



Product Specific Terms and Conditions for *Unlimited Home and *Unlimited Home Lite bundles

The provision of Telkom's Fixed broadband service 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 Terms and Conditions at: www.telkom.co.za

1. The provisioning of Telkom's *Unlimited Home / Lite Service(s) is subject to network availability and line sync speed limitations on the Openserve, Link Africa, Vumatel Fibre and Copper Network.
2. Telkom network coverage can be confirmed on Telkom's website at the following URL www.telkom.co.za/today/ucm.
3. Pro-rata billing rate is applicable upon the service being activated.
4. Fixed Broadband services are provided on a month to month basis, in cases where Telkom includes the router and installation in bundle, this is subject to the service being active for 24 months. Customers can cancel this 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.
5. Telkom reserve 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.
6. Downward migrations shall be allowed only if customers wish to cancel their higher broadband packages due to speed or affordability issues. 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. Upward migrations are allowed with no penalties.
8. Only customers with Telkom Internet and Broadband access from Telkom qualify for the Telkom internet (TI) Mobile data service, if specified in the bundle.
9. Telkom Internet (TI) Mobile data service works on the Telkom 3G/LTE network only. Click to view coverage (<https://secure.telkom.co.za/today/ucm/>).



10. Customers are responsible to provide network access to their premises via point of entry sleeves/ducts. Openserve includes 8 meters of trenching as part of the installation and beyond 8 meters Openserve charges R 182.40 per meter of trenching.
11. Fixed Broadband services 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 capacity on the line at the time of surfing the net.
12. 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 Fixed broadband access service.
13. Telkom routers are covered by a 12-month carry-in warranty. The warranty does not include surge or lightning damage. If within 12-month the faulty router can be taken to the nearest Telkom store.
14. The above warranty will only be honoured by Telkom if the modem and all its components as originally supplied are returned.
15. Telkom Internet Uncapped deals subject to Telkom Internet Acceptable Use Policy at [Standard Terms and Conditions](#).
16. Fixed Broadband offers are subject to infrastructure and coverage availability. Click to view coverage (<https://secure.telkom.co.za/today/ucm/>).
17. The *Unlimited Home and *Unlimited Home Lite bundles are only available on Openserve fibre network.
18. UnlimitedHome bundles include Telkom Internet (TI) Mobile data service, however UnlimitedHomelite bundles do not include Telkom Internet (TI) Mobile data service.
19. The *Unlimited Home Product Name is the name of the Offer / Bundle and has no reference to the product specifications. Each product has its own reference and Terms and Conditions associated to the use of the product.

Refer to [Broadband Terms and Conditions](#)

Refer to [Telkom Internet Terms & Conditions](#)