

Terms and Conditions for the “Unlimited Business” Uncapped Bundles & Broadband Services

The provision of Telkom's Broadband Service (whether over xDSL or Fibre) is subject to Telkom's Standard Terms and Conditions. Refer to the link below.

http://www.telkom.co.za/about_us/regulatory/terms-and-conditions.shtml

- The provisioning of Telkom's xDSL & FTTB Service(s) will be subject to network availability, distance between closest exchange and installation address, copper line quality and line sync speed limitations.
- If no ADSL/FTTB broadband infrastructure is available, 3G or LTE should be recommended as a solution with their respective bundles on offer if the customer is within the footprint.
- Customer will carry over their existing contracts when migrated to a higher speed uncapped bundle.
- No new modem will be issued for the existing customers.
- Pro-rata billing rate will be applicable.
- Downward migrations shall be allowed only if customers wish to cancel their higher broadband packages due to speed issues or affordability issues, however penalties will apply if the customer cancels their service, prior to the end of the contract term selected.
- Upward migrations are allowed and the customer shall carry over the existing contract, no penalties to apply.
- Penalties will apply when customer cancels the service before the end of 24-month contract.
- Should the uncapped service not be able to synch to a faster speed due to network constraints, the service will remain on their current speed.
- New to Broadband (NTB) or New to Franchise (NTF) customers will qualify for a FREE modem upon signing up on a 24 months contract at the relevant bundle price.

Telkom Internet & Broadband Terms & Conditions

Telkom Internet products are governed by its Specific Terms and Conditions policy

[Broadband Terms and Conditions](#)

[Telkom Internet Terms & Conditions](#)

[Telkom Internet Acceptable Use Policy \(AUP\)](#)

SMB fixed Campaigns/ Promotions Terms and Conditions

General

- E&EO: http://www.telkom.co.za/about_us/download/websitetermsandconditions.pdf
- Landline rental excludes voice and fax calls made on the line.
- Deals available while stocks last.

Broadband

- Free devices are subject to signing of a 24-month contract.
- Telkom Internet Uncapped deals subject to **Telkom Internet Acceptable Use Policy** (http://www.telkom.co.za/about_us/regulatory/terms-and-conditions.shtml).
- Uncapped internet FUP values:
 - 4Mbps include a 360GB FUP
 - 10Mbps include a 900GB FUP
 - 20Mbps include a 1.8TB FUP
 - 40Mbps include a 3.6TB FUP
 - 100Mbps include a 6TB FUP
- Openserve Fibre: Free devices and free Fibre installation is subject to a 24-month contract.
- Free calls on UNLIMITEDbusiness bundles: Free calls to Telkom fixed and Telkom Mobile numbers.
- DSL/Fibre offers are subject to infrastructure and coverage availability. **Click** to view coverage (<https://secure.telkom.co.za/today/ucm/>).
- Night Surfer data only available on the Telkom network between 12am and 7am. Fair usage policy applies.

UNLIMITEDbusiness

- Telkom Internet uncapped deals are subject to the Telkom Internet Acceptable Use Policy.
- Free calls to Telkom fixed-line numbers and Telkom mobile numbers

TI Mobile VAS

- Only customers with Telkom Internet and Broadband access from Telkom qualify for the TI Mobile VAS data service.

- The TI Mobile VAS works on the Telkom 3G/LTE network only. **Click** to view coverage (<https://secure.telkom.co.za/today/ucm/>).

UNLIMITEDbusiness Promotion (NTF/NTB)

- Available to NTF (New to Telkom) customers only
- Available to NTB (New to Broadband) customers only
- Not applicable for downgrades
- Only on 24months contract
- Not available on month to month
- Installation included
- Modem included