**FAQs for MetroFibre Fibre Network Operator (FNO) bundles**


**1. Who qualifies for the offers?**
All customers that are within the MetroFibre fibre network coverage.


**2. How do I know if my area is in the MetroFibre fibre network coverage?**
Check your address on the following link: https://www.telkom.co.za/check-coverage. Also, you can confirm with the MetroFibre account manager, Christopher Attie
ChristopherA@metrofibre.co.za


**3. Will a month-to-month customer qualify for the router and installation?**
We offer subscription options on 12, 24 or 36 months:

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-, 24-, or 36-months' period.


**4. What will happen if the customer cancels before the contract expires?**
The remaining months of the 12-, 24- or 36-months' period will be charged at 100% monthly subscription.


**5. 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 MetroFibre portal.
- Telkom does first level support before handing faults to MetroFibre.


**6. 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.

7. **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.

8. **Who do customers contact if they are having problems with the Telkom /MetroFibre connection?**
   - The customers must contact the Telkom call centre on 10214.
   - 24/7/365 local MetroFibre technical support.

9. **Will the customer receive a separate monthly invoice from the MetroFibre Service Provider?**

   No, only an invoice from Telkom.

10. **Who does the installation - Telkom or MetroFibre Service Providers?**

The MetroFibre 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.

11. **What is an object number?**

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

12. **Can customers use their own router?**

No, only that which is provided by MetroFibre.

13. **Can a MetroFibre 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