



## **LTE to Fibre Migrations Campaign in Openserve Fibre Coverage Terms and Conditions**

The provision of Telkom's Broadband Service is subject to Telkom's Standard Terms and Conditions which can be accessed through the link below.

[http://www.telkom.co.za/about\\_us/regulatory/terms-and-conditions.shtml](http://www.telkom.co.za/about_us/regulatory/terms-and-conditions.shtml)

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

- [Telkom Internet Terms & Conditions](#)
- [https://www.telkom.co.za/about\\_us/download/TelkomInternetAUP.pdf](https://www.telkom.co.za/about_us/download/TelkomInternetAUP.pdf)
- [https://www.telkom.co.za/about\\_us/download/VAS.pdf](https://www.telkom.co.za/about_us/download/VAS.pdf)
- <https://group.telkom.co.za/documents/regulatory/terms-and-conditions/Amazon%20Prime%20Video%20and%20Prime%20Video%20Mobile%20Edition%20Ts%20and%20Cs.pdf>

1. The promotion will apply to LTE customers migrating to Openserve Fibre products.
2. The promotion period is from 04 August – 31 October 2025. All customer who applied during this period will qualify.
3. Telkom Core, Endless, Easy Connect, Stream Connect and Prepaid Fibre are the qualifying products for this promotion.
4. Customers taking a Prepaid Fibre product will get a FREE starter pack plus 14 days uncapped internet, worth up to R499.
5. 1-month free rental, 3 months Amazon Prime Video, router and installation are included on a 12-month contract when a customer migrate from LTE to either Telkom Core, Telkom Endless, Telkom Easy Connect and Telkom Stream Connect products.
6. Prime Video is R79/month after the promotional period will automatically be added to the customer Telkom bill.
7. Customer will receive their 1-month free rental credit once the service has been activated.
  - In some instances, the customer may only receive the free rental in month 2 of their billing, due to account bill run dates. Customers should pay their account timeously to avoid suspension as the credit will be processed with the next bill run.



8. Telkom Core, Endless, Easy Connect and Stream Connect Fibre are provided on 12 months contract. Router and installation are included, this is subject to the fibre service being active for 12 months. Should the service be cancelled prior to the end of the contract term, the pro-rated remaining cost of the installation and router will be charged at the time of cancellation.
9. The Openserve Fibre network coverage can be confirmed on Telkom's website at the following URL <https://www.telkom.co.za/check-coverage>.
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. Errors and omissions excepted (E&OE).