



Frequently Asked Questions

Telkom Business Fusion bundles

1. What is Telkom Business Fusion Bundle?

Telkom Business Fusion bundle is a product that includes Telkom Core/ Telkom Endless Fibre and an Unlimited VoIP 1 plan that runs over Openserve Fibre Network, and they provide access and uncapped internet data. There is no FUP and no throttling.

2. Who will Qualify for Telkom Business Fusion bundles?

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

3. What are product options available?

There are seven bundle options listed on a table below:

Telkom Business Fusion bundles

Telkom Business Fusion Bundle		
Fibre Plan	Fibre Plan	VoIP Plan
Telkom Business Fusion Core Lite 50/25Mbps + VoIP 1	Telkom Business Fusion Core Lite 50/25Mbps	Unlimited VoIP 1
Telkom Business Fusion Core Classic 100/50Mbps + VoIP 1	Telkom Business Fusion Core Classic 100/50Mbps	Unlimited VoIP 1
Telkom Business Fusion Endless Classic 50/50Mbps + VoIP 1	Telkom Business Fusion Endless Classic 50/50Mbps	Unlimited VoIP 1
Telkom Business Fusion Endless Essential 100/100Mbps + VoIP 1	Telkom Business Fusion Endless Essential 100/100Mbps	Unlimited VoIP 1
Telkom Business Fusion Endless Optimum 200/100Mbps + VoIP 1	Telkom Business Fusion Endless Optimum 200/100Mbps	Unlimited VoIP 1
Telkom Business Fusion Endless Ultra 300/150Mbps + VoIP 1	Telkom Business Fusion Endless Ultra 300/150Mbps	Unlimited VoIP 1
Telkom Business Fusion Endless Ultra Max 500/250Mbps + VoIP 1	Telkom Business Fusion Endless Ultra Max 500/250Mbps	Unlimited VoIP 1

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

4. What payment options are available for Telkom Business Fusion bundles?

12-Month contract (*includes router & installation)

5. What is included in the Telkom Business Fusion bundles?

- Fibre Access and Uncapped internet.
- Unlimited VoIP 1

6. Which calls can be made with the Unlimited VoIP 1 Plan?

Unlimited calling **all networks**, excluding Premium rated, teleconference, operator-assisted service, and international calls.

7. Does the Telkom Business Fusion bundle include Value-Added services?

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

8. Can I migrate from my Existing DSL/Fibre package to a new Telkom Business Fusion 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 Business Fusion Fibre products and will be discontinued.

9. 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.

10. Which other calling plans are available for purchase on the Telkom Business Fusion bundle?

VoIP Plans
Unlimited Voip 1
Unlimited Voip 2
Unlimited Voip 3
Unlimited Voip 5
Unlimited Voip 10
Unlimited Voip 20

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

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

- 50/25 Mbps – 50 Mbps Download speed and 25Mbps Upload speed.
- 100/50 Mbps – 100 Mbps Download speed and 50Mbps Upload speed.

11.2 Telkom Endless Fibre products, the lower speed products are symmetrical with upload and download speeds the same, Telkom Endless Fibre speeds range from 50Mbps – 500Mbps.

- 50/50 Mbps – 50 Mbps Download speed and 50 Mbps Upload speed.
- 100/100 Mbps – 100 Mbps Download speed and 100 Mbps Upload speed.
- 200/100Mbps – 200 Mbps Download speed and 100 Mbps Upload speed
- 200/200Mbps – 200 Mbps Download speed and 200 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

12. What are the benefits of purchasing Telkom Business Fusion bundle?

- Unrestricted streaming, gaming, video conferencing, large File downloads, etc.
- Unlimited VoIP 1 is included at a discounted rate on a Telkom Business Fusion bundle.

13. 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.

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

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

15. 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.

16. How will I receive my router?

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

17. 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.

18. 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.

19. Can I have a mailbox when subscribing for a Telkom Business Fusion bundle?

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

20. How much will I pay to keep my mailbox?

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

21. Is my 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.