



Frequently Asked Questions Fibre 3-Months Discount in Openserve Fibre Coverage

1. What is the promotion period?

- This Promotion will run up to the 8th of December 2024. All orders processed up to 08 December 2024 qualify for the discount.

2. How will the benefit work?

- Customers who sign up during the promotional period will get the benefit for the first 3 months, thereafter standard prices apply. The benefit will differ, depending on when the customer signed up for the service. Benefit eligibility **example**:
 - Customer A orders service in November will get discount for Nov, Dec & Jan,
 - Customer B orders service in December, gets discount for Dec, Jan & Feb.

3. How much is the discount?

- R115 (Including VAT) discount for 3-months.

4. Who is eligible for the promotional discount?

- The promotion will apply to Consumer, SMB, and CSS Gated Community customers.
- New To Franchise (NTF) fibre orders placed up to 08 December 2024 qualify for the promotion.
- Customer will enjoy the benefit of the promotion for 3 months. Thereafter standard pricing will apply.
- Pre-orders will qualify for the promotion provided the order is in the system on or before 08 December 2024.
- Openserve's *Try Before You Buy* (TBYB) customers will qualify for the promotion.
- DSL customers who migrate to fibre will qualify for the promotion.
- Telkom Customers moving over from 3rd Party FNO's to take up this offer will qualify for the promotion. No new router will be issued.
- 3rd party FNO customers will be subject to a 30-day notice period before they can switch to Openserve Fibre.
- The promotion will only apply to customers who sign a 12-month contract.

5. What are exclusions from the promotion?

- Switching of services from another Openserve ISP to Telkom will **not** qualify for the promotion, **for example**: switching from MWEB to Telkom is not allowed because Mweb is also a Openserve broadband customer. Customers will need to be made aware of this prior to ordering.
- Customers who order and check out online will get the 6% online discount and **will not** be eligible for this promotion.
- Telkom EasyConnect Fibre bundles

6. To which products is the promotion applicable?

Bundle	Standard Price (Incl. VAT)	Discount (Excl. VAT)	First 3-months Price (Incl. VAT)
Telkom Core 50/25Mbps	R 619	R 100	R 504
Telkom Core 100/50Mbps	R 795	R 100	R 680
Telkom Endless Fibre 50/50Mbps	R 715	R 100	R 600
Telkom Endless Fibre 100/100Mbps	R 909	R 100	R 794
Telkom Endless Fibre 200/100Mbps	R 1 155	R 100	R 1 040
Telkom Endless Fibre 200/200Mbps	R 1 215	R 100	R 1 100
Telkom Endless Fibre 300/150Mbps	R 1 445	R 100	R 1 330
Telkom Endless Fibre 500/250Mbps	R 1 605	R 100	R 1 490

Table 1: Consumer Fibre Bundles

Bundle	Standard Price (Incl. VAT)	Discount (Excl. VAT)	First 3-months Price (Incl. VAT)
GC CSS Telkom Core 50/25Mbps	R 578.75	R 100	R 463.75
GC CSS Telkom Core 100/50Mbps	R 754.75	R 100	R 639.75
GC CSS Telkom Endless Fibre 50/50Mbps	R 674.75	R 100	R 559.75
GC CSS Telkom Endless Fibre 100/100Mbps	R 868.75	R 100	R 753.75
GC CSS Telkom Endless Fibre 200/100Mbps	R 1 114.75	R 100	R 999.75
GC CSS Telkom Endless Fibre 200/200Mbps	R 1 174.75	R 100	R 1 059.75
GC CSS Telkom Endless Fibre 300/150Mbps	R 1 404.75	R 100	R 1 289.75
GC CSS Telkom Endless Fibre 500/250Mbps	R 1 564.75	R 100	R 1 449.75

Table 2: CSS Gated Community Bundles

Frequently Asked Questions: Fibre 3-Months Discount Promo

Bundle	Standard Price (Incl. VAT)	Discount (Excl. VAT)	First 3-months Price (Incl. VAT)
Telkom Business Core Fibre - Lite 50/25Mbps	R 619	R 100	R 504
Telkom Business Core Fibre- Classic 100/50Mbps	R 795	R 100	R 680
Telkom Bus Endless Fibre- Classic 50/50Mbps	R 715	R 100	R 600
Telkom Bus Endless Fibre- Essential 100/100Mbps	R 909	R 100	R 794
Telkom Bus Endless Fibre- Optimum 200/100Mbps	R 1 155	R 100	R 1 040
Telkom Bus Endless Fibre - Optimum Plus 200/200Mbps	R 1 215	R 100	R 1 100
Telkom Bus Endless Fibre- Ultra 300/150Mbps	R 1 445	R 100	R 1 330
Telkom Bus Endless Fibre- Ultra Max 500/250Mbps	R 1 605	R 100	R 1 490

Table 3: SMB Fibre Bundles

7. What happens if a customer cancels service within the 12 months contract period?

- **Standard claw-back terms and conditions apply that include an installation and device claw back costs.**
 - The Customer will be liable for the full cost of any Fibre line ordered; however, the pro-rated remaining cost of the installation and router will be charged at the time of cancellation.

8. Is a downgrade or upgrade allowed during the promotion contract term?

- A once off downgrade fee of R100 (excl. VAT) will apply.