Telkom

Your step-by-step guide to getting connected.
With Telkom Broadband and Fibre to the Home.

Tomorrow Starts Today
Dear Customer

Welcome to the Telkom family and thank you for choosing Telkom Broadband (Fibre to the Home or DSL). Prepare to enjoy everything the digital age has to offer with a fully connected home for the whole family.

This guide is designed to assist you through the setup process and to ensure that you’re up and running as soon as possible. We’ve included frequently asked questions and comprehensive information on how to get assistance if required. We recommend that you keep this guide in a safe place for future reference.

Should you require additional information or assistance, please don’t hesitate to contact our call centre on 10210 or visit www.telkom.co.za.

We wish you many happy hours of surfing and a great Telkom Broadband experience.

Best regards,
The Telkom Team
How to Get Connected

1. Refer to the Quick Reference Guide
Retrieve the Quick Installation Guide / Quick Reference Guide found in your modem box. If you don’t find a Quick Installation Guide CD in your modem box, the Broadband Configuration Wizard will be embedded in the modem’s start-up software.

2. Connect your modem to your telephone line and PC
Follow the instructions in the Guide to connect your modem either to the broadband access line or to the Fibre terminating device.

3. Setting up your broadband modem
Connect to the modem either using an Ethernet cable or using WiFi, as described in the Guide. Launch an internet browser (Google Chrome, Firefox, Internet Explorer, Safari, etc.) on your connected device. In the URL web address field, enter the URL as indicated on the belly label of the router. The configuration wizard of the modem will start automatically. Follow the prompts on the screen. You will need your internet username and password that was sent to you by SMS.

4. Activate your broadband service
The wizard should automatically open your web browser (e.g. Internet Explorer, Google Chrome). Type in www.telkom.co.za/verifyadsl. Complete the required fields with your Telkom telephone number and order number (sent to you by SMS).

5. Set up your data-usage notifications
Log in to https://secure.telkomsa.net/titracker/ with your username and password to set up data-usage notifications.

6. Connect your devices through WiFi
Congratulations! You are now connected to the internet. You are ready to connect your other internet-enabled devices (e.g. tablets, laptops and smartphones) via WiFi.

Frequently Asked Questions

1. Where do I get my Telkom Internet username and password?
Your Telkom Internet username and password were sent to you by SMS. If you don’t have them, simply send an email to TelkomInternetSupport@telkom.co.za or phone the Telkom Internet help desk on 10210.

2. How do I reset my Telkom Internet password?
You can reset your Telkom Internet account and email passwords by visiting https://online.telkomsa.netpmt/ or by phoning the Telkom Internet help desk on 10210. If you don’t have your password, select the ‘Forgotten Your Password?’ option. When resetting your password, please use alphanumeric characters, as this will increase the security of your account. Do not give the password to anyone.

3. How do I set up my broadband modem if I have a PC without a CD drive, or if my device is not Windows-based (e.g. iOS or Android)?
The steps described in this document are applicable to any device that can connect via Ethernet cable or WiFi, and has an internet browser. Just follow the steps to configure your modem. A Broadband Configuration Wizard will be embedded in the modem’s start-up software. For self-help user manuals and tutorials to set up your broadband modem, visit www.telkom.co.za/myservices.

4. Where can I get a comprehensive broadband self-installation guide?
A Broadband Configuration Wizard will be embedded in the modem’s start-up software. Alternatively, you can visit www.telkom.co.za/myservices for self-help user manuals and tutorials.

5. How do I obtain my order number?
You need your order number to activate your internet account. Your order number was sent to you by SMS. If you don’t have it, please phone the Telkom Internet help desk on 10210.

6. Why am I unable to activate my internet account?
For assistance with your Telkom Internet activation, contact 10210.

7. How do I connect my devices via WiFi?
If you need help in connecting your internet-enabled devices through WiFi, visit http://www.telkom.co.za/myservices/
Frequently Asked Questions

8. How do I check my data used for the month?
You can view the data you’ve used for the month, as well as previous months, on the DSL usage tracker website at https://secure.telkomsa.net/titracker/. You will need your Telkom Internet username and password to log in. Select the ‘Usage’ option on the menu on the left.

9. How can I purchase additional data once my data bundle has been depleted?
You can purchase additional data by logging in to the TopUp portal at https://secure.telkomsa.net/topup/. Once logged in, you can purchase the required data via the secure credit-card purchase facility.

10. How do I receive data-usage notifications?
You can receive notifications on your data usage by logging in to the broadband usage tracker page at https://secure.telkomsa.net/titracker/ with your username and password. Once logged in, select the “Notifications” option on the menu on the left. Thereafter, select the notification frequency and click ‘Submit’ once you have made your selection. You should be using your primary email address for your notifications. Your selections can be changed, should the need arise.

11. Where can I get more information on my broadband and data-related questions?
For more information, and to access online user guides, visit www.telkom.co.za/sites/athome/helpandsupport/

12. What can impact the speed of my broadband?
There are various factors that can affect your broadband speed. These include:
- Peak internet usage times.
- The number of people sharing your broadband connection within your home.
- You may have reached your Telkom Internet Softcap.
- If you have a fibre connection, you will be able to achieve the maximum speed.

13. Where can I get telephonic support?
Should you require telephonic support to set up your ISP account, contact our Telkom Internet support desk at 10210. Fibre support desk 0800 007 268.

Gig Guide

Enough to download personal or business-related and entertainment content in-cap – approximately 2 000 songs or 10 movies or 1 HD movie or 28 TV-series episodes – and stay connected out of cap to do the basics (like email, internet banking, browsing, online shopping and social media).

Enough to download personal or business-related and entertainment content in-cap – approximately 4 000 songs or 20 movies or 2 HD movies or 57 TV-series episodes – and stay connected out of cap to do the basics (like email, internet banking, browsing, online shopping and social media).

Enough to download personal or business-related and entertainment content in-cap – approximately 10 000 songs or 50 movies or 5 HD movies or 142 TV-series episodes – and stay connected out of cap to do the basics (like email, internet banking, browsing, online shopping and social media).

Enough to download personal or business-related and entertainment content in-cap – approximately 20 000 songs or 100 movies or 10 HD movies or 285 TV-series episodes – and stay connected out of cap to do the basics (like email, internet banking, browsing, online shopping and social media).

Size breakdown:
Sizes indicated are approximate.
**Speed Guide**

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<th>Speed Guide</th>
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<tr>
<td><strong>ADSL access (up to 2Mbps)</strong> is the perfect fit for a surfer – a person who uses the internet for social media, emailing, browsing for business opportunities or searching for new employment opportunities and downloading the odd video, clip or song. One fixed monthly price.</td>
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<tr>
<td><strong>ADSL access (up to 4Mbps)</strong> is the perfect fit for a sharer – a person who uses the internet to share content like video clips, songs, photos, business proposals and ideas. One fixed monthly price.</td>
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<tr>
<td><strong>ADSL access (up to 10Mbps)</strong> is the perfect fit for the content king (or queen) – a person who uses the internet to do anything and everything, business or pleasure. You can download and upload large files, live stream music, business conferences or movies, and do pretty much anything, including videoconferencing. One fixed monthly price.</td>
</tr>
<tr>
<td><strong>VDSL access (up to 20/40Mbps)</strong> is the perfect fit for a speed junkie – a person who uses the internet to do anything and everything, business or pleasure. You can download and upload larger files, videoconference with business associates, live stream music or talk about business. One fixed monthly price.</td>
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<tr>
<td><strong>Fibre to the Home access (up to 100Mbps)</strong> is the perfect fit for a speed fanatic – a person who uses the internet for anything and everything, business or pleasure. You can download and upload larger files, videoconference and stream live music or movies a lot faster than ever seen before.</td>
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**Billing**

**Your first bill explained**

Please note that your first bill from Telkom may be different from those you receive thereafter. This is because there may be an installation charge, and the subscription for services is payable one month in advance. Your bill will therefore include one full month and a pro-rated amount for the month in which you joined.

**How do you want to receive your bill?**

Email billing is the most convenient and environmentally friendly way for you to receive your monthly statement. Your account can be linked to an email address of your choice when you register at www.telkom.co.za/emailmemybill. You can also view your bill online by registering at www.telkom.co.za/sites/athome/helpandsupport/aboutmybill/
**Billing**

**How to read your Telkom bill?**

- **Your account details:** Keep your account number handy when making any inquiry.
- **Your name and postal address:** This reflects the balance of your previous bill, the payments received, and the total current bill.
- **Summary of your account:** Reflects the balance of your current bill.
- **Account summary:** This indicates the charges for services, rental, usage (or calls), and VAT.
- **Important information:** The balance on the account is paid in arrears, and no partial payments will be accepted.
- **Balance enquiry:** To see your latest balance, SMS your telephone number and ID number to 012 321 0210.
- **Online billing:** Register, view, and pay online at www.telkom.co.za/sites/athome/helpandsupport/aboutmybill/
- **Telkom App:** Download our easy-to-use App, which enables you to log a fault, check your account balance, and locate a Telkom shop. The App is available from the Google Play Store for Android devices and on the App Store for iPad (not yet available on iPhone devices).
- **Fault reporting:** To report a fault, SMS the word “service” and your 10-digit telephone number to 30591. Alternatively, you can log a fault online at www.telkom.co.za/sites/contactus/athome/

**Getting Help**

**Where to get help?**

Phone the Contact Centre on 10210 for:
- Progress on DSL installation and home delivery
- Broadband and internet support
- Account enquiries
- Fault reporting and tracking
- Ordering of new services
- Relocation

**Self-service information**

**Fault reporting**

To report a fault, SMS the word “service” and your 10-digit telephone number to 30591. Alternatively, you can log a fault online at www.telkom.co.za/sites/contactus/athome/

**Balance enquiry**

To see your latest balance, SMS your telephone number and ID number to 012 321 0210.

**Online billing**

Register, view, and pay online at www.telkom.co.za/sites/athome/helpandsupport/aboutmybill/

**Telkom App**

Download our easy-to-use App, which enables you to log a fault, check your account balance, and locate a Telkom shop. The App is available from the Google Play Store for Android devices and on the App Store for iPad (not yet available on iPhone devices).