



FAQs for Seacom Fibre Network Operator (FNO) bundles

1. Who qualifies for the offers?

All customers that are within the Seacom fibre network coverage.

2. How do I know if my area is in the Seacom fibre network coverage?

Check your address on the following link: <https://www.telkom.co.za/check-coverage>

3. What is difference between Precinct and Helios?

Precinct is Seacom's fibre coverage and Helios is Dark Fibre footprint which Seacom uses to extend Fibre network coverage.

4. Will a month-to-month customer qualify for the router and installation?

We offer one subscription option:

12 Month contract for now: This will include the router and installation at no additional cost to the customer, however, the pro-rated remaining cost of the installation and router will be charged at the time of cancellation, if cancelled prior to the 12 months' period.

5. What will happen if the customer cancels before the contract expires?

The remaining months of the 12 months' period will be charged at 100% monthly subscription.

6. Do I use my Serial Number (SN) as a reference to report a faulty line?

- Yes, or the customer ID can also be used.
- Manual swivel chairing on order capturing between OMS and Seacom portal.
- Telkom does first level support before handing faults to Seacom.

7. What are the FUP levels on the Direct/ Enterprise Internet?

There are no FUP thresholds.

- 100% uncapped Internet with unlimited data usage and no contention (1:1) or Fair Use Policies applied.
- SLA: 99% uptime guarantee.
- Symmetrical service based on Active Ethernet technology.
- Unshaped: No rate-limit for any protocols and unlimited international usage.
- Free to use router including installation with static IP address range pre-configured.

8. Will there be any trenching that needs to be done at the customers' premises when the technicians come to install?

If not existing, then yes. The trenching charges will be communicated to the customer because it is extra dependent on the distance to be trenched before the work starts.

9. Who do customers contact if they are having problems with the Telkom /Seacom connection?

- The customers must contact the Telkom call centre on 10210.
- 24/7/365 local Seacom technical support.

10. Will the customer receive a separate monthly invoice from the Seacom Service Provider?

No, only an invoice from Telkom.

11. Who does the installation - Telkom or Seacom Service Providers?

The Seacom Service Provider technicians are responsible to install the fibre line into the customer's premises. It is important to note that no technicians will do installations unannounced. All installation appointments will be negotiated with the customers over the phone before the time.

12. What is an object number?

It is the Seacom fibre service number provided by the Seacom Network Operator to the customer. This number is a unique identifier linked to the customer's subscribed service.

13. Can customers use their own router?

Yes, the Mikrotik RB4011 as used by Seacom.

14. Can a Seacom fibre bundle be moved from one address to another?

Yes, but the move must be within the existing Network Provider fibre footprint.

If not, alternative products can be considered by entering the new address in the Telkom coverage map, <https://www.telkom.co.za/check-coverage>