

Business Multisite Internet Frequently Asked Questions (FAQs)

FAQ	Answer(s)
What is the BMI Product?	Business multisite internet product is uncapped, unlimited prioritized internet product charged for what is used in a calendar month per GB with the main account holder paying for an Internet usage of 20 site accounts on one invoice. Usage is charged at a promo rate of R1.99 and after the 3 months promo, R4 per GB will be the standard price. Only one Telkom Internet number (TIN) is created for each Business Multisite product bought.
Where is the Admin site located?	The customer goes to the ISP portal at www.telkomsa.net/ , click “log in to the customer portal” and log on using the admin account to be able to add and remove different sites, add/change and remove usage caps as well as setting usage notifications. The admin creates the and site username and password will be sent to the site user who can log in to the ISP portal to change passwords, view usage for the month and change usage notification settings as well.
How does an admin customer use the ISP portal?	The portal allows the admin account to have the following options: <ul style="list-style-type: none"> • add, change and remove sites, • add, change and remove caps for sites • add, change and remove notifications and reports for sites and admin account. • Password management for admin and site services.
What will this package cost the customer?	<ol style="list-style-type: none"> 1. Activation fee of R99 2. The minimum 20GB in-bundle used or not at: <ul style="list-style-type: none"> • Standard Price R80 or Promo Price: R39,80 3. Plus additional usage (standard rate of R4/GB or Promo R1.99/GB)
What does the customer require to get Business Multisite Internet?	<ol style="list-style-type: none"> 1. New or existing broadband access (DSL or Fibre) including 3rd party Fibre access like Frogfoot, Vumatel, Link Africa, etc. (both for admin site 1 & 20 site users) 2. A company or business domain like spar.co.za to link all the 20 sites for the customer. 3. A TR69 approved router/modem to use with site internet details for internet connection (both for admin site 1 & 20 site users). 4. Normal business customers required documentation.

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Trudon (Pty) Ltd Reg No 1992/002329/07 | Directors K Mzondeki (Chair), L. Siyo (CEO), M Lekota, B. van Vollenhoven, T. Molefe, B. Wiebols, B. Swanepoel. P. Rorich, J.A. Stipinovich

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What is the customer profile for this product?	<p>All SMB customer segments who need control of their uncapped Internet data and sharing needs from a single Internet account.</p> <p>The Business multisite internet product is aimed at all business customers and especially heavy data users, with no line speed degradation/ throttling when the amount of data downloaded by any user increases.</p>
What happens when I reach my product usage cap limit?	You will enter soft CAP mode. This means that you will enjoy most local and international websites, on a reduced 512Kbps ISP speed. In CAP mode, you will not be able to access bandwidth-intensive applications such as peer-to-peer applications or online video streaming.
How can I return to full internet speed after I've been capped?	<p>If you would like to use the internet at full speed again you have one option available:</p> <p>Contact your Admin account holder to change your cap.</p>
Who does the customer contact for BMI faults?	Call 10214 the corporate customer contact centre (CCC) or 10217 the alternative call centre (CC).
How do report abuse?	To report data abuse, please e-mail abuse@telkomsa.net immediately, attaching your online usage report. You should receive a ticket for your query, and one of our experts will respond after we've investigated.

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