



FREQUENTLY ASKED QUESTIONS – TELKOM BUSINESS METROFIBRE SMME BUNDLES

- 1. What is included in the MetroFibre SMME bundles from Telkom Business, and what sets its broadband fibre apart from other providers?**

Answer: Our fibre SMME bundles offers exceptional speed, reliability, and scalability, setting us apart from the competition. Each bundle on 12-month contract includes Installation and a router.

- 2. What are the key benefits of choosing MetroFibre SMME broadband fibre bundles?**

Answer: ultra-fast internet speeds, low latency, and a reliable connection, making it ideal for seamless online activities, gaming, streaming, and business operations.

- High speed Fibre up to 1Gbps
- Unlimited Internet
- No Fair usage policies
- No Throttling
- Over the Top Voice services available as a bold-on

- 3. What broadband speed options are available, and how do I choose the right plan for my needs?**

Answer: a range of broadband plans with different speed options are available starting from 50Mbps up to 1Gbps. Consider your internet usage, such as streaming, gaming, or business applications, to choose a plan that meets your specific requirements.

- 4. Can I upgrade my broadband plan if my needs change in the future?**

Answer: Yes, Telkom Business provides flexibility, allowing customers to upgrade their broadband plans to accommodate changing needs. Contact our customer service for assistance with plan adjustments.

- 5. Is MetroFibre broadband available in my area?**

Answer: Check our website or contact our customer service to verify if broadband fibre is available in your specific location. The MetroFibre SMME product is available in the existing MetroFibre national GPON network and in exclusive SMME GPON Parks

- 6. Is MetroFibre SMME broadband suitable for businesses, and what additional services are available for business customers?**

Answer: Yes, Telkom Business offers business-specific broadband solutions with features like dedicated support and scalable bandwidth options to meet the unique needs of businesses.

- 7. Can I subscribe monthly?**

Answer: Only available on a 12-month contract

- 8. Are there any penalties if I cancel within the 12-month contract period?**

Answer: Penalties will apply and are calculated based on the remaining months of the contract.