

## **Terms and Conditions for the “Unlimited Home” 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](http://www.telkom.co.za/about_us/regulatory/terms-and-conditions.shtml)

- The provisioning of Telkom's xDSL & FTTH 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/FTTH 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.
- Customers will carry over their existing contracts when upgrading 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 and installation upon signing up on a 24 months contract at the relevant bundle price.
- Customers are responsible to provide network access to their premises via Point of Entry sleeves/ducts, at their own costs.

- Installation will be free on FTTH if a customer sign a 24 month contract (includes trenching of first 8 meters), if beyond 8 meters Openserve charges R 182.40 per meter.
- Telkom Internet Uncapped deals subject to Telkom Internet Acceptable Use Policy

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 \(AUP\)](#)