



## **Pre-Order terms and conditions for planned Openserve Fibre areas**

The provision of Telkom's broadband service is subject to Telkom's standard terms and conditions. Refer to the link below:

[https://www.telkom.co.za/about\\_us/regulatory/terms-and-conditions.shtml](https://www.telkom.co.za/about_us/regulatory/terms-and-conditions.shtml)

1. The following two options are available for Pre-order
  - Telkom Fibre (FTTH)
  - Prepaid LTE data with Telkom Fibre Internet bundles
  
2. Rules for FTTH pre-order
  - 2.1 Any customer within the Openserve Fibre planned area can pre-order for Telkom Internet bundles.
  - 2.2 On receipt of Customers' application, agents will check and verify customer address on the Telkom coverage map for availability.
  - 2.3 Customer will be charged from the date when the service became active, i.e. after the Fibre has been installed.
  - 2.4 The router, if applicable will be delivered by the technician.
  
3. Rules for LTE with FTTH pre-order
  - 3.1 Qualifying for the pre-order service is subject to the following criteria:
    - Only customers within the Openserve Fibre planned areas and within the Telkom LTE/3G footprint.
    - Only available on the FTTH Home Unlimited and FTTH Home Unlimited Premium bundles.
    - Only for new to franchise (NTF) customers, with no existing Telkom services and existing new to broadband (NTB) customers, that have an existing Telkom service but not a fixed broadband service.
    - Customers with existing fibre or copper broadband services are excluded.
  
  - 3.2 The Prepaid LTE SIM with Fibre offer includes the following:
    - Fibre access (Mandatory 24-month claw back contract) as specified on point 5 below.
    - One D-LINK AC1200 router.
      - The router if applicable will be delivered via a courier service to customer's address.
    - The FTTH installation.
    - One Prepaid Data only SIM-Card with 100GB + 100GB Once-Off Telkom Data on SIM Sonke.
    - A new sim will be delivered for this offer and full RICA rules will apply to pre-paid SIM Card.
    - The Sim-Card only works on Telkom Mobile LTE/3GB network coverage, with no option for roaming.
    - The customer will top-up at own expense once the 100GB of pre-loaded LTE/3G data runs out.

3.3 The customer will be held liable for the router cost should they cancel the order any time before the fibre access is installed.

4. The 2 – 3 months' activation period is an estimate and can change.
5. The 24-month claw back option will be applicable to the Customer who -requires the router and installation to be included at no additional cost to them.
6. The Customers can cancel the service at any time, however the pro-rated remaining cost of the installation and router will be charged at the time of cancellation, if cancelled prior to the 24 months' term.
7. Telkom Internet is subject to Telkom Internet Acceptable Use Policy.
8. The customer acknowledges and accepts that. \* Unlimited Home\* for the purposes of this promotion refers to a Telkom product name and has no reference to the product specifications.
9. Errors and omissions excepted (E&OE).

10. Each Telkom Internet product is 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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