



## Terms and Conditions – Telkom Easy Connect Fibre

The provision of Telkom's Broadband Service is subject to Telkom's Standard Terms and Conditions. Refer to the link below.

[http://www.telkom.co.za/about\\_us/regulatory/terms-and-conditions.shtml](http://www.telkom.co.za/about_us/regulatory/terms-and-conditions.shtml)

1. Telkom Easy Connect Fibre 20/10Mbps and 40/20Mbps speeds are available at selected Openserve Web Connect areas footprint.
2. Telkom Easy Connect Fibre will be available to:
  - New customers in the Openserve Web Connect footprint.
  - Copper voice customers in the Openserve Web Connect footprint.
  - Existing DSL customers in the Openserve Web Connect footprint qualify to migrate to Telkom Easy Connect fibre.
3. No router will be provisioned as the Wi-Fi-enabled Optical network terminal (ONT) will work in the place of the router.
4. Fibre voice is optional, and IP Voice calling plan can be added at an additional monthly charge.
5. Telkom Easy Connect Fibre is provided on a month-to-month or 12-month contract basis.
  - Month-to-month option excludes installation and activation fees, which are payable upfront as a once-off fee.
  - 12-month contract, Installation and activation fees are included and is subject to the Fibre service being active for 12 months. Should the service be cancelled prior to the end of the contract term, then the pro-rated remaining cost of the installation and activation fees will be charged at the time of such early cancellation.
6. An Email account service is available at an additional monthly charge upon a customer's request.
7. There will be R100 excluding VAT downgrade fee charge if the customer downgrades from Telkom Easy connect Fibre 40/20Mbps to Telkom Easy Connect Fibre 20/10Mbps.
8. Customers on existing fibre bundles within the Openserve Web Connect footprint do not qualify to migrate to Telkom Easy Connect Fibre. This is only for new sales acquisitions.
9. Fibre service is a best effort service, and no guarantees are provided on the number of devices that can be connected simultaneously.

10. Telkom reserves the right to amend, modify, change, postpone, suspend, or cancel the provision of this product, or any aspect thereof, at any time, for any reason which Telkom reasonably deems necessary. Such changes will be posted on the Telkom website and will be deemed to have been accepted by the customer, Should the customer continue using the services. The obligation therefore is on the customer to review these terms and conditions at regular intervals.
  
11. Telkom reserves the right to revise tariffs and to vary these terms and conditions at any time. Such changes will be posted on the Telkom website and will be deemed to have been accepted by you if you continue using the services. The obligation therefore is on you, the customer, to review these terms and conditions at regular intervals.
  
12. Errors and Omissions excluded (E&OE).