

## Terms and Conditions - Telkom Prepaid Express-Fibre

1. The provision of Telkom's broadband service is subject to Telkom's standard terms and conditions. Refer to the following URL: [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 Express-Fibre service is available for new sales acquisitions and qualifying service migration and is limited to the Openserve fibre network.
3. The Openserve Fibre network coverage will be validated as part of the application process but can be confirmed on Telkom's website at the following URL: <https://www.telkom.co.za/personal/home-internet/fibre>
4. Telkom reserves the right to amend the terms and condition of this product offering, from time to time. Telkom will place the amended terms and conditions on Telkom's website at the following URL: <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.
5. The Telkom Prepaid Express-Fibre product offering is only available on Openserve fibre on a service speed of **50/25Mbps**.
6. The Customer must first purchase a starter pack and allow the fibre access to be installed and activated as a prepaid fibre service before a prepaid voucher can be purchased.
  - 6.1. There are three starter pack options of which the Customer has two options. Telkom will reserve the right to offer the third option when needed.
    - 6.1.1.1. Starter pack 1: Includes installation and router @ R499
    - 6.1.1.2. Starter pack 2: Include installation only @ R399
    - 6.1.1.3. Migrate: Only available to current post-paid fibre bundles based on Telkom's discretion @ R0 and does not include a router or installation.
7. The normal FTTH process will be followed to install the fibre access.
8. There are three Uncapped Telkom Internet data voucher options available on Telkom Prepaid Express-Fibre:
  - 8.1. 3-day voucher @ R110
  - 8.2. 7-day voucher @ R188
  - 8.3. 30-day voucher R549
9. The Customer must apply for the starter pack through the Telkom website <http://www.telkom.co.za>
  - 9.1. On successful placement of a starter pack order, the customer will receive an email notification with the order details. This can be used for following up on the status of the installation from the Telkom call centres.

- 9.2. On successful completion of the starter pack order, the customer will receive an email notification that will include a username and password with the Telkom Internet portal link to be used to buy Telkom Internet top up vouchers.
10. The Customer must apply for the data top up vouchers through the Telkom Internet portal:  
<https://customerportal.telkomsa.net>.
  11. All payments must be made with a credit/debit card. The service request will only continue once confirmation of payment has been established.
  12. The Customer must make a successful credit/debit card payment before an installation appointment can be scheduled.
  13. The installation of the fibre access will take 10 working days on average. An Openserve technician will contact the customer to make an appointment for the fibre access installation up to the ONT only.
  14. For starter pack 1, the router will be delivered to the customer through a courier service.
  15. Only when the fibre access is active, and the Customer is in possession of a fibre router, should the Customer buy a voucher from the Telkom Internet portal.
  16. The Customer will only be allowed one user and one in use active voucher at a time per fibre access.
  17. To avoid any down time, the customer can buy and redeem an additional voucher before the active voucher has run out. The end date of the active voucher will be extended by the number of days of the new voucher.
  18. The duration of the vouchers will start within two hours after successful activation on the Telkom Internet portal and end at 00:00 of the last day of the voucher period.
  19. To avoid loss of service, the Customer must recharge their voucher before the end of the current voucher on the Telkom Internet portal.
  20. The customer will be notified one day in advance of the voucher period coming to an end and the customer must then go to the Telkom Internet portal to purchase another voucher.
  21. After the voucher has expired, the Customer will be re-directed to the Telkom Internet portal where they will be presented with an option to top-up with a new voucher or to stay connected at a reduced speed, with limited access and for a limited period. The Customer will be required to select his/her option in order for the service to be activated again.
  22. For the Telkom Prepaid Express-Fibre access to remain active, the Customer must buy and redeem at least 1 top-up voucher per month.
  23. If the Customer does not buy and use a recharge voucher for longer than 30 days after the expiry of the last voucher, the Telkom Prepaid Express-Fibre access will be discontinued. The customer would have to apply for a new Telkom Prepaid Express-Fibre access. This would include buying a starter pack.
  24. Migrations from Post-paid Fibre to Telkom Prepaid Express-Fibre are allowed but the Customer will still be liable for any contract costs of the post-paid service.
  25. Migration from Prepaid to Post-paid fibre bundles will be allowed.
  26. Data transfer from Telkom Internet prepaid voucher to another is not allowed.
  27. 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)  
[https://www.telkom.co.za/about\\_us/download/telkominternet\\_termsandconditions.pdf](https://www.telkom.co.za/about_us/download/telkominternet_termsandconditions.pdf)  
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