

## **FAQs - Telkom Prepaid Compact-Fibre over Openserve fibre network**

### **1. What is Telkom Prepaid Compact-Fibre?**

- Telkom Prepaid Compact-Fibre is a low-cost fibre product that runs over Openserve fibre network. The installation starter pack includes a WiFi enabled ONT device and an Uncapped Internet data that works on a duration basis.

### **2. Who qualifies for the Telkom Prepaid Compact-Fibre over Openserve network?**

- All Consumer customers who are within the Openserve Prepaid Compact-Fibre network coverage qualify. No credit vetting required.

### **3. How do I know if my area has Telkom Prepaid Compact-Fibre coverage?**

- Network coverage can be confirmed on Telkom's website at the following URL <https://www.telkom.co.za/check-coverage>.

### **4. Is the Telkom Prepaid Compact-Fibre service available in all Openserve fibre areas?**

- No. Telkom Prepaid Compact-Fibre is available in selected areas only. Coverage to be verified at <https://www.telkom.co.za/check-coverage>.

### **5. What installation options are available on Telkom Prepaid Compact-Fibre?**

- Telkom Prepaid Compact-Fibre is available on the following option:
  - 20/10Mbps 14-day installation + Uncapped Internet data @ R199
    - Start-up bundle to be used to install the fibre access line.

### **6. What internet recharge voucher options are available:**

- Only one recharge voucher option is available.
  - 7-day **recharge** + Uncapped Internet voucher @ R99
    - Recharge voucher to be used when customer runs out of data.
  - 7-day **re-activation** + Uncapped Internet voucher @ R199
    - Re-activation voucher required after 90 days of not recharging

### **7. Can I buy a voucher only when I need it?**

- Yes. However, after **90 days** of not recharging, the customer will be required to buy a 7-day re-activation voucher.

### **8. What if the Prepaid Compact-Fibre line remains dormant for longer than 180 (hundred-and-eighty) days?**

- The Prepaid Compact-Fibre line will be discontinued. The customer will be required to purchase a new installation starter pack @R199. The standard fibre installation process will apply.

**9. Will the service come with SoftCap Internet vouchers?**

- No, only Uncapped Internet vouchers will be available.

**10. What are the benefits of purchasing Telkom Prepaid Compact-Fibre service?**

- No long term contracts
- Affordability
- Easy top-up options
- Reliability
- No bill shocks
- Flexibility
- No credit vetting

**11. Where do customers buy the Telkom Prepaid Compact-Fibre service?**

The customers can buy through the following channels:

- Telkom Website ([www.telkom.co.za](http://www.telkom.co.za))
- Call Centre

**12. Where do customers buy the Telkom Prepaid Compact-Fibre voucher?**

- Openserve Website at <https://openserve.co.za/openserveisp/verify-prepaid>.

**13. How will the customer journey look like?**

- The customer journey will consist of 2 steps:

**Step 1:** Buy a Starter pack to get fibre line installed from the above channels.

- Installation and 14-day uncapped internet data

**Step 2:** To top up and redeem Uncapped Internet vouchers whenever the current voucher duration runs out.

- 7-day Uncapped Internet voucher @ R99.

**14. What payment methods are available for Telkom Prepaid Compact-Fibre and for the Uncapped recharge vouchers?**

- Credit/Debit card only.

- 15. What speeds are available on Telkom Prepaid Compact-Fibre?**
  - 20/10Mbps speed is the only speed available on Telkom Prepaid Compact-Fibre.
- 16. Does the Uncapped Internet voucher include throttling and FUP thresholds?**
  - No. There are no FUP (Fair Usage Policy) thresholds and no throttling on Telkom Prepaid Compact-Fibre.
- 17. Does the Uncapped Internet voucher include Value-Added services such as TI mailboxes or TI Mobile data?**
  - There are no Value-Added services included on the Telkom Prepaid Compact-Fibre service.
- 18. How long does it take for the Telkom Prepaid Compact-Fibre line to be installed?**
  - The installation will take place within an average of 7 working days. An Openserve technician will contact the customer to make an appointment for the fibre access installation up to the ONT only.
- 19. When will the Telkom Prepaid Compact-Fibre service be activated?**
  - The customer will be notified when the service is active through an SMS.
- 20. Can the customer purchase the Internet voucher before the prepaid fibre access is installed?**
  - No. It will not be possible.
- 21. Can a customer buy multiple vouchers in advance?**
  - The customer can purchase multiple vouchers at the same time and these vouchers will be activated in accordance with the sequence they were purchased.
- 22. When can the customer start using the Internet voucher after purchasing it?**
  - It is recommended to buy the voucher before the last one runs out. If it has expired already, the new voucher will be active within two hours.
- 23. Can a customer migrate from Post-paid fibre to Telkom Prepaid Compact-Fibre?**
  - Migrations are not allowed. The post-paid fibre service will have to be cancelled and a new prepaid fibre service will be provisioned. The prorated remaining cost of the installation and router will be charged at the time of cancellation, if cancelled prior to the 12 months.
- 24. Is data transfer allowed from Telkom Prepaid Compact-Fibre voucher to another voucher?**
  - No. Data transfer is not allowed.
- 25. What will happen to the data voucher if a fault is detected on the Telkom network where such fault caused downtime to be experienced by the customer?**

- Telkom will allocate a suitable voucher option to the relevant fibre line to compensate for the downtime experienced by the customer. This voucher will only be allocated to a Telkom Prepaid Compact-Fibre line that has an active voucher.

**26. Is there any call out fee involved?**

- Yes. Telkom shall charge a call-out fee in all instances where the customer has requested Telkom to attend to any fault in respect of a Telkom Prepaid Compact-Fibre, where such fault is at a point in the network beyond the WiFi enabled ONT or where such fault is as a result of the customer's activities, including but not limited to any activity that may have caused damage to the WiFi enabled ONT, as well as power interruption incidents which could have been reasonably prevented by the customer.

**27. Is the router required for Telkom Prepaid Compact-Fibre service?**

- No. The service comes with a WiFi enabled ONT device.

**28. What will the customer need to know in order to connect his/her devices to the internet via WiFi?**

- The WiFi network name and password can be found at the back of the ONT device under SSID (WiFi network name) and the password under WLAN key or WiFi Key.

**29. How long is the trenching distance included as part of the installation fee?**

- The installation of the service includes 8 meters of trenching. If the distance from the boundary box to the customer premises is more than 8 meters, the customer will be responsible for the remaining trenching arrangements and charges.