

Terms and Conditions for: Openserve Fibre and DSL speed increase

The provision of Telkom's broadband service (whether over ADSL or Optical Fibre) 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. Broadband services provided over xDSL or Fibre is a shared ("best effort") service of up to the specified speed. This means that the potential speed that can be obtained will depend on the load on the line at the time of surfing the net.
2. The provision of Telkom's ADSL is subject to network availability, distance between closest exchange and installation address, copper line quality and line sync speed limitations.
3. The provision of Telkom's Fibre broadband service is subject to network availability, but service quality is not impacted by distance from exchange.
4. Telkom in conjunction with Openserve will be offering to its existing Internet customers an increase in speed on Openserve Fibre Network for a duration of 3 months, from May 2020 to July 2020.
 - a The following fibre speeds 10Mbps,20Mbps and 40Mbps will be upgraded to 20Mbps, 40Mbps and 100Mbps respectively and the existing 100Mbps and 200Mbps will remain unchanged.
5. On copper (existing DSL services with an active Telkom Internet account) the qualifying 2Mbps, 4Mbps and 8Mbps will be upgraded to 10Mbps subject to network and distance limitations and existing 10Mbps,20Mbps and 40Mbps will remain unchanged.
 - a The DSL services which are unable to achieve a 10Mbps will be excluded from the upgrade.
6. All upgraded services will be restored to their original speeds after a period of 3 months.
7. These campaigns are limited to the existing base of active Telkom Internet Consumer customers that have an active Telkom Internet account bundled with DSL or Fibre on Openserve's network.
8. Customer bills during the 3 months upgrade will remain unaffected by the upgrade and restoration process, the customer will incur no additional cost for the speed upgrade.

9. Customers who require services to remain at the higher speeds can place the upgrade orders for the relevant service on or before 31 July 2020, to ensure that the service remains at the higher speed, at the applicable cost.
10. Telkom reserves the right to revise tariffs and to vary these terms and conditions at any time. Such changes will be posted on the Telkom website and will be deemed to have been accepted by you if you continue using the services. The obligation therefore is on you, the customer, to review these terms and conditions at regular intervals.
11. 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.
12. Broadband (ADSL & 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.
13. Where a customer requests a transfer of his service to another building/premise and retain the broadband bundle, the customer's contract will not be affected and no penalty/early termination charge will apply- however, installation charges will apply at the new building/premises, and provisioning of the service will be subject to a successful feasibility study pertaining to that specific new premises.
14. The trenching of the first 8 meters is included in the installation, beyond 8 meters Openserve charges R 182.40 per meter of trenching.
15. Customers are responsible to provide network access to their premises via Point of Entry sleeves/ducts, at their own costs.

Telkom Internet products are governed by its Specific Terms and Conditions policies.

[Broadband Terms and Conditions](#)

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