

## **Product Specific Terms and Conditions for Fibre Home Unlimited and Fibre Home Unlimited Premium 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, refer to the link [http://www.telkom.co.za/about\\_us/regulatory/terms-and-conditions.shtml](http://www.telkom.co.za/about_us/regulatory/terms-and-conditions.shtml), 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.

1. The provisioning of Telkom's Fibre Home Unlimited and Fibre Home Unlimited Premium is subject to network availability and line sync speed limitations.
2. Fibre offers are subject to infrastructure and coverage availability. Click to view coverage (<https://secure.telkom.co.za/today/ucm/>).
3. Customers who sign up for a 24-month contract shall qualify for a new modem and installation at the respective bundle price.
4. A customer who opts to take Fibre Home Unlimited or Fibre Home Unlimited premium on a month to month basis shall bear the cost of Fibre installation and shall purchase a modem from Telkom stores.
5. Penalties will apply if the customer cancels their service prior to the end of the contract term selected without opting for downward migration.
6. Should no Fibre (FTTH) 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) 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. The bandwidth on the customer's access medium is limited by the customer's internet bandwidth.
11. Telkom routers are covered by a 12-month carry-in warranty. The warranty does not include surge or lightning damage.
12. If damage occurs within 12-month, the faulty router can be taken to the nearest Telkom store for repairs, if it cannot be repaired, it will be exchanged.
13. The above warranty will only be honoured by Telkom if the modem and all its components as originally supplied are returned.
14. Telkom Internet Uncapped deals are subject to Telkom Internet Acceptable Use Policy found at [https://www.telkom.co.za/about\\_us/download/TelkomInternetAUP.pdf](https://www.telkom.co.za/about_us/download/TelkomInternetAUP.pdf)
15. Fibre Home Unlimited products are subject to throttling, refer to AUP policy.
16. For Fiber Home Unlimited throttling is applied during peak times which are between 18:00 and 23:00, only for real-time applications (YouTube, Netflix, etc.), the customers will experience 50% reduction of their speed.
17. The Fibre Home Unlimited and Fibre Home Unlimited Premium bundles are only available on Openserve network which can be found on Telkom's website at the following URL <https://secure.telkom.co.za/today/ucm/>.
18. For Openserve fibre, the trenching of the first 8 meters is included in the installation charge, beyond 8 meters Openserve charges R 182.40 per meter of trenching.
19. The voice service is optional at no additional charge on the Fibre Home Unlimited Fibre bundles. Should customers require a voice service, they will be charged for calls made on the service. Customers have an option to add a calling plan at an additional charge, however the customer will incur the charges for the service used.

20. For the Fibre Home Unlimited Premium 50/100/200Mbps FTTH bundles, the voice and calling plan is included at no additional charge should the customer request the service.
21. Fibre Home Unlimited or Fibre Home Unlimited Premium is the name of the offer/bundle and has no reference to the product specifications.
22. The customer acknowledges that the use of \*Home Unlimited and \*Home Unlimited Premium is the product name and should not be construed in the ordinary use of the words.
23. Errors and omissions excepted (E&OE).

Broadband Terms and Conditions

Telkom Internet Terms & Conditions

<https://tlkm.link/TelkomInternetAUP>