

## **FAQs - Telkom Prepaid Express-Fibre Over Openserve Fibre Network**

- 1. What is Telkom Prepaid Express-Fibre?**
  - Telkom Prepaid Express-Fibre is a service that runs over Openserve fibre network, with uncapped internet data that is sold on a duration basis.
- 2. Who qualifies for the Telkom Prepaid Express-Fibre over Openserve network?**
  - All customers who are in the Openserve Fibre network coverage qualify, including customers whom in the past did not qualify for Post-paid FTTH bundles.
- 3. How do I know if there is Openserve Fibre network coverage in my area?**
  - The Openserve Fibre network coverage can be confirmed on Telkom's website at the following URL <https://www.telkom.co.za/personal/home-internet/fibre>
- 4. How is Telkom Prepaid Express-Fibre different from Post-paid Fibre?**
  - Telkom Prepaid Express-Fibre product is only available on **50/25Mbps** speed and can only be used with uncapped internet vouchers that are sold on a duration basis.
- 5. What installation options are available on Telkom Prepaid Express-Fibre?**
  - Telkom Prepaid Express-Fibre is available on 2 Starter pack options:
  - Starter Pack 1 @ R499
    - Includes installation + router
  - Starter Pack 2 @ R399
    - Includes installation only
    - Customer to provide own ICASA approved router
- 6. When does the available Uncapped Internet Vouchers expire?**
  - The duration of the Uncapped Internet vouchers are as follows:
    - 3-day voucher
    - 7-day voucher
    - 30-day voucher
- 7. Are the SoftCap vouchers for Telkom Prepaid Express-Fibre service available?**
  - No, only Uncapped Internet vouchers are available.

- 8. What are the benefits of purchasing Telkom Prepaid Express-Fibre service?**
- No fixed terms contract
  - Customer has full control
  - Easy top-up options
  - No credit checks
  - No bill shocks
  - No penalties or late fees
  - Reminders to top-up
- 9. How do customers buy the Telkom Prepaid Express-Fibre service?**
- Telkom Prepaid Express-Fibre follows a 2-step purchase process which is as follows:
    - To buy a Telkom Prepaid Express-Fibre Starter Pack, customers must apply online from the Telkom website ([www.telkom.co.za](http://www.telkom.co.za)).
    - To buy an Uncapped Internet voucher, customers must log into the Telkom Internet Customer portal (Only possible on active prepaid fibre access).  
<https://customerportal.telkomsa.net/portal/overview/index.jsf>
- 10. What payment methods are available for Telkom Prepaid Express-Fibre Starter packs?**
- Credit/Debit card payments only.
- 11. What payment methods are available for Uncapped Internet vouchers?**
- Credit/Debit card payments only.
- 12. What speeds are available on Telkom Prepaid Express-Fibre service?**
- 50/25Mbps service speed is available on Telkom Prepaid Express-Fibre.
- 13. Does the Uncapped Telkom Internet voucher include throttling and FUP thresholds?**
- No. The Uncapped Telkom Internet voucher does not include throttling or FUP thresholds.
- 14. Does the Uncapped Telkom Internet voucher include Value-Added services such as TI mailboxes or TI Mobile data?**
- No. Value Added services are excluded from the Telkom Prepaid Express-Fibre services.
- 15. Will the customer be notified before the Uncapped Internet voucher expire?**
- Yes. The customer will be notified via SMS/Email a day before the voucher expires.
- 16. What happens after the Uncapped Internet voucher has expired?**
- After the voucher has expired and the customer tries to connect to the internet, they will be re-directed to the Telkom Internet Customer portal where they will be required to acknowledge if they want to browse at a reduced speed (which includes throttling of certain services) or buy a top up voucher.

- 17. How long does it take for the Telkom Prepaid Express-Fibre to be installed?**
- The installation of the Telkom Prepaid Express-Fibre access will on average be 10 working days. An Openserve technician will contact the customer to make an appointment for the fibre access installation up to the ONT only.
  - The normal Openserve FTTH process will be followed to install the Telkom Prepaid Express-Fibre access.
- 18. Can the customer purchase the Internet voucher before the Telkom Prepaid Express-Fibre access is installed?**
- No. Only when the Telkom Prepaid Express-Fibre access is active and the customer is in possession of a fibre router can an internet voucher be purchased from the Telkom Internet Customer portal, on the following URL  
<https://customerportal.telkomsa.net/portal/overview/index.jsf>
- 19. Can the customer have multiple usernames on the same Telkom Prepaid Express-Fibre access?**
- No. The customer is only allowed to have one username and one active voucher at a time per fibre access. However, the customer can buy multiple vouchers at any time which will just extend the end date of the active voucher.
- 20. When can the customer start using the internet voucher after purchasing it?**
- The duration of the voucher will start within two hours after successful activation on the Telkom Internet Customer portal and end at 00:00 of the last day of the voucher period.
- 21. What happens when the customer does not buy and use a recharge voucher for longer than a month (30 days) after the expiry of the last voucher?**
- The Telkom Prepaid Express-Fibre access will be discontinued. The customer would have to buy a starter pack to activate the Telkom Prepaid Express-Fibre access again, specifically Starter pack 2 @ R399.
- 22. Can a customer migrate from Post-paid fibre to Telkom Prepaid Express-Fibre?**
- Yes. Migrations from Post-paid fibre to Telkom Prepaid Express-Fibre are allowed but the customer will still be liable for any contract costs of the post-paid service.
- 23. Is data transfer allowed from Telkom Internet Prepaid bundle to another bundle?**
- No. Data transfer from Telkom Internet Prepaid bundle to another is not allowed.