



Product Specific Frequently asked questions for Fibre to the Room (FTTR)

1. What is FTTR?

FTTR stands for Fibre to the Room. It extends the customer's fibre connection into different rooms using transparent fibre cabling and strategically placed Wi-Fi access points. This helps provide stronger and more consistent Wi-Fi coverage throughout the premises.

2. How is FTTR different from normal Fibre-to-the-Home?

Fibre to the Home brings fibre into the customer's premises. FTTR takes that connection further by extending fibre-linked Wi-Fi access points into the rooms where better coverage is needed.

3. Does FTTR increase the speed of the customer's fibre package?

No. FTTR does not change the speed of the customer's underlying fibre package. It helps distribute the existing fibre connection more effectively throughout the premises.

4. What is included in FTTR 1+1?

FTTR 1+1 includes:

- One primary FTTR unit.
- One Edge unit.

Customers who need coverage in more rooms can purchase Additional Edge units.

5. How many Additional Edge units can a customer purchase?

A customer can purchase up to 15 Additional Edge units, depending on the size and layout of the premises and their coverage requirements

6. Can a customer purchase an Additional Edge without FTTR 1+1?

No. FTTR 1+1 is the primary service. Additional Edge units must be linked to an active FTTR 1+1 service.

7. Can Additional Edge units be added later?

Yes. Customers can purchase Additional Edge units during the initial FTTR installation or add them later.

An Edge added after the initial installation has a higher installation charge because another technician visit is required.

8. Who qualifies for FTTR?

FTTR is available to qualifying Telkom Consumer and SMB customers with an Openserve postpaid FTTH service, subject to:

- FTTR footprint availability.
- Customer eligibility.
- Credit-vetting approval.

9. Who does not qualify for FTTR?

FTTR is not available to:

- Prepaid Fibre customers.
- Easy Connect/Stream Connect customers.
- Customers using another Internet service provider.
- Customers outside the supported FTTR footprint.

10. Is FTTR available nationally?

No. FTTR is mainly available in selected areas in Gauteng, KwaZulu-Natal and Cape Town. An address-level footprint check must always be completed before confirming availability.

13. What payment options are available?

Customers can choose:

- Once-off payment.
- 12-month contract.
- 24-month contract.
- 36-month contract.

Where installation is paid in instalments, the installation term must match the relevant FTTR or Additional Edge contract term.

14. What charges make up the FTTR price?

FTTR pricing consists of three separate components:

1. Equipment cost for FTTR 1+1 and any Additional Edge units.
2. Installation cost.
3. Monthly maintenance fee.

15. What are the maintenance fees?

The monthly maintenance fees are:

- FTTR 1+1: R29 per month.
- Each Additional Edge: R14 per month.

16. When does the maintenance fee begin?

For a contract purchase, the maintenance fee begins after the relevant 12-, 24- or 36-month contract ends.

For a once-off purchase, the maintenance fee begins from the second month.

Each Additional Edge has its own contract and maintenance start date, particularly when it is added later.

17. What does the maintenance fee cover?

The maintenance fee supports the ongoing FTTR service, including:

- Technical support.
- Troubleshooting assistance.
- Relevant software and firmware updates.
- Ongoing service maintenance.

18. Why is post-installation pricing higher for an Additional Edge?

An Additional Edge ordered after the original installation requires another technician visit to extend the fibre, install the unit, configure it and test the service. This results in a higher installation charge.

19. What happens if the customer cancels FTTR 1+1?

FTTR 1+1 is the primary contract. Cancelling it will also trigger the cancellation of the linked Additional Edge contracts. Applicable early-termination charges may apply to the primary service and the linked Edge contracts.

20. What happens if the customer cancels the underlying FTTH service?

The associated FTTR 1+1 and Additional Edge services will also be cancelled. The customer may become liable for the remaining FTTR equipment and installation charges.

21. How does FTTR compare with Mesh Wi-Fi?

Mesh normally extends Wi-Fi wirelessly between the units. FTTR connects the units using fibre backhaul, which can provide a more stable and consistent connection.

Mesh is usually easier and more affordable to install, while FTTR is better suited to larger homes, multiple floors, thick walls and rooms requiring high-performance connectivity.