



Frequently Asked Questions

Telkom Fusion Bundles - New Telkom Converged Bundles that include FTTH + Mobile SIM(s)

1. What are Telkom Fusion bundles?

Telkom Fusion bundles are a new suite of products, combining FTTH and mobile into a single converged offering. The bundles include FTTH access, uncapped internet with no FUP Thresholds and No throttling, up to 2 mobile TopUp SIMs with data (Anytime data), voice minutes (All-network voice minutes and Telkom to Telkom minutes) and SMSs.

The bundles are ONLY available on the NGN stack – it will not be available on CMSS or Mobile stack.

2. What are product options available in the Telkom Fusion bundles?

There are **two** bundle options available, i.e., Single SIM and Dual SIM (2 x individual SIM's), respectively combined with a selection of FTTH speeds, as per the tables below:

Product Description & Price		Fibre Plan		Mobile Plan (Top-Up)				
Product Description	Retail Price	Fibre Plan	Fibre Speed	Mobile Plan (Top-Up)	Mobile Data	On-Net Minutes	All-Net Minutes	SMSs
Telkom Fusion - 40/20	R589	Uncapped FTTH 40/20	40/20Mbps	Telkom FlexOn 2	2GB	500	75	500
Telkom Fusion - 40/40	R669	Uncapped FTTH 40/40	40/40Mbps	Telkom FlexOn 2	2GB	500	75	500
Telkom Fusion - 75/50	R829	Uncapped FTTH 75/50	75/50Mbps	Telkom FlexOn 6	6GB	1000	150	1000
Telkom Fusion - 75/75	R929	Uncapped FTTH 75/75	75/75Mbps	Telkom FlexOn 6	6GB	1000	150	1000
Telkom Fusion - 150/75	R1 115	Uncapped FTTH 150/75	150/75Mbps	Telkom FlexOn 6	6GB	1000	150	1000

Table 1: Single Mobile SIM Option (Customer receives 1 x Mobile TopUp SIM)

Product Description & Price		Fibre Plan		Mobile Plan (Top-Up)				
Product Description	Retail Price	Fibre Plan	Fibre Speed	Mobile Plan (Top-Up)	Mobile Data	On-Net Minutes	All-Net Minutes	SMSs
Telkom Fusion 2 - 40/20	R679	Uncapped FTTH 40/20	40/20Mbps	Telkom FlexOn 2	2GB	500	75	500
Telkom Fusion 2 - 40/40	R739	Uncapped FTTH 40/40	40/40Mbps	Telkom FlexOn 2	2GB	500	75	500
Telkom Fusion 2 - 75/50	R999	Uncapped FTTH 75/50	75/50Mbps	Telkom FlexOn 6	6GB	1000	150	1000
Telkom Fusion 2 - 75/75	R1 089	Uncapped FTTH 75/75	75/75Mbps	Telkom FlexOn 6	6GB	1000	150	1000
Telkom Fusion 2 - 150/75	R1 285	Uncapped FTTH 150/75	150/75Mbps	Telkom FlexOn 6	6GB	1000	150	1000

Table 2: Dual Mobile SIM Option (Customer receives 2 x Mobile TopUp SIMs on the same package)

Telkom's Fibre service is subject to infrastructure and Network coverage availability, which can be checked at: <https://www.telkom.co.za/check-coverage>

3. What are the qualifying criteria for Telkom Fusion bundles?

- New customers within the Openserve FTTH (Fibre to the Home) footprint.
- Existing FTTH customers wanting to migrate to the new converged offers.

- DSL customers within the Openserve FTTH footprint, wanting to migrate to the new converged offers.
- Existing Telkom Mobile customers within the Openserve FTTH footprint, wanting to migrate to the new converged offers.

4. What contract term options are available for Telkom Fusion bundles?

12-Month contract (includes router & installation) for the bundles

5. What is included in the Telkom Fusion bundles?

- Fibre Access (router and installation included)
- Uncapped internet (*Unthrottled & No FUP*)
- Mobile SIM (data, voice minutes & SMS)
 - Telkom Fusion – FTTH plus 1 FlexOn TopUp SIM
 - Telkom Fusion2 – FTTH plus 2 FlexOn TopUp SIMs

6. What are FlexOn plans?

Telkom FlexOn plans are designed to simplify our customer's experience, with simple Data offering – customer can use data for any App/platform, when required.

- Plans include All-network voice minutes, Telkom to Telkom minutes and SMSs
- Specific terms and conditions apply: [Telkom Product Specific Terms and Conditions - FlexOn Infinite Mobile Postpaid and TopUp plans.pdf](#)

7. What are the benefits of purchasing Telkom Fusion bundle?

Value for money as the bundles are discounted to a price point that is less expensive than taking the services separately. Telkom Fusion bundles offer the best of both worlds i.e., Fixed internet Access, Mobile data, voice minutes and SMSs all on one account. Customers get unrestricted fixed internet access for streaming, gaming, work, music and more.

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

Yes, the new products will be available on a 12-month contract. Installation cost and a router are included as part of the 12- month contract.

9. On the Dual SIM option, how is DATA allocated?

Depending on the FlexOn package subscribed to, each SIM gets data allocated per SIM as per the mobile package, for example on a Telkom Fusion2 40/20Mbps bundle, each SIM will receive the respective FlexOn 2 benefits per SIM i.e., 2GB All-network AnyTime data, 500 Telkom-to-Telkom minutes 75 All-network minutes and 500 SMS's.

10. Is a SIM connection fee applicable?

Yes, the standard mobile base plan SIM and connection fee will apply of R201,75. This will apply per SIM.

11. If an additional SIM is required, where will it be activated?

An additional mobile SIM over and above what the specific FMC bundle offers, will be separate from the FMC package and will be treated as a normal additional mobile contract charged at standard pricing (dependent on the plan selected by the customer). These additional SIM's can be added to the existing NGN fixed line account, on which the customer has already been created as a Fusion customer. All mobile deals for FlexOn, Infinite and FreeMe have been opened on NGN and can be added.

12. When Fibre is cancelled, will the SIM remain on fixed stack?

Yes, the SIM will remain. The Telkom Fusion bundle discount will fall away if a customer unbundles or cancels the Fibre component. We are allowing customers to continue using the mobile service however – the mobile service becomes a normal mobile contract, billed at standard plan rates with no discounts. The SIM is the anchor of the Fusion package – should the Sim be cancelled the total Fusion package will be cancelled.

13. I have an existing FlexOn deal on mobile, can I move to fixed with my number?

NO. You cannot move an existing Sim Only FlexON contract from Mobile to the NGN Fixed stack in order for the customer to include as part of Fusion. The Mobile package on the mobile stack will have to be cancelled. Recycle the MSISDN number and do a New Fusion Provide on NGN. You may then allocate the recycled MSISDN number on to the newly provided FlexOn mobile sim that is part of the Fusion combo.

14. What happens when downgrading from FlexOn6 to FlexOn2, without changing the Fibre speed?

You cannot downgrade your mobile plan without affecting your Fibre speed. Moving from one mobile plan to another, you move to the Fibre speed paired with that mobile plan. Customer would have to change the Fusion package that they are on.

15. What are payment methods for Telkom Fusion bundles?

Telkom Bill
Debit order

16. What is indicated on the invoice?

Individual line items under a Telkom Fusion heading which will show all bundle components as well as the discount amount.

17. If I purchase additional SIM, will it be billed on the same invoice as the bundle?

Yes. Please refer question 11 above.

18. What happens when I cancel Telkom Fibre?

The Telkom Fusion bundle discount will fall away if a customer unbundles or cancels any of the service components.

19. Can I keep my mobile number when cancelling the Telkom Fusion?

If the Telkom Fusion bundle is cancelled the mobile number's (MSISDN) will remain in place.

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

Yes, when the service is cancelled before the end of the Term Contract, there will be a pro-rated claw back applied to the router or any other devices, and installation costs, where applicable.

21. How will I receive my router?

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

22. How will I receive my SIM cards?

SIM cards can be collected over the counter at your nearest Telkom store, or they can be delivered to your address by a courier company.

23. Is Broadband Fibre speed guaranteed?

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.

24. Does the Telkom Fusion include Value-Added services?

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

25. What Value-Added services can be purchased in addition to Telkom Fusion bundle?

FTTH & Internet

- Mailbox (3GB storage including 5 aliases)
- Voice calling plans

Mobile SIM

- Once-off data bundles
- Voice minutes

26. Can I purchase a mobile device on the account with Telkom Fusion?

Yes, additional devices can be purchased and will have pay back options of 12, 24 or 36 months.

27. What happens when allocated mobile data is depleted?

Customers can top-up via the following channels

- Telkom USSD *180#
- Website Self-Service Portal
- Telkom App (iOS & Android)
- Telkom Stores
- WhatsApp 081 160 1700