

20 September 2016

Telkom revises Fair Use Policy for Uncapped LTE

Telkom has listened to its customers and has revised the conditions of its Fair Use Policy (FUP) for Uncapped LTE. The revisions seek to offer customers a fair and sustainable connectivity experience.

Effective immediately, customers making use of the LTE Uncapped product will receive an additional 100GB of full speed data per month. This means that customers would have to use in excess of 300GB of data per month before Telkom's FUP will be applied. Telkom has also included an additional 50GB data allocation for peer-to-peer services such as BitTorrent and Skype.

In the few instances where customers exceed the data allocation of 300GB Telkom will offer 50GB of data at a reduced speed of 4MBps. Should customers exceed the additional 50GB of data, Telkom will offer another 50GB of data at 2MBps for the remainder of the month.

A speed of 2Mbps is adequate for standard definition streaming to one screen across popular content streaming providers like Netflix and ShowMax.

"We are confident that our revised Fair Use Policy offers greater value for our high data usage customers without compromising the connectivity experience of our other customers. In the few instances in which we are forced to apply the FUP, we have ensured that customers still have a fast enough connection to ensure that their service is still usable for the remainder of the month," explained Telkom spokesperson, Ms Jacqui O'Sullivan.

"Our decision to implement the Fair Use Policy is premised on our commitment to deliver a quality connectivity to experience to all our customers. Even in instances where our FUP is applied the reduction in speed will still allow for content streaming."

Aside from managing usage behaviour, Telkom has also ramped up investment in additional infrastructure to accommodate the growing demand of our LTE service.

"We understand that quality data connectivity is in high demand our new FUP reflects our understanding of this. We have made every effort to ensure that customers receive a quality data experience. However, in instances where existing LTE Uncapped customers may have requirements beyond what we can cater for on this specific LTE product, we would like to engage these customers on alternate products better suited to their needs. We are also willing to release these customers impacted by the FUP from their existing contracts without any penalty," concluded O'Sullivan.

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ABOUT TELKOM:

Telkom is a leading communications services provider in South Africa. We had consolidated operating revenue of R37.3 billion and normalised profit after tax of R4,052 million for the year ended 31 March 2016. Total assets amounted to R46.8 billion and equity attributable to the owners of Telkom to R26.1 billion as of 31 March 2016. The group generated normalised free cash flow of R3.9 billion for the year ended 31 March 2016.

As of 31 March 2016, we had approximately 3.2 million telephone access lines in service and 1,077,939 ports connected via MSAN access. We offer business, residential and payphone customers a wide range of services and products, including:

- fixed-line retail voice services using PSTN (Public Switched Telephone Network) lines, including ISDN (Integrated Services Digital Network) lines, and the sale of subscription based value-added voice services and calling plans;
- fixed-line customer premises equipment rental and sales services both voice and data needs and these include PABX, Computers, Routers, Modems, Telephone handsets and other ancillary equipment;
- interconnection services, including terminating and transiting traffic from South African mobile operators, as well as from international operators and transiting traffic from mobile to international destinations;
- fixed-line data services, including domestic and international data transmission services, such as point-to-point leased lines, ADSL (Asymmetrical Digital Subscriber Line) services, packet-based services, managed data networking services and internet access and related information technology services;
- Data Centre Operations includes e-commerce, application service provider, hosting, data storage, e-mail and security services;
- W-CDMA (Wideband Code Division Multiple Access), a 3G next generation network, including fixed voice services, data services and nomadic voice services;
- mobile communication services, including voice services, data services and handset sales through our mobile brand called Telkom Mobile;
- information and communication services including cloud services, infrastructure services, workspace services, global service integration management and hardware and network equipment sales locally, in seven African countries, the UK and Dubai through Business Connexion Group; and
- other services including directory services, through Trudon (Pty) Ltd, wireless data services, through Swiftnet (Pty) Ltd.
- Convergence is one of our key strategic initiatives in building a sustainable future for Telkom. We will lead the provision of converged services in South Africa in support of our mission statement: Seamlessly connecting people to a better life.