FAQs - Telkom Prepaid Compact-Fibre over Openserve fibre network

1. **What is Telkom Prepaid Compact-Fibre?**

   - Telkom Prepaid Compact-Fibre is a low-cost fibre product that runs over Openserve fibre network. The installation starter pack includes a WiFi enabled ONT device and an Uncapped Internet data that works on a duration basis.

2. **Who qualifies for the Telkom Prepaid Compact-Fibre over Openserve network?**

   - All customers who are within the Openserve Prepaid Compact-Fibre network coverage qualify. No credit vetting required.

3. **How do I know if my area has Telkom Prepaid Compact-Fibre coverage?**

   - Network coverage can be confirmed on Telkom's website at the following URL https://www.telkom.co.za/check-coverage.

4. **What speeds are available on Telkom Prepaid Compact-Fibre product?**

   - 20/10Mbps
   - 50/25Mbps

5. **Is the Telkom Prepaid Compact-Fibre service available in all Openserve fibre areas?**

   - The 20/10Mbps service speed is available in selected areas only, and the 25/25Mbps recharge vouchers and 50/25Mbps service speed are available in all Openserve fibre areas. Coverage can be verified at https://www.telkom.co.za/check-coverage.

6. **What installation options are available on Telkom Prepaid Compact-Fibre?**

   - Telkom Prepaid Compact-Fibre is available on two Installation Starter Pack options:

     o 20/10Mbps installation + 14-days Uncapped Internet data bundle @ R199 **(Promotion: Free until 31 March 2026).**
     o 50/25Mbps installation + 14-days Uncapped Internet data bundle @ R499 **(Promotion: Free until 31 March 2026).**

7. **What recharge voucher options are available:**

   - The following recharge voucher options are available:

     o 20/10Mbps recharge voucher with 3-day Uncapped Internet data @ R54

     o 20/10Mbps recharge voucher with 7-day Uncapped Internet data @ R99

     o 20/10Mbps recharge voucher with 14-day Uncapped Internet data @ R180

- o   20/10Mbps recharge voucher with 30-day Uncapped Internet data @ R349

- o   25/25Mbps recharge voucher with 3-day Uncapped Internet data @ R79

- o   25/25Mbps recharge voucher with 7-day Uncapped Internet data @ R139

- o   25/25Mbps recharge voucher with 14-day Uncapped Internet data @ R259

- o   25/25Mbps recharge voucher with 30-day Uncapped Internet data @ R499

- o   50/25Mbps recharge voucher with 3-day Uncapped Internet data @ R110

- o   50/25Mbps recharge voucher with 7-day Uncapped Internet data @ R199

- o   50/25Mbps recharge voucher with 14-day Uncapped Internet data @ R379

- o   50/25Mbps recharge voucher with 30-day Uncapped Internet data @ R700

- The components of the Telkom Prepaid Compact-Fibre service are summarized in the table below:

	Telkom Prepaid Compact-Fibre product summary
Available speeds	1. **20/10Mbps**
	2. **50/25Mbps**
Included Uncapped Data	Openserve Uncapped Internet data
Installation Starter Packs	**Starter Pack 1**: Includes installation + 14-day Uncapped Internet data at a speed of 20/10Mbps **@ R0 once-off** (Promotion: Free until 31 March 2026)
	Starter Pack 2: Includes installation + 14-day Uncapped Internet data at a speed of 50/25Mbps **@ R0 once-off** (Promotion: Free until 31 March 2026)
Internet Recharge Voucher Options:	1. **20/10Mbps recharge voucher** with 3-day Uncapped Internet data @ R54
	2. **20/10Mbps recharge voucher** with 7-day Uncapped Internet data @ R99
	3. **20/10Mbps recharge voucher** with 14-day Uncapped Internet data @ R180
	4. **20/10Mbps recharge voucher** with 30-day Uncapped Internet data @ R349
	5. **25/25Mbps recharge voucher** with 3-day Uncapped Internet data @ R79
	6. **25/25Mbps recharge voucher** with 7-day Uncapped Internet data @ R139
	7. **25/25Mbps recharge voucher** with 14-day Uncapped Internet data @ R259
	8. **25/25Mbps recharge voucher** with 30-day Uncapped Internet data @ R499
	9. **50/25Mbps recharge voucher** with 3-day Uncapped Internet data @ R110
	10. **50/25Mbps recharge voucher** with 7-day Uncapped Internet data @ R199
	11. **50/25Mbps recharge voucher** with 14-day Uncapped Internet data @ R379
	12. **50/25Mbps recharge voucher** with 30-day Uncapped Internet data @ R700
Speed switch option	Customers can seamlessly switch speeds based on their Internet Recharge Voucher purchase. The 20Mbps recharge vouchers remain exclusive to customers within the Openserve selected areas.
Coverage areas	The 20/10Mbps speed is available in selected areas only. The 25Mbps recharge vouchers and 50Mbps speed are available in all Openserve fibre areas.
ONT device	WiFi-enabled (No router required)

Table 1: Summary of the Telkom Prepaid Compact-Fibre product

8. **Can a customer purchase an Internet recharge voucher immediately after service activation?**

- No. Internet recharge vouchers cannot be purchased within the first 24 hours of service activation.

9. **How long does the Prepaid Fibre line remain active before it expires?**

- If the Prepaid fibre line remains dormant for a period of 90 (ninety) days, during which period no recharge voucher is purchased, the relevant line will be converted to an Open Access Prepaid fibre line, making all available ISP recharge vouchers visible to the customer. Therefore, the customer will no longer be able to contact Telkom for any support.

10. **What if the Prepaid Compact-Fibre line remains dormant for longer than 180 (hundred-and-eighty) days?**

- 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.

11. **Will the service come with SoftCap Internet vouchers?**

- No. Only Uncapped Internet vouchers will be available.

12. **What are the benefits of purchasing Telkom Prepaid Compact-Fibre service?**

- No long term contracts
- Affordability
- Easy top-up options
- Reliability
- No bill shocks
- Flexibility
- No credit vetting

13. **Where do customers buy the Telkom Prepaid Compact-Fibre starter packs**?

- Customers can buy starter packs through the following channels:
  - Telkom Website (www.telkom.co.za)
  - Call Centre
  - Any Telkom store

14. **What payment methods are available for Telkom Prepaid Compact-Fibre and for the Uncapped recharge vouchers?**

- Credit/Debit card only.

15. **Where do customers buy the Telkom Prepaid Compact-Fibre recharge vouchers**?

- From the Openserve Website at https://openserve.co.za/openserveisp/verify-prepaid.

16. **If I have a Telkom Prepaid Express-Fibre service, can I still buy recharges?**

- Yes, recharges can be bought from the Telkom Internet portal.

17. **How do I get to the Telkom Internet portal?**

- The direct link is https://customerportal.telkomsa.net/portal/support/

- Or go to the Telkom main page at www.telkom.co.za

   - Select "Login" at the top right corner.
   - Select "Telkom Internet" from the drop down list.

18. **Can the customer cancel the order after a successful payment?**

- No. The customer will not be able to cancel an order after a successful payment.

19. **How will the customer journey look like?**

- The customer journey will consist of 2 steps:

   Step 1: Buy a starter pack to get fibre line installed from the channels mentioned above.

   - The starter packs include installation and 14-day Uncapped Internet data

   Step 2: To top up and redeem Uncapped Internet vouchers whenever the current voucher duration runs out.

20. **Does the Uncapped Internet voucher include throttling and FUP thresholds?**

- No. There are no FUP (Fair Usage Policy) thresholds, and no throttling applies.

21. **Does the Uncapped Internet voucher include Value-Added services such as TI mailboxes or TI Mobile data?**

- There are no Value-Added services included on the Telkom Prepaid Compact-Fibre service.

22. **How long does it take for the Telkom Prepaid Compact-Fibre line to be installed?**

- The installation will take place within an average of 7 working days. An Openserve technician will contact the customer to make an appointment for the fibre access installation up to the ONT only.

23. **When will the Telkom Prepaid Compact-Fibre service be activated?**

- The customer will be notified when the service is active through an SMS.

24. **Can the customer purchase the Internet voucher before the prepaid fibre access is installed?**

- No. It will not be possible.

25. **Can a customer buy multiple vouchers in advance?**

- The customer can purchase multiple vouchers at the same time and these vouchers will be activated in accordance with the sequence they were purchased.

26. When can the customer start using the Internet voucher after purchasing it?

- It is recommended to buy the voucher before the last one runs out. If it has expired already, the new voucher will be active within two hours.

27. Can a customer migrate from Post-paid fibre to Telkom Prepaid Compact-Fibre?

- Migrations are not allowed. The post-paid fibre service will have to be cancelled, and a new prepaid fibre service will be provisioned. When the Post-paid fibre service gets cancelled, the prorated remaining cost of the installation and router will be charged at the time of cancellation, if cancelled prior to the 12 months.

28. Is data transfer allowed from Telkom Prepaid Compact-Fibre voucher to another voucher?

- No. Data transfer is not allowed.

29. What will happen to the Uncapped Internet voucher if a fault is detected on the Telkom network where such fault caused downtime to be experienced by the customer?

- Telkom will allocate a suitable time back in a form of Internet data to the relevant fibre line to compensate the customer for the downtime experienced. The Internet data will only be allocated to a Telkom Prepaid Compact-Fibre line that has an active Internet recharge voucher.

30. Is there any call out fee involved?

- Yes. Telkom shall charge a call-out fee in all instances where the customer has requested Telkom to attend to any fault in respect of a Telkom Prepaid Compact-Fibre, where such fault is at a point in the network beyond the WiFi enabled ONT or where such fault is as a result of the customer's activities, including but not limited to any activity that may have caused damage to the WiFi enabled ONT, as well as power interruption incidents which could have been reasonably prevented by the customer.

31. Is the router required for Telkom Prepaid Compact-Fibre service?

- No. The service comes with a WiFi enabled ONT device.

32. What will the customer need to know in order to connect his/her devices to the internet via WiFi?

- The WiFi network name and password can be found at the back of the ONT device under SSID (WiFi network name) and the password under WLAN key or WiFi Key.

33. How long is the trenching distance included as part of the installation fee?

- The installation of the service includes 8 meters of trenching. If the distance from the boundary box to the customer premises is more than 8 meters, the customer will be responsible for the remaining trenching arrangements and charges.