

## **Terms and Conditions - Telkom Prepaid Compact-Fibre over Openserve fibre network**

1. The provision of Telkom's broadband service is subject to Telkom's standard terms and conditions. Refer to the following link, [https://www.telkom.co.za/about\\_us/regulatory/terms-and-conditions.shtml](https://www.telkom.co.za/about_us/regulatory/terms-and-conditions.shtml)
2. The Telkom Prepaid Compact-Fibre service will be available for new sales acquisitions and not for migrations.
3. The Telkom Prepaid Compact-Fibre service is available in selected areas only.
4. The Telkom Prepaid Compact-Fibre network coverage must be validated on Telkom's website at the following URL, <https://www.telkom.co.za/check-coverage>
5. Telkom reserves the right to amend the terms and conditions of the Telkom Prepaid Compact-Fibre, from time to time. Telkom will place the amended terms and conditions on Telkom's website at the following link. <http://www.telkom.co.za>; which will be deemed incorporated into the Agreement and bind the Customer from the date that the amendment was listed on the above-mentioned site.
6. Telkom Prepaid Compact-Fibre product is available in one service speed only, namely 20/10Mbps.
7. The Telkom Prepaid Compact-Fibre product consists of the following:
  - 7.1. 20/10Mbps installation + 14-day Uncapped Internet data bundle @ R199
    - Start-up bundle to be used to install the fibre access line.
  - 7.2. Recharge voucher with 7-day Uncapped Internet data @ R99
    - Recharge voucher to be used as the customer desires.
  - 7.3. Re-activation voucher with 7-day Uncapped Internet data @ R199
    - If a recharge voucher is not purchased for a period of 90 days (3 months), the customer will be required to buy a 7-day re-activation voucher.
8. In order to get the Telkom Prepaid Compact-Fibre line installed, the customer must purchase the 20/10Mbps installation + 14-day Uncapped Internet data bundle @ R199.
9. The Telkom Prepaid Compact-Fibre product can be purchased through Telkom website and Call centres.
  - 9.1. An upfront credit/debit card payment will be required.
  - 9.2. An installation order will be generated after successful payment. This order number can be used for order status queries.

- 9.3. The installation will be done by an Openserve technician up to the ONT.
- 9.4. The router is not required because the ONT device is Wi-Fi enabled.
10. The standard Openserve FTTH process and installation timelines will be followed to install the Prepaid Compact fibre line. This will take an average of 7 working days.
11. The installation starter pack includes 14-day Uncapped Internet data from the date of activation.
12. Once the voucher time has run out, the customer must purchase the top up voucher through the Openserve Website at the following URL:  
<https://openserve.co.za/openserveisp/verify-prepaid>.
13. Voucher payments should be made through Credit/Debit card. The voucher will only be activated once confirmation of payment has been established.
14. After the voucher has expired, the Customer will be re-directed to the Openserve top up website where they will be presented with an option to top-up.
15. Telkom Prepaid Compact-Fibre includes a Fair Usage Policy (FUP) threshold of 200GB per internet voucher. Once the 200GB threshold has been reached, the service speed will be throttled to 4Mbps speed for the remainder of the voucher period. The customer can purchase a top up internet voucher to experience the full-service speed again.
16. If the line remains dormant after the expiry of the last voucher for a period of 90 days (3 months), during which period no internet voucher is purchased, the customer will be required to purchase a Re-activation voucher @ R199 in order to get the line activated again.
17. If the line remains dormant after the expiry of the last voucher for a period of 180 (hundred-and-eighty) days, during which period no internet voucher is purchased, such service will be cancelled, and the customer will need to apply for a new Prepaid Compact-Fibre service.
18. The customer can buy multiple vouchers at any time and the end date of the active voucher will be extended by the number of days of the new vouchers.
19. Migrations are not allowed from Post-paid Fibre to Prepaid Compact-Fibre.
20. Data transfer from Telkom Internet prepaid bundle to another is not allowed.
21. The customer shall not be entitled to cancel an order after successful payment.
22. Should Telkom not be able to fulfil the service that the customer applied for the installation will be cancelled and a full refund will be provided to the customer.
23. The customer shall be responsible for obtaining all necessary approvals and consents, to the extent required, to install a Telkom Prepaid Compact-Fibre at the premises of a customer.
24. The customer will be notified when the service is active through an SMS.

25. Openserve shall endeavour to ensure that the Put Into Service (PIS) date shall be within an average of 7 working days of receipt of an application from the customer, subject thereto that the Telkom Prepaid Compact-Fibre concerned is capable of being provided.
26. Prices are valid at date of print. (E&OE)

Telkom Internet products are governed by its Specific Terms and Conditions policies.

[https://www.telkom.co.za/about\\_us/download/broadband\\_terms\\_and\\_conditions.pdf](https://www.telkom.co.za/about_us/download/broadband_terms_and_conditions.pdf)

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