

## 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 20Mbps and 30Mbps 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 subject to signing up a 12-month contract
  - Copper voice customers in the Openserve Web Connect footprint subject to signing up a 12-month contract
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 a calling plan can be added at an additional monthly charge.
5. Telkom Easy Connect Fibre is provided on a 12-month contract basis. 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 30Mbps to Telkom Easy Connect Fibre 20Mbps.
8. Customers on existing fibre bundles and DSL customers within the Openserve Web Connect footprint do not qualify to migrate to Telkom Easy Connect Fibre. This is only for new sales acquisitions.
9. FUP (Fair Usage Policy) thresholds apply.
10. Telkom Easy Connect Fibre bundles have limited HD streams allowed during peak hours. Throttling will be applied during 18:00 and 23:00 (peak times).

- 20Mbps Uncapped – 200GByte – throttle to 20% of line speed during 18h00-23h00 peak hours.
- 30Mbps Uncapped – 300GByte – throttle to 20% of line speed during 18h00-23h00 peak hours.

11. Fibre service is a best effort service, and no guarantees are provided on the number of devices that can be connected simultaneously.