

## FAQs - Frogfoot Air Unlimited Fibre

**1. What is Frogfoot Air Unlimited fibre?**

It is a low cost fibre solution where a router is not required because the service is WiFi enabled.

**2. Why get connected with Frogfoot Air Unlimited fibre?**

It is affordable, perfect for customers who want to maintain their fibre service on low monthly costs.

**3. What service speeds are available on Frogfoot Air Unlimited fibre?**

**10/1Mbps** and **50/10Mbps**.

**4. Who qualifies for Frogfoot Air Unlimited fibre?**

All customers who fall within the Frogfoot Air fibre footprint.

**5. Is Frogfoot Air Unlimited fibre available in all Frogfoot coverage areas?**

No. Frogfoot Air Unlimited fibre is available in selected areas only. This can be verified on the Telkom fibre coverage map on the following link, <https://www.telkom.co.za/check-coverage>

**6. Is the Voice service available on Frogfoot Air Unlimited fibre bundles?**

No. If voice is required customers will need to upgrade to the Unlimited Home and Unlimited Home Lite Frogfoot fibre bundles.

**7. Is Telkom Internet mailbox included as part of the Frogfoot Air Unlimited fibre bundles?**

No, it is not included but can be purchased at the standard rate as a Value-added service.

**8. Are there any restrictions on the Telkom Internet Uncapped data?**

No, there are no FUP (Fair Usage Policy) thresholds and no throttling apply.

**9. Does the router come as part of the 12 months clawback contract?**

No. The router is not required because the ONT is WiFi enabled.

**10. Can the customer extend the WIFI inside the house?**

No. WIFI is not extendable.

**11. Does the ONT support the LAN or Ethernet connections since there is no router required?**

No. The ONT does not support LAN or Ethernet connections.

**12. How many devices can be connected wirelessly to the Frogfoot Air Unlimited fibre internet?**

Up to 10 devices only.

**13. Is the process easy for the subscriber to upgrade their package from Frogfoot Air Unlimited fibre to the standard Frogfoot Access Unlimited Home fibre bundles?**

It is the same process as current upgrades. Customers can call 10213 or visit any closest Telkom store. The current service will need to be ceased and a new order will be provisioned.

**14. Will the customer be required to configure the ONT with the ISP username and password?**

No. this will be done automatically during the provisioning process.

**15. Where will a customer find their SSID and Wi-Fi password?**

Frogfoot will send the new WiFi network name (SSID) and Wi-Fi password directly to the customers by SMS. Customers will require the WiFi network name or SSID and password in order to connect their devices to the internet wirelessly.

**16. How much is the installation fee?**

The Frog Foot Air Activation fee is R862.50 Incl VAT

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The total amount charged for Installation and Activation is R1725.