

## **Terms and Conditions - COVID-19 DSL promotional bundles**

Promotion period: From 15 May 2020 till 30 September 2020 for new sales acquisitions or migrations & only available on the Openserve Copper network.

The provision of Telkom's broadband service is subject to Telkom's standard terms and conditions.

Refer to the link below.

[https://www.telkom.co.za/about\\_us/regulatory/terms-and-conditions.shtml](https://www.telkom.co.za/about_us/regulatory/terms-and-conditions.shtml)

1. These promotional bundles will be available for new sales acquisitions and qualifying service migration and is limited to the Openserve Copper Network.
2. The Openserve Copper network coverage can be confirmed on Telkom's website at the following URL <https://secure.telkom.co.za/today/ucm/>
3. For the customer to qualify for the promotional bundle prices, they must apply before 30 September 2020.
4. The promotion will only include the following bundles and standard subscription prices:
  - DSL Unlimited Home Lite 4Mbps @ R329
  - DSL Unlimited Home Lite 10Mbps @ R599
  - DSL Unlimited Home Lite 20Mbps @ R699
  - DSL Unlimited Home Lite 40Mbps @ R899
  - DSL Unlimited Home Premium 4Mbps @ R499
  - DSL Unlimited Home Premium 10Mbps @ R699
  - DSL Unlimited Home Premium 20Mbps @R799
  - DSL Unlimited Home Premium 40Mbps @ R999
5. The COVID-19 discounted rates will apply to qualifying customers who do not have any active account with Telkom and agree to the 24-month claw back option,
6. The customers that qualify as per 5 above, will get first 6months COVID-19 discounts to the promotional bundles
7. Any other customer who does not qualify as per 5 above shall remain on a normal subscription prices.
8. The following COVID-19 discounted rates will apply to qualifying customers as per point 5. The customer will be liable for the following rates for the first 6 months from the date on which the customer can first connect to the internet. From month 7 the standard subscription prices as per point 4 will apply.

- **DSL Unlimited Home Lite 4Mbps @ R199**
- **DSL Unlimited Home Lite 10Mbps @ R299**
- **DSL Unlimited Home Lite 20Mbps @ R399**
- **DSL Unlimited Home Lite 40Mbps @ R499**
- **DSL Unlimited Home Premium 4Mbps @ R399**
- **DSL Unlimited Home Premium 10Mbps @ R499**
- **DSL Unlimited Home Premium 20Mbps @R599**
- **DSL Unlimited Home Premium 40Mbps @ R699**

9. These DSL promotional bundles include a router and installation at no additional cost, if the customer agrees to the 24-month claw back option, but this is subject to the service being active for 24 months. • Only available in the Openserve copper network footprint.

10. Customers can cancel the service at any time, however the pro-rated remaining cost of the installation and router will be charged at the time of cancellation, if cancelled prior to the 24 months term.

11. The trenching of the first 8 meters is included in the installation, beyond 8 meters the customer will be charged R 182.40 per meter of trenching.

12. Telkom Internet are subject to Telkom Internet Acceptable policy

13. The customer acknowledges and accepts that. \* Unlimited Home\* for the purposes of this promotion refers to a Telkom product name and has no reference to the product specifications.

14. Errors and omissions excepted (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](https://www.telkom.co.za/about_us/download/broadband_terms_and_conditions.pdf)

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