

Terms and Conditions – Frogfoot Air Unlimited 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

1. Frogfoot Air Unlimited Fibre will be available to:
 - All Residential and Small and Medium Business (SMB) customers within the Frogfoot Air fibre footprint.
2. Frogfoot Air Unlimited Fibre includes two service speeds namely, **10/1Mbps** and **50/10Mbps**.
3. Frogfoot Air Unlimited fibre is available in selected areas only. Availability can be verified on the Telkom fibre coverage map through the following link, <https://www.telkom.co.za/check-coverage>.
4. The router will not be provisioned as part of the order because the Optical Network Terminal (ONT) is Wi-Fi enabled and does not require a router.
5. Up to 10 devices can be connected simultaneously on Frogfoot Air Unlimited Fibre.
6. Frogfoot Air Unlimited Fibre service is a best-effort service and no guarantees can be provided. The speeds are up to the product speed advertised.
7. LAN (Local Area Network) or Ethernet connection is not available on Frogfoot Air Unlimited Fibre.
8. WiFi is not extendable. This means that customers will not be able use Wi-Fi extenders to extend or boost the Wi-Fi signal in their premises while subscribed on Frogfoot Air Unlimited Fibre service.
9. No FUP thresholds and no throttling apply.
10. Frogfoot Air Unlimited Fibre is provided on two payment options:

- Month-to-Month basis: The customer will be responsible for the upfront installation fee on a month to month payment option.
 - 12 month clawback contract: The installation and activation fee is included and this is subject to the fibre service being active for 12 months. The clawback contract refers to the fact that customers can cancel the service at any time, however, the pro-rated remaining costs of the installation and activation will be charged at the time of cancellation, if the service is cancelled prior to the 12 months.
11. An Email account is not included in the Frogfoot Air Unlimited Fibre bundles and can be purchased at an additional monthly fee.
 12. Upgrades and downgrades within Frogfoot Air Unlimited Fibre for all customers are allowed.
 13. Migration from Frogfoot Air Unlimited Fibre bundles to standard Frogfoot Unlimited Home bundles is allowed but the active service will need to be cancelled and the new service will be provided.
 14. A 30 days' notice is required for a cancellation of existing Frogfoot Air Unlimited Fibre service.
 15. Early termination of Frogfoot Air Unlimited Fibre contract will result in the customer being charged the pro-rated remaining costs of the installation and activation at the time of cancellation if the service is cancelled prior to the 12 months period.