



Product Specific Terms and Conditions for Telkom Fibre-To-The-Room (FTTR) Offering.

1. The provision of Telkom's Fibre-To-The-Room ("FTTR") offering is subject to Telkom's Standard Terms and Conditions for the Provision of Electronic Communication Services and Products, available at https://www.telkom.co.za/about_us/regulatory/terms-and-conditions.shtml, as well as the Product Specific Terms and Conditions set out in this document. Where there is any conflict between Telkom's Standard Terms and Conditions and the Product Specific Terms and Conditions applicable to the FTTR offering, the latter shall prevail.

2. DEFINITIONS:

For the purpose of these Terms:

- 2.1. "FTTR" means Telkom's Fibre-To-The-Room solution that extends fibre connectivity into multiple rooms within the Customer's premises to provide enhanced Wi-Fi coverage, performance and connectivity. For purposes of these Terms and Conditions, FTTR includes the FTTR 1+1 product together with any Additional Edge products subscribed to by the Customer unless the context indicates otherwise..
- 2.2. "FTTH" (Fibre-to-the-Home) means the primary fibre broadband service installed at the Customer's premises.
- 2.3. "FTTR 1+1" means the standard FTTR package comprising one primary FTTR unit and one additional endpoint.
- 2.4. "Additional Edge" means an additional FTTR endpoint purchased as an extension to the Customer's existing FTTR 1+1 service, whether ordered during the initial installation or at any time thereafter. For purposes of these terms, all references to Additional Edge products include any associated FTTR endpoint devices and services.



2.5.“Contract Term” means the selected subscription term of 12, 24, or 36 months.

2.6.“Maintenance Fee” means the recurring monthly service fee payable after completion of the applicable contract term or, in the case of a once-off purchase, from the second month following service activation. The Maintenance Fee constitutes the ongoing service fee for the FTTR solution and includes continued maintenance, technical support, troubleshooting, software updates, firmware updates and other support services made available by Telkom..

2.7.“Installation Fee” means the fee charged by Telkom for the installation, activation, configuration and provisioning of the FTTR service and any associated service extensions at the Customer’s premises, payable either as a once-off amount or in instalments, depending on the selected product option.

3. SERVICE ELIGIBILITY

3.1.The FTTR offering is available to qualifying Telkom customers with an eligible Openserve Post-Paid Fibre-To-The-Home (“FTTH”) service.

3.2.FTTR is not available:

- 3.2.1. as a standalone service;
- 3.2.2. to prepaid fibre customers;
- 3.2.3. to EasyConnect customers;
- 3.2.4. through third-party internet service providers.

3.3.Service availability is subject to:

- 3.3.1. network coverage;
- 3.3.2. technical feasibility;
- 3.3.3. Telkom credit approval.

3.4.FTTR availability may be limited to selected geographic areas and will be subject to Openserve coverage checks

4. PRODUCT OPTIONS



4.1. Customers may subscribe to:

4.1.1. FTTR 1+1 standard package;

4.1.2. Additional Edges

4.2. A Customer may purchase up to a maximum of fifteen (15) Additional Edge endpoints in connection with their FTTR 1+1 service, either during the initial FTTR 1+1 installation or at any time thereafter.

5. CONTRACT OPTIONS

5.1. Customers may select:

5.1.1. Once-off purchase; or

5.1.2. Fixed-term contracts of:

5.1.3. 12 months

5.1.4. 24 months

5.1.5. 36 months

5.2. The applicable pricing shall be as published by Telkom from time to time and may be adjusted in accordance with Telkom's pricing policies.

5.3. The FTTR 1+1 product forms the primary FTTR service and constitutes the principal agreement within the FTTR contractual structure ("Primary Contract").

5.4. Each Additional Edge purchased on contract constitutes a separate secondary agreement ("Secondary Contract") linked to the Primary Contract.

5.5. Customers may purchase Additional Edge units during the initial FTTR 1+1 installation or after the initial installation, subject to product rules, technical feasibility and the maximum number of Additional Edge units permitted by Telkom.

5.6. Where the Customer selects a fixed-term contract, the monthly charges payable during the Contract Term shall include the applicable Equipment Charges together with the ongoing service fees applicable during the Contract Term. Where the Customer selects a once-off purchase option, the once-off purchase price shall include the applicable Equipment Charges together with the service fees for the first month



following service activation. During the Contract Term or, in the case of a once-off purchase, during the first month following service activation, the Customer shall receive maintenance services, technical support, troubleshooting assistance, and software, firmware and security updates, where applicable, for the FTTR solution. Thereafter, in the case of a once-off purchase, the recurring monthly Maintenance Fee shall automatically commence from the second month following service activation in accordance with these Terms and Conditions.

6. INSTALLATION

6.1 FTTR installation requires:

6.1.1. an existing installed FTTH connection; or

6.1.2. An active FTTH service order.

6.2 Installation fees are payable by the Customer for the FTTR 1+1 service and any Additional Edge installations. Installation fees may be paid as a once-off payment or in monthly instalments aligned to the applicable contract term. Where installation fees are paid in monthly instalments, the instalment period shall correspond with the contract term applicable to the relevant FTTR 1+1 service or Additional Edge contract.

6.3 FTTR installations may only proceed where the customer has an existing installed FTTH connection or an open FTTH order capable of supporting the FTTR service.

6.4 Where FTTR is ordered together with a new FTTH service, FTTR fulfilment may only proceed once the required FTTH service details have been created and the FTTH service is capable of supporting FTTR installation

7. MAINTENANCE

7.1. Upon expiry of the applicable Contract Term and payment in full of all applicable Equipment Charges, or upon payment in full of the once-off purchase price, ownership of the FTTR equipment shall transfer to the Customer.



- 7.2. Upon expiry of the applicable Contract Term or in the case of a once-off purchase, from the second month following service activation, a recurring monthly Maintenance Fee shall automatically commence and shall constitute the ongoing service fee for the FTTR solution. The Maintenance Fee shall continue to be billed on a month-to-month basis until cancelled by the Customer or otherwise terminated in accordance with these Terms and Conditions.
- 7.3. The Maintenance Fee enables Telkom to continue supporting the FTTR solution after the equipment has been paid in full by providing ongoing maintenance, technical support, troubleshooting assistance, software updates, firmware updates and any other support services made available by Telkom.
- 7.4. The Customer may cancel the Maintenance Service at any time in accordance with Telkom's applicable cancellation process.
- 7.5. Where the Customer cancels the Maintenance Service after ownership of the equipment has transferred, ownership of the FTTR equipment shall remain with the Customer. However, Telkom shall no longer provide maintenance, technical support, troubleshooting assistance, software updates, firmware updates, security updates or any other services associated with the Maintenance Service.

8. CANCELLATIONS

- 8.1. Customers may request cancellation of FTTR services in accordance with Telkom's applicable cancellation processes.
- 8.2. Where a customer cancels the FTTR 1+1 product or any Additional Edge product before expiry of the applicable contract term, an early termination charge will apply. The charge will be calculated as the sum of:
- 8.2.1. the monthly product charges for the remaining months of the contract term; and



8.3.any outstanding installation charges not paid at the time of cancellation.

Where a customer cancels an FTTR service before expiry of the applicable contract term, early termination charges may apply and may include: remaining monthly subscription charges; unpaid installation fee instalments; outstanding equipment/CPE charges; applicable recovery charges arising from promotional benefits; and any other lawful charges permitted under applicable legislation and Telkom product rules.

8.3.1. Early termination charges may be calculated separately for each FTTR 1+1 service and Additional Edge contract and may therefore differ depending on the remaining duration of the relevant contract.

8.4.Where the Primary Contract is cancelled or terminated, all linked Secondary Contracts for Additional Edge products will also be cancelled or terminated and applicable early termination charges will apply to both the Primary Contract and the linked Secondary Contracts.

8.5.Where a Secondary Contract for an Additional Edge is cancelled or terminated, the Primary Contract will remain active unless separately cancelled or terminated.

8.6.Cancellation of the underlying FTTH service will result in cancellation or termination of the associated FTTR services and the customer will remain liable for all applicable FTTR charges, early termination charges, installation charges and equipment-related charges.

8.7.If the Customer's account enters collections due to non-payment, Telkom may suspend, restrict, cease or terminate the FTTR service. Where an FTTR service is suspended, ceased or terminated as a result of collections activity, all outstanding installation charges, equipment charges, CPE charges, maintenance fees and any other amounts owing shall immediately become due and payable.

9. General

9.1.Telkom reserves the right to amend these Product Specific Terms and Conditions from time to time. Such amendments will be placed on Telkom's



website and will be deemed incorporated into the agreement from the date on which the amendment is published, unless otherwise stated.

9.2. Telkom reserves the right at any time to amend, suspend, withdraw or terminate the FTTR offering, subject to applicable law and existing contractual obligations.