

FAQs For Telkom Prepaid Fibre Over Openserve Fibre Network

1. What is Telkom Prepaid Fibre?

- Telkom Prepaid Fibre is a service that runs over Openserve fibre network, with uncapped internet data sold on a duration basis.

2. Who qualifies for the Telkom Prepaid Fibre over Openserve network?

- All customers who are in the Openserve Fibre network coverage qualify, including customers whom in the past did not qualify for Post-paid FTTH bundles.

3. How do I know if there is Openserve Fibre network coverage in my area?

- The Openserve Fibre network coverage can be confirmed on Telkom's website at the following URL <https://secure.telkom.co.za/today/ucm/>

4. How is Telkom Prepaid Fibre different from Post-paid Fibre?

- Telkom Prepaid Fibre product is only available on 25/25Mbps speed and can only be used with uncapped internet vouchers that are sold on a duration basis.

5. What installation options are available on Telkom Prepaid Fibre?

- Telkom Prepaid Fibre is available on 2 Starter pack options:
- Starter Pack 1 @ R1499
- Include installation + router
- Starter Pack 2 @ R999
- Include installation only
- Customer to provide own ICASA approved router

6. When does the available Uncapped Internet Vouchers expire?

- The duration of the Uncapped Internet vouchers are as follows:
 - 3-day voucher
 - 7-day voucher
 - 30-day voucher

7. Are the SoftCap vouchers for Telkom Prepaid Fibre service available?

- No, only Uncapped Internet vouchers are available.

8. What are the benefits of purchasing Telkom Prepaid Fibre service?

- No fixed terms contract

- Customer has full control
- Easy top-up options
- No credit checks
- No bill shocks
- No penalties or late fees
- Reminders to top-up

9. How do customers buy the Telkom Prepaid Fibre service?

- Telkom Prepaid Fibre follows a 2-step purchase process which is as follows:
 - To buy a Telkom Prepaid Fibre Starter Pack, customers must apply online from the Telkom website (www.telkom.co.za).
 - To buy an Uncapped Internet voucher, customers must log into the Telkom Internet Customer portal (Only possible on active prepaid fibre access).
<https://customerportal.telkomsa.net/portal/overview/index.jsf>

10. What payment methods are available for Telkom Prepaid Fibre Starter packs?

- Credit/Debit card payments only.

11. What payment methods are available for Uncapped Internet vouchers?

- Credit/Debit card payments only.

12. What speeds are available on Telkom Prepaid Fibre service?

- 25/25Mbps speed is available on Telkom Prepaid Fibre.

13. Does the Uncapped Telkom Internet voucher include throttling and FUP thresholds?

- No. The Uncapped Telkom Internet voucher does not include throttling and FUP thresholds.

14. Does the Uncapped Telkom Internet voucher include Value-Added services such as TI mailboxes or TI Mobile data?

- No. Value Added services are excluded from the Telkom Prepaid Fibre services.

15. Will the customer be notified before the Uncapped Internet voucher expire?

- Yes. The customer will be notified via SMS/Email a day before the voucher expires.

16. What happens after the Uncapped Internet voucher has expired?

- After the voucher has expired and the customer tries to connect to the internet, they will be re-directed to the Telkom Internet Customer portal where they will be required to acknowledge if they want to browse at a reduced speed (which includes throttling of certain services) or buy a top up voucher.

17. How long does it take for the Telkom Prepaid Fibre to be installed?

- The installation of the Telkom Prepaid Fibre access will on average be 10 working days. An Openserve technician will contact the customer to make an appointment for the fibre access installation up to the ONT only.
- The normal Openserve FTTH process will be followed to install the Prepaid Fibre access.

18. Can the customer purchase the Internet voucher before the prepaid fibre access is installed?

- No. Only when the prepaid fibre access is active and the customer is in possession of a fibre router can an internet voucher be purchased from the Telkom Internet Customer portal, on the following URL
<https://customerportal.telkomsa.net/portal/overview/index.jsf>

19. Can the customer have multiple usernames on the same prepaid fibre access?

- No. The customer is only allowed to have one username and one active voucher at a time per fibre access. However, the customer can buy multiple vouchers at any time which will just extend the end date of the active voucher.

20. When can the customer start using the internet voucher after purchasing it?

- The duration of the voucher will start within two hours after successful activation on the Telkom Internet Customer portal and end at 00:00 of the last day of the voucher period.

21. What happens when the customer does not buy and use a recharge voucher for longer than a month (30 days) after the expiry of the last voucher?

- The prepaid fibre access will be discontinued. The customer would have to buy a starter pack to activate the prepaid fibre access again, specifically Starter pack 2 @ R999.

22. Can a customer migrate from Post-paid fibre to Prepaid Fibre?

- Yes. Migrations from Post-paid fibre to Prepaid Fibre are allowed but the customer will still be liable for any contract costs of the post-paid service.

23. Is data transfer allowed from Telkom Internet Prepaid bundle to another bundle?

- No. Data transfer from Telkom Internet Prepaid bundle to another is not allowed.