



Frequently Asked Questions for Octotel FTTB Bundles

1. Who qualifies for the offers?

Business customers that are within Octotel fibre network coverage.

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

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

3. What are installation timelines within Octotel network coverage area?

Installation Timelines	
Live Area	3 - 5 days
Planned Area	as per the rollout plan

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

Unfortunately, not. However, we offer two subscription options:

- **Month to month:** The customer will pay for the router and installation as part of their first invoice. No claw back cost will be recovered should the customer decide to cancel the service. Only a reconnection charge will apply if the ONT already exists.
- **Contract (12-month claw back period):** This will include the router and installation/ reconnection charge at no additional cost to the customer. However, the pro-rated remaining cost of the installation/ reconnection charge 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 pro-rated remaining cost of the installation/ reconnection charge and router will be charged at the time of cancellation, if cancelled prior to the 12-months' period.

6. Do I use my Telkom Internet (TIN) as a reference to report a faulty line?

Yes, a TIN, customer ID or company ID can also be used.

7. What are the FUP levels on the uncapped Internet account?

There are no FUP thresholds, it is a pure uncapped internet service.

8. What is contention ratio?

Contention ratio is the amount of internet that is shared between customers. The lower the contention ratio the higher the quality of service, giving you priority in your connection for unmatched consistency and speed.

- FTTH / Home services have a 10:1 line speed guarantee.
- FTTB / Business services have a 4:1 line speed guarantee.

9. Do bundles come with voice calling plans and a mailbox?

No, voice calling plans and mailbox are standalone VAS that can be added AN additional cost per month.

10. What is Octotel Service Level Agreement (SLA) for FTTB?

Octotel fibre offers a 12 Hour SLA: Business support which is available 365 days a year, Monday to Sunday between 08:00 to 17h00.

11. If a customer is in contract and wants to migrate to another service, what happens to the penalties?

The 12-months claw back option means that the customer has an option for a router and installation/reconnection charge to be included at no additional cost, but this is subject to the service being active for 12 months. Customers can cancel the service at any time, however the prorated remaining cost of the installation and router will be charged at the time of cancellation, if cancelled prior to the 12-months period.

12. What happens to my existing contract if a want to upgrade or move premises?

If the customer is currently on a 12-month contract and moves to a new fibre bundle, they will move with their existing contract, subject to coverage availability. If they are on month to month they will just upgrade to month to month on a new contract.

13. What is the Month-to-Month installation costs?

Octotel Month to month (Incl VAT), once off fees are as follows:

- Installation – R1 725 or
- Reconnection fee – R862.50 if Termination Point (TP) already exists.
- Router cost – price depending on the router model.

14. 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 rules are as follows:

- The distance is calculated from the boundary box to the first point of contact in the customer premises.
- For Plettenberg Bay area only, the first 20 meters of trenching is included in the installation cost, thereafter, trenching beyond this limit will be the responsibility of the customer. Additional trenching costs cannot be determined up-front and will be determined by the customer's preferred contractor. For all other Octotel fibre areas, the trenching costs are included in the installation cost.

15. Who do customers contact if they are having problems with the Octotel connection?

Customers must contact Telkom customer support 10214 or 10217.

16. Will the customer receive a separate monthly invoice from Telkom and Octotel?

No, only an invoice from Telkom.

17. Who does the installation - Telkom or Octotel?

Octotel technicians are responsible for installing of the fibre line and ONT 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.

18. What happens after installation?

If the customer opted for the subscription option that includes the router, Telkom will courier the router to the customer's premises at no additional cost. Once the order has been activated by Telkom, the customer will receive their username and password via SMS or email and can configure the router accordingly or call **10214 / 10217** for technical support.

19. What is an object number?

It is the service number provided by Octotel Fibre to the customer. This number is a unique identifier linked to the customer's subscribed service.

20. Can customers use their own router?

Yes. Customers can make use of any ICASA approved router and fibre capable. It must be noted that Telkom will not be able to assist the customers with the setup or support of these devices.

21. When do I pay for the router and installation when opting for a month-to-month?

The customer can pay for the router and installation upfront at a Telkom store or get it delivered and the amount will be included on the first Telkom invoice.

22. What is Asymmetrical speed?

Download and upload speeds are not the same e.g. 10Mbps/ 5Mbps.

23. What is Symmetrical speed?

Download and upload speeds are equal e.g. 10Mbps/10Mbps.

24. Why is download speed higher than the upload speed?

The need on higher download speeds is much higher than upload speed. For example, streaming video content from Netflix make use of the download speed. To send an email or upload a video onto YouTube makes use of the upload speed.

25. What is downloading?

To get information from the internet, you will need to download it. Downloading is the process of getting web pages, images and files from a web server and save it for later use.

26. What is uploading?

To make a file visible to everyone on the internet, you will need to upload it. Uploading is the process of putting web pages, images, and files onto a web server.