must be at least 18 years old or have the consent of a parent or legal guardian. You must reside in a supported territory and provide accurate information when purchasing a subscription.

5. Supported Territories

The Service is only available in selected African territories where Smartcall is authorised to sell NBA League Pass. Availability may change without notice where required by law or commercial agreement.

6. Purchasing a Subscription

Customers may purchase an NBA League Pass subscription through Smartcall's authorised sales channels. By completing a purchase, you confirm that the information you provide is accurate and that you are authorised to use the selected payment method. Smartcall may decline or cancel any transaction where fraud, misuse or legal or regulatory concerns are suspected.

7. NBA ID Registration and Activation

Following successful payment, you will be required to create a new NBA ID or sign in with an existing NBA ID to activate your subscription. Your access to NBA League Pass is subject to successful activation with the NBA. Smartcall is responsible for facilitating the purchase and billing process only and cannot guarantee uninterrupted access where activation cannot be completed due to circumstances outside its reasonable control.

8. Subscription Fees and Payment

Subscription pricing is displayed before checkout and may vary by product, territory or promotional offer. Smartcall processes payments as the merchant of record using approved payment methods, including credit card, debit card and other methods supported by our payment gateway. All prices include applicable taxes where required unless otherwise stated.

9. Automatic Renewal and Recurring Billing

Unless cancelled before the end of the current billing period, your subscription will automatically renew for an equivalent subscription period using your original payment method at the then-current subscription price.

By subscribing, you authorise Smartcall to charge your selected payment method for each renewal until cancelled.

If a payment fails, Smartcall may retry the transaction and may suspend or terminate access until payment is successfully received.

You will receive notification of any price changes before they take effect. You may cancel your subscription at any time before a renewal date to avoid being charged for the next billing period.

10. Cancellation Policy

You may cancel your subscription at any time through your account or by contacting Smartcall Customer Support.

Cancellation prevents future renewals but does not entitle you to a refund for the current billing period.

Access to NBA League Pass will continue until the end of the active paid subscription period, after which the subscription will expire unless renewed.

To cancel, contact Smartcall Customer Support at +27 11 507 4630 or email info@smartcalltech.co.za.

11. Refund Policy

Subscription fees are generally non-refundable once a subscription has been successfully activated.

Smartcall may, at its sole discretion or where required by applicable law, consider refunds in cases including:

- Duplicate payments
- Technical billing errors
- Fraudulent transactions
- Where the subscription could not be activated

Approved refunds will be processed using the original payment method where reasonably possible. Refund processing times may vary depending on your financial institution.

To request a refund, contact Smartcall Customer Support at +27 11 507 4630 or email info@smartcalltech.co.za.

12. Customer Support

Smartcall provides first-line customer support for subscription purchases, billing enquiries, payment issues, recurring billing, cancellations and eligible refund requests.

The NBA is responsible for technical support relating to streaming, NBA ID accounts, application functionality, device compatibility and content availability.

Where appropriate, Smartcall may refer customers to the NBA for service-related enquiries.

13. User Responsibilities

You agree to provide accurate information, maintain the confidentiality of your account credentials, use the Service only for lawful purposes, and not attempt to copy, modify, distribute, reverse engineer or interfere with the Service or any related systems.

14. Privacy and Personal Information

Smartcall processes personal information in accordance with applicable data protection laws, including the Protection of Personal Information Act (POPIA), and its Privacy Policy.

Certain information required to activate and administer your subscription may be shared with the NBA solely for the purpose of providing NBA League Pass. By using the Service, you consent to such processing and sharing as necessary to deliver the Service.

15. Intellectual Property

All trademarks, logos, copyrights and other intellectual property relating to NBA League Pass remain the property of the NBA and its licensors. Smartcall retains all rights relating to its own trademarks, branding, software and website content. Nothing in these Terms grants you any ownership rights in either party's intellectual property.

16. Disclaimers

Smartcall does not guarantee uninterrupted availability of the NBA League Pass service and shall not be responsible for interruptions arising from the NBA platform, internet connectivity, telecommunications providers, force majeure events or circumstances beyond its reasonable control.

17. Limitation of Liability

To the fullest extent permitted by law, Smartcall shall not be liable for any indirect, incidental, consequential or special damages arising from your use of the Service. Smartcall's total liability in connection with any claim shall not exceed the subscription fees paid by you during the twelve (12) months immediately preceding the event giving rise to the claim, except where liability cannot be excluded by law.

18. Governing Law

These Terms shall be governed by the laws of the Republic of South Africa. Any dispute arising out of or relating to these Terms shall be subject to the exclusive jurisdiction of the South African courts, unless applicable consumer protection legislation provides otherwise.

19. Amendments

Smartcall may amend these Terms from time to time to reflect changes in law, the Service or business operations. Updated Terms will be published on the Smartcall website and will become effective upon publication unless otherwise stated.

20. Company Information

Smartcall Technology Solutions (Pty) Ltd

Registration Number: 2000/006777/07

Registered Address: 15 Eastwood Road, Dunkeld West, Johannesburg, South Africa

Telephone: +27 11 507 4630

Email: info@smartcalltech.co.za

Website: www.smartcalltech.co.za