

Product Specific Terms and Conditions for Unlimited Business Lite Services

The provision of Telkom's broadband Fibre service is subject to Telkom's Standard Terms and Conditions for the Provision of Electronic Communications Services and Products, as well as the product specific terms and conditions listed below. Where there is any conflict between the Standard Terms and Conditions and the broadband-specific terms and conditions, the last mentioned shall prevail.

View Telkom's [Standard Terms and Conditions](#).

1. The provisioning of Telkom's Fibre Unlimited Business Lite Service(s) will be subject to network availability and line sync speed limitations.
2. Customers who sign up for a 24-month contract qualify for new modem and installation at the respective Bundle price.
3. Month to month is available but customer pays for Fibre Installation and provided own modem or buys from Telkom.
4. Pro-rata billing rate will be applicable.
5. Downward migrations shall be allowed only if customers wish to cancel their higher broadband packages due to speed issues or affordability issues, however penalties will apply if the customer cancels their service, prior to the end of the contract term selected.
6. Should no Fibre (FTTH/B) broadband infrastructure exist, the alternative offering can be taken on DSL, LTE or 3G.
7. Upward migrations are allowed with no penalties.
8. Broadband services provided over Fibre (FTTH/B) is a shared 'best effort' service of up to the specified speed which means the potential speed that can be obtained will depend on the load on the line at the time of surfing the net.
9. Telkom accepts no liability for any loss or damage to the property or equipment of the customer arising out of the provision, installation or maintenance of Telkom's broadband access service.
10. Broadband (Fibre) is an access medium to the Internet or your preferred ISP and will not overcome any bandwidth related constraints within the World Wide Web itself.

11. Telkom modems are covered by a 12-month carry-in guarantee. The warranty does not include surge or lightning damage. We highly recommend that an external surge protection device be used.
12. The above guarantee will only be honoured by Telkom if the modem and all its components as originally supplied are returned.
13. Telkom Internet Uncapped deals subject to Telkom Internet Acceptable Use Policy at [Standard Terms and Conditions](#).
14. Uncapped internet FUP values for unlimited Business Lite are:
 - a. 10Mbps include a 200GB FUP
 - b. 20Mbps include a 360GB FUP
 - c. 40Mbps include a 720GB FUP
 - d. 100Mbps include a 900GB FUP
 - e. 200Mbps include a 1,800GB FUP
15. Fibre offers are subject to infrastructure and coverage availability. Click to view coverage (<https://secure.telkom.co.za/today/ucm/>).
16. The Unlimited Business Lite bundles are only available on Openserve network
17. Customers are responsible to provide network access to their premises via Point of Entry sleeves/ducts, at their own costs.