



Telkom Endless 1Gbps FTTR Bundle

Frequently Asked Questions

1. What is Telkom Endless 1Gbps FTTR?

It is a Wi-Fi solution that use optical fibre to connect multiple Edge ONTs within the customer premises (offices or rooms) offering high-speed coverage.

2. What is included in the Telkom Endless 1Gbps FTTR bundle?

The bundle on a 24-month contract includes Installation and a router.

- 1000/500Mbps Asymmetrical Broadband speed
- Uncapped Internet
- No Fair usage policies
- No Throttling
- FTTR equipment 1 Gateway + up to 4 Edge ONTs

3. Can I subscribe monthly?

No, the product is only available on a 24-month contract.

4. Are there any penalties if I cancel within the 24-month contract period?

Yes, the product is subject to a clawback of R800 x remaining months if the contract is cancelled within 24 months.

5. What other speeds are available, should my needs change in the future?

Only one 1000/500Mbps product is available initially. However, should more products be made available in the future, this will allow customers the flexibility to upgrade or downgrade their broadband plans to accommodate changing needs.

6. Is Telkom Endless 1Gbps FTTR broadband available in my area?

The product is available in the existing Telkom Fibre national GPON network, subject to network coverage which can be checked at <https://www.telkom.co.za/check-coverage>.

7. Can I migrate from Telkom Easy Connect to Telkom Endless 1Gbps FTTR bundle?

No, Telkom Easy Connect customers are excluded as this product is only available in a selected fibre footprint.

8. What are the key benefits of choosing Telkom Endless 1Gbps FTTR broadband fibre bundle and what sets it apart from other products?

Telkom Endless 1Gbps FTTR enables users to enjoy a stable 1Gbps Wi-Fi experience in every corner of the house/office at every moment, making it ideal for seamless online activities, gaming, streaming, and business operations. Our 8-business hour repair time SLA sets us apart from other providers.

9. Is Telkom Endless 1Gbps FTTR broadband suitable for both individual and businesses, and what additional services are available for customers?

Yes, Telkom offers this product to both Individual and Business customers.

10. Is Voice and email included?

No, Retail Fibre and/or IP Voice and any calling plans or Mailbox/es are not included and can be added at an additional charge.