

Frequently Asked Questions

Telkom Stream Connect

1. What are Telkom Stream Connect bundles?

Telkom Stream Connect bundles are products that provides access and uncapped internet data that run over Openserve Fibre Network. These are asymmetrical products, which means that the download speed is not the same as the upload speed. Download speed is high than the upload speed.

2. Who will Qualify for Telkom Stream Connect?

All new Consumer and Business Customers and customers migrating from DSL/Copper services and other technologies (e.g., LTE, etc.) in the Openserve Fibre footprint. The provisioning of Telkom Stream Connect service is subject to infrastructure and Network coverage availability, which can be checked at <https://www.telkom.co.za/check-coverage>.

3. What are the product options available?

There are 5 different speeds that the customer can choose from:

Product Name	Monthly rental (incl. VAT)	Data	Router	Voice & Email
50/25 Mbps	R639	Uncapped	Wi-Fi enabled ONT	Optional
100/50 Mbps	R815	Uncapped	Wi-Fi enabled ONT	Optional
200/100 Mbps	R1 175	Uncapped	Wi-Fi enabled ONT	Optional
300/150 Mbps	R1 475	Uncapped	Wi-Fi enabled ONT	Optional
500/250 Mbps	R1 645	Uncapped	Wi-Fi enabled ONT	Optional

4. What are the additional once-off charges?

Description	Once-off Price (incl. VAT)
Call out fee	R1 725
Installation fee	R2 300
Service Activation fee	R575
Downgrade fee	R115

5. What payment options are available for Telkom Stream Connect?

- 12-Month contract (*activation & installation fees included)
- Month-to-month (excludes activation & installation fees)

6. Does the Telkom Stream Connect include Value-Added services?

No, value-Added Services (calling plan and email) are optional. They can be purchased at an additional charge per month.

7. How much will I pay to keep my mailbox and calling plan?

- A standalone mailbox will cost R15,82 (Incl. VAT) per month.
- Calling plans on Retail Fibre IP Voice for Business customers:

Product Name	Monthly rental (incl. VAT)
Unlimited VoIP 1	R135
Unlimited VoIP 2	R240
Unlimited VoIP 3	R377
Unlimited VoIP 5	R576
Unlimited VoIP 10	R1 521
Unlimited VoIP 20	R2 624

- Calling plans on Retail Fibre Voice for Consumer customers:

Product Name	Monthly rental (incl. VAT)
Closer Basic Bolt-on	R55
Closer Bolt-on 100	R85
Closer Bolt-on 300	R159
Closer Unlimited Bolt-on	R268

8. Can I migrate from my Existing DSL/Copper to the new Telkom Stream Connect product?

Yes, provided that:

- When using an existing email, the email will not be part of the new product but can still be taken as a standalone mailbox at the standard monthly charge. It remains the customers responsibility to back up all emails.
- Telkom Internet Mobile Failover cannot be transferred to the new Telkom Stream Connect products and will be discontinued.

9. Can I migrate from my existing Fibre service to the Telkom Stream Connect product?

No, customers on Telkom Core Fibre, Telkom Endless Fibre and old products such as Fibre Home Unlimited, etc. cannot migrate to Telkom Stream Connect.

10. Do I have to sign a Term contract?

There are 2 types of contracts offered, a month-to-month and on a 12-month contract. Installation and activation fees are included as part of the 12- month contract.

11. Will I pay any penalties when I cancel my service on my 12-month contract?

Yes, installation and activation charge form part of the contract obligation with a claw back over the 12-month period should the service be terminated prior to the end of the contract.

12. Is Telkom Stream Connect available in selected areas?

No, it is available in all Openserve Fibre coverage areas.

13. Is my Broadband Fibre speed guaranteed?

Fibre broadband is a “best effort” service, and the speeds are not guaranteed. This means that the potential speed that can be obtained will depend on the congestion of the network.