

Terms and Conditions for Pre-Orders in planned Openserve Fibre areas

The provision of Telkom's broadband service is subject to Telkom's standard terms and conditions. Refer to the link below:

https://www.telkom.co.za/about_us/regulatory/terms-and-conditions.shtml

1. The following two **options** are available for Pre-order
 - FTTH
 - LTE with FTTH

2. Rules for FTTH pre-order
 - 2.1 Customers within the Openserve Fibre planned areas can pre-order for Telkom Internet bundles.
 - 2.2 Customer will be charged from the date when the service became active.
 - 2.3 The router if applicable will be delivered by the technician or through a courier service.

3. Rules for LTE with FTTH pre-order
 - 3.1 . Qualifying for the pre-order service is subject to the following criteria:
 - Only customer within the Openserve Fibre planned areas and within the Telkom LTE/3G footprint.
 - Only available on the FTTH Home Unlimited and FTTH Home Unlimited Premium bundles.
 - ***This excludes the 25Mbps uncapped promo offer @ R399***
 - Only for new to franchise (NTF) customers, with no existing Telkom services and existing new to broadband (NTB) customers, that has an existing Telkom service but not a fixed broadband service.
 - Customers with existing fibre or copper broadband services are excluded.

 - 3.2 The LTE SIM with Fibre offer includes the following:
 - Fibre access (Mandatory 24-month claw back contract) as specified on point 8 below.
 - One D-LINK AC1200 router.
 - The router if applicable will be delivered via a courier service to customer's address.
 - One SmartBroadband Wireless prepaid with 100GB + 100GB Once-Off Telkom Data.
 - A new sim will be delivered for this offer and full RICA rules will apply to pre-paid SIM Card.
 - The Sim-Card only works on Telkom Mobile LTE/3G network coverage, with no option for roaming.
 - The customer will top-up at own expense once the 100GB of pre-loaded LTE/3G data runs out.
 - The FTTH installation.

 - 3.3 The customer will be held liable for the router cost should they cancel the order any time before the fibre access is installed.

4. The 2 – 3 months activation period is an estimate and can change.

5. The 24-month claw back option is for the Customer when they require the router and installation to be included at no additional cost to the customer.
6. The Customers can cancel the 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.
7. Telkom Internet is subject to Telkom Internet Acceptable Use Policy.
8. The customer acknowledges and accepts that. * Unlimited Home* for the purposes of this promotion refers to a Telkom product name and has no reference to the product specifications.
9. Errors and omissions excepted (E&OE).
10. Each Telkom Internet product is governed by its Specific Terms and Conditions policies:

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