



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://www.telkom.co.za/about_us/regulatory/terms-and-conditions.shtml
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, and on the 50/25Mbps service speed that is 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. In order 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 @ R199
 - 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 @ R499
 - Available in all Openserve FTTH areas where the 20/10Mbps Starter Pack is not available.
 - 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 purchased through Telkom website, Call centres or at any Telkom store.
 - 7.1. An upfront credit/debit card payment will be required.
 - 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. Should Telkom not be able to fulfil the service that the customer applied for the installation will be cancelled and a full refund will be provided to the customer.
12. The customer will be notified when the service is active through an SMS.
13. Once the voucher time has run out, the customer must purchase the top up voucher through the Openserve Website at the following URL: <https://openserve.co.za/openserveisp/verify-prepaid>. 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 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 service speed only.
16. The following recharge voucher options are available:
 - 16.1 20/10Mbps recharge voucher with 30-day Uncapped Internet data @ R349
 - 16.2 25/25Mbps recharge voucher with 30-day Uncapped Internet data @ R499
 - 16.3 50/25Mbps recharge voucher with 30-day Uncapped Internet data @ R700
 - Recharge voucher to be used as the customer desires.
17. Voucher payments should be made through Credit/Debit card. The voucher will only be activated once confirmation of payment has been established.
18. Customers can purchase multiple bundles at the same time and these bundles will be activated in accordance with the sequence they were purchased.
19. If the Prepaid fibre line remains dormant for a period longer than 90 (ninety) days, during which period no recharge voucher is purchased, the relevant line will be converted to an Open Access Prepaid line, making all available ISP bundles visible to the customer. The customer will no longer be able to contact Telkom for any support.
20. In the event that the Prepaid fibre line is dormant for a period of 180 (hundred-and-eighty) days, the Prepaid fibre service will expire.
21. Customers can report any service disruptions through the Telkom Self-help portal or through the Telkom Call centre.
22. A fault can only be reported on a line that has an active Telkom voucher running.
23. Migrations are not allowed from Post-paid Fibre to Prepaid Compact-Fibre.

24 Data transfer from Telkom Internet prepaid bundle to another is not allowed.

25 Prices are valid at date of print. (E&OE)

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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