

## Frequently Asked Questions – Uncapped FTTH Promo 10Mbps

### 1. Who qualifies for the new Fibre To the Home (FTTH) offers?

- New to Franchise customers within the Openserve FTTH footprint.
- DSL customers migrating to the new FTTH offers within the Openserve FTTH footprint.
- Copper Voice customers within the Openserve FTTH footprint.

### 2. When will the new FTTH offers be available and for how long?

The new offers will be available from 3 November 2020 until 28 February 2021 and thereafter they will be expired.

### 3. Will the new offers be available on a 24 months contract?

No. The new offers will be available on a 12 Months contract that includes installation and router. Month to month option is also available but customers will be liable for router and installation charges.

### 4. Are the new offers symmetrical?

No. The new offers are asymmetrical. i.e. Up to 10Mbps download speed and up to 5Mbps upload speed.

### 5. What does Asymmetrical speed mean?

It means that the download and upload speeds are not the same e.g. 10Mbps/ 5Mbps.

### 6. Why is download speed higher than the upload speed?

There is a great need for higher download speeds than the upload speeds. For example, streaming video content from Netflix makes use of the download speed. To send an email or upload a video onto YouTube makes use of the upload speed.

### 7. How do I know if my area is in the Openserve Fibre network coverage?

Customers can check the address on the following link: <http://cntrra20-waigis.telkom.co.za/apps/ucm/>