



Terms and Conditions - Telkom Prepaid Compact-Fibre over Openserve fibre network

1. The provision of Telkom's broadband service is subject to Telkom's standard terms and conditions. Refer to the following link: <https://group.telkom.co.za/regulatory/terms-and-conditions.html>
2. The Telkom Prepaid Compact-Fibre service is available for new sales acquisitions and not for migrations.
3. The Telkom Prepaid Compact-Fibre service is available on the 20/10Mbps service speed in selected areas only. The 25/25Mbps recharge vouchers and 50/25Mbps service speed are available in all Openserve fibre areas.
4. The Telkom Prepaid Compact-Fibre network coverage must be validated on Telkom's website at the following URL: <https://www.telkom.co.za/check-coverage>
5. Telkom reserves the right to amend the terms and conditions of the Telkom Prepaid Compact Fibre from time to time. Telkom will place the amended terms and conditions on Telkom's website at the following link. <http://www.telkom.co.za>; which will be deemed incorporated into the Agreement and bind the Customer from the date that the amendment was listed on the above-mentioned site.
6. To get the Telkom Prepaid Compact-Fibre line installed, the customer must purchase a Starter Pack. There are 2 Starter Pack options:
 - 6.1. **20/10Mbps Starter Pack (Promotion: Free until 30 September 2026)**
 - Available in selected areas only.
 - Includes the installation + 14-days Uncapped Internet data at a speed of 20/10Mbps.
 - 6.2. **50/25Mbps Starter Pack (Promotion: Free until 30 September 2026)**
 - Available in all Openserve FTTH areas
 - Not available in 20/10Mbps selected areas.
 - Includes the installation + 14-days Uncapped Internet data at a speed of 50/25Mbps.
7. A Telkom Prepaid Compact-Fibre Starter Pack can be applied for through Telkom website, Call centres on 10213 or at any Telkom store.
 - 7.1. An upfront credit/debit card payment will be required. No upfront payment will be required for Starter packs during the promotional period – the promotional period is from 1 April 2025 until 30 September 2026.

- 7.2. An installation order will be generated after successful payment. This order number can be used for order status queries.
 - 7.3. The installation will be done by an Openserve technician up to the Optical Network Terminal (ONT).
 - 7.4. The router is not required because the ONT device is Wi-Fi enabled.
8. Telkom shall endeavour to ensure that the Put into Service (PIS) date shall be within an average of 7 working days of receipt of an application from the customer, subject thereto that the Telkom Prepaid Compact-Fibre concerned is capable of being provided.
9. The customer shall be responsible for obtaining all necessary approvals and consents, to the extent required, to install a Telkom Prepaid Compact-Fibre at the premises of a customer.
10. The customer shall not be entitled to cancel an order after successful payment.
11. Telkom's acceptance of an order does not constitute a commitment to provide the requested service. Telkom reserves the right to cancel the order at any time if it determines, for any reason, that it will be unable to fulfil the service.
12. The Customer will be notified when the service is active through an SMS, and the purchasing of an internet recharge voucher will only be possible 24 hours after activation.
13. Once the voucher time has run out, the customer must purchase the top up voucher through the Telkom QR portal at the following URL: https://qr.telkom.co.za/qr_portal/top-up/fibre. Voucher purchases must be done by means of credit/debit cards and will only be active once confirmation of payment has been established. The customer will automatically be re-directed on first connection after time has run out.
14. Customers in the 20/10Mbps footprint may recharge with a 30-day voucher on either the 20Mbps, 25Mbps or the 50Mbps service speeds. The service speed will automatically be adjusted to the active recharge voucher speed.
15. Customers in the 50/25Mbps footprint may recharge with a 30-day voucher on the 50Mbps or 25Mbps service speeds only.
16. The following recharge voucher options are available:
 - 16.1. 20/10Mbps recharge voucher with 30-day Uncapped Internet data
 - 16.2. 25/25Mbps recharge voucher with 30-day Uncapped Internet data
 - 16.3. 50/25Mbps recharge voucher with 30-day Uncapped Internet data
 - The recharge vouchers are to be used as the customer desires.
17. Customers can purchase multiple 30-day vouchers at the same time, but these bundles will be activated in accordance with the sequence they were purchased without interruptions.
18. If the Prepaid fibre line remains dormant for a period longer than 90 (ninety) days, during which period no recharge voucher is purchased, the service will be removed from Telkom as the ISP and the service will be moved into the Openserve fibre area where all ISP recharge vouchers will be visible for purchase. The Customer will no longer be able to contact Telkom for any support and will be required to log faults on the Openserve App.

19. Customers can report any service disruptions through the Telkom Self-help portal on the following link: <https://www.telkom.co.za/help-guide> or through the Telkom Call centre at 10210.
20. Should there be a fault on the Telkom network that results in downtime experienced by the Customer, the Customer needs to report the fault in which case Telkom will allocate time back in a form of a courtesy Internet data equivalent to the outage period. The Internet data will only be allocated to a Telkom Prepaid Compact-Fibre line that has an active Internet recharge voucher.
21. A fault can only be reported on a line that has an active Telkom voucher running.
22. Migrations are not allowed from Post-paid Fibre to Prepaid Compact-Fibre.
23. Data transfer from Telkom Prepaid fibre recharge voucher to another service is not allowed.
24. Prices are subject to adjustments from time to time as determined by Telkom, and all charges will be published on the Telkom website.

Telkom Internet products are governed by its Specific Terms and Conditions policies.

https://www.telkom.co.za/about_us/download/broadband_terms_and_conditions.pdf

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