

Telkom Business

Standard Terms and Conditions for MetroFibre Products are:

1. Only 12-, 24- and 36-months contract available.
2. Once-off Installation charges are: R2,925 on 12 months, R1,755 on 24 months and zero rated on 36 months, Vat Inclusive.
3. 100% monthly subscription payable for the remaining months on contract if cancelled before expiry.
4. 30 days' notice to cancel after contract expiry.
5. Contract continues month to month after contract expiry until cancelled.
6. The provision of 3rd Party fibre is subject to network availability, but service quality is not impacted by distance from the exchange.
7. MetroFibre offers will be available to all customers that are within the MetroFibre fibre network coverage.
8. The customer can confirm the coverage of MetroFibre Network in their area via <https://www.telkom.co.za/check-coverage>
9. Telkom reserves the right to revise tariffs and to vary these terms and conditions at any time. Such changes will be posted on the Telkom website and will be deemed to have been accepted by you if you continue using the services. The obligation therefore is on you, the customer, to review these terms and conditions at regular intervals.
10. Telkom accepts no liability for any loss or damage to the property or equipment of the customer arising out of the provision, installation, or maintenance of MetroFibre fibre service.
11. Customers are responsible to provide network access to their premises via Point of Entry sleeves/ducts, at their own costs.
12. The MetroFibre fibre products are symmetrical, with upload speeds now equal to the download speeds.

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13. The customer shall not be entitled to terminate the Subscription with MetroFibre directly and Telkom shall be obliged to give MetroFibre not less than 30 days' notice of its intention to cancel any Subscription.
14. MetroFibre Fibre Network Operator (FNO) reserves the right to charge a Call-out Fee should they send out a technician but find out that the fault is related to issues such as the customer's equipment.