

## Frequently Asked Questions

### Telkom Core Fibre and Telkom Endless Fibre

#### 1. What is Telkom Core and Telkom Endless Fibre?

Telkom Core Fibre and Endless Fibre are new products that run over Openserve Fibre network and Web Connect areas with Uncapped internet data that has No FUP thresholds and no throttling.

#### 2. Who will Qualify for Telkom Core and Endless Fibre products?

All Consumer, Gated Communities and Business Customers in the Openserve Fibre Connect footprint. The provisioning of Telkom's Core and Endless Fibre service is subject to infrastructure and Network coverage availability, which can be checked at <https://secure.telkom.co.za/today/ucm/>

#### 3. What are product options available?

There are two product options i.e., Telkom Core and Endless Fibre

##### Telkom Core Fibre (Asymmetrical)

Product Name	Speed	Price (Incl.VAT)	Data	Router	Installation	Voice & Email
Core Fibre	40/20Mbps	R549	Uncapped	Yes	Yes	Optional
Core Fibre	75/50Mbps	R719	Uncapped	Yes	Yes	Optional

*\*Router and Installation included on 12-month contract*

##### Telkom Endless Fibre bundles

Product Name	Speed	Price (Incl.VAT)	Data	Router	Installation	Voice & Email
Classic	40/40Mbps	R629	Uncapped	Yes	Yes	Optional
Essential	75/75Mbps	R825	Uncapped	Yes	Yes	Optional
Optimum	150/75Mbps	R1 059	Uncapped	Yes	Yes	Optional
Optimum Plus	150/150Mbps	R1 115	Uncapped	Yes	Yes	Optional
Ultra	300/150Mbps	R1 335	Uncapped	Yes	Yes	Optional
Ultra Max	500/250Mbps	R1 499	Uncapped	Yes	Yes	Optional

*\*Router and Installation included on 12-month contract*

#### 4. What payment options are available for Telkom Core and Endless Fibre?

12-Month contract (\*includes router & installation)

Month-to-month (excludes router & installation)

## 5. What is included in the Telkom Core and Endless Fibre packages?

Fibre Access and Uncapped internet.

## 6. Does the Telkom Core and Endless Fibre include Value-Added services?

No, value-Added Services are optional. They can be purchased at an additional charge.

## 7. Can I migrate from my Existing DSL/Fibre package to a new Telkom Core/Endless Fibre product?

Yes, you can, providing that:

- When using an existing email, the email will not be part of the new product but can be used as a standalone mailbox at the standard charges. It remains the customers responsibility to back up all emails.
- Telkom Internet Mobile Failover cannot be transferred to the new Telkom Core/Endless Fibre products and will be discontinued.

## 8. Can I keep my Service number?

Yes, the number can be added providing that you subscribe for a suitable calling plan. Additional charges will apply for Retail Fibre Voice.

## 9. What is the difference between Telkom Core Fibre and Telkom Endless Fibre?

**9.1. Telkom Core Fibre Products** are classified in the lower speed range and are asymmetrical.

- 40/20 Mbps – 40 Mbps Download speed and 20Mbps Upload speed
- 75/50 Mbps – 75 Mbps Download speed and 50Mbps Upload speed

**9.2 Telkom Endless Fibre products**, the lower speed products are symmetrical with upload and download speeds the same, Telkom Endless Fibre speeds range from 40Mbps – 500Mbps.

- 40/40 Mbps – 40 Mbps Download speed and 40 Mbps Upload speed
- 75/75 Mbps – 75 Mbps Download speed and 75 Mbps Upload speed
- 150/75Mbps – 150 Mbps Download speed and 75 Mbps Upload speed
- 150/150Mbps – 150 Mbps Download speed and 150 Mbps Upload speed
- 300/150Mbps – 300 Mbps Download speed and 150 Mbps Upload speed
- 500/250Mbps – 500 Mbps Download speed and 250 Mbps Upload speed

## 10. What are the benefits of purchasing Telkom Core and Endless Fibre?

Unrestricted streaming, gaming, video conferencing, large File downloads, etc.

Table below is a theoretical example of what you can do at different speeds

Speed	Single Song	YouTube Clip	YouTube (HD)	Album	TV Show (HD)	Film	Film (HD)	Film (full DVD)	Film (Bluray)	Video Game (average Size)
<b>Size (MB)</b>	<b>5</b>	<b>10</b>	<b>50</b>	<b>100</b>	<b>450</b>	<b>700</b>	<b>1500</b>	<b>4500</b>	<b>10000</b>	<b>40000</b>
40Mbps	1s	2s	10s	20s	90s	140s	300s	900s	2000s	8000s
75Mbps	0.53s	1.06s	5.33s	10.66s	48s	74.66s	160s	480s	1066s	4266s
150Mbps	0.26s	0.53s	2.66s	5.33s	24s	37.33s	80s	240s	533s	2133s
300Mbps	0.13s	0.26s	1.33s	2.66s	12s	18.66s	40s	120s	266s	1066s
500Mbps	0.08s	0.16s	0.8s	1.6s	7.2s	11.25s	24s	72s	160s	640s

*\*Note: Fibre broadband is a best effort service, and the speeds are not guaranteed. These are theoretical calculations.*

**11. Will I experience any interruptions on my internet during my daily connectivity & operations?**

The new Telkom Core Fibre and Telkom Endless Fibre are bundled with Uncapped internet with no Fair Usage policy and no throttling throughout the day.

**12. Do I have to sign a Term contract on the new products?**

The new products will be available on month to month and on a 12-month contract. Installation cost and a router are included as part of the 12- month contract. Customer can purchase a router as a once off charge or over a sales agreement if required.

**13. Will I pay any penalties when I cancel my service within the 12-month contract term period?**

A pro-rata rate will apply for the remainder of the contract period when the service is cancelled before the end of the term contract, and this shall apply to the router and installation cost.

**14. How will I receive my router?**

The router will be delivered by the courier company (Home Delivery) or the Openserve Technician.

**15. Can I order the new products if my coverage is in a pre-order or Web Connect coverage area?**

Yes, however it is not guaranteed and in the case of MDU (Multi Dwelling Units) such as Business Parks, Gated Communities, or malls) the provisioning of service is subject to landlord approval.

**16. How many Voice lines can I get on my Fibre connection (ONT) Optical Network Termination?**

Only 2 voice ports are available on the ONT, however if the customer requires more than 2 voice lines, they can add VoIP (Voice over Internet Protocol) lines.

**17. Can I have a mailbox when subscribing for a Telkom Core/Endless Fibre Product?**

A mailbox is not included as part of the Telkom Core and Endless Fibre bundles but can be purchased at the standard rate as a Value-added service.

**18. How much will I pay to keep my mailbox?**

A standalone mailbox will cost R15,82 (Vat included)

**19. Is my Broadband Fibre speed guaranteed?**

**20.** Fibre broadband is a “best effort” service, and the speeds are not guaranteed. This means that the potential speed that can be obtained will depend on the congestion of the network.