Frequently Asked Questions

Telkom Core Fibre and Telkom Endless Fibre

1. What is Telkom Core and Telkom Endless Fibre?

Telkom Core Fibre and Endless Fibre are new products that run over Openserve Fibre network and Web Connect areas with Uncapped internet data that has No FUP thresholds and no throttling.

2. Who will Qualify for Telkom Core and Endless Fibre products?

All Consumer, Gated Communities and Business Customers in the Openserve Fibre Connect footprint. The provisioning of Telkom's Core and Endless Fibre service is subject to infrastructure and Network coverage availability, which can be checked at https://secure.telkom.co.za/today/ucm/

3. What are product options available?

There are two product options i.e., Telkom Core and Endless Fibre

Telkom Core Fibre (Asymmetrical)

Product Name	Speed	Price (incl. VAT)	Data	Router	Installation	Voice & email
Core Fibre	25/10 Mbps	R499.00	Uncapped	Yes	Yes	Optional
Core Fibre	50/25 Mbps	R649.00	Uncapped	Yes	Yes	Optional

Router and Installation included on 12-month contract

Telkom Endless Fibre bundles

Product Name	Speed	Price (incl. VAT)	Data	Router	Installation	Voice & email
Classic	25/25 Mbps	R579.00	Uncapped	Yes	Yes	Optional
Essential	50/50 Mbps	R735.00	Uncapped	Yes	Yes	Optional
Optimum	100/50 Mbps	R945.00	Uncapped	Yes	Yes	Optional
Ultra	200/100 Mbps	R1 199.00	Uncapped	Yes	Yes	Optional
Ultra Max	500/250 Mbps	R1 345.00	Uncapped	Yes	Yes	Optional

Router and Installation included on 12-month contract

4. What payment options are available for Telkom Core and Endless Fibre?

12-Month contract (*includes router & installation)

Month-to-month (excludes router & installation)

5. What is included in the Telkom Core and Endless Fibre packages?

Fibre Access and Uncapped internet.

6. Does the Telkom Core and Endless Fibre include Value-Added services?

No, value-Added Services are optional. They can be purchased at an additional charge.

7. Can I migrate from my Existing DSL/Fibre package to a new Telkom Core/Endless Fibre product?

Yes, you can, provided that:

- When using an existing email, the email will not be part of the new product but can be used as a standalone mailbox at the standard charges. It remains the customers responsibility to back up all emails.

- Telkom Internet Mobile Failover cannot be transferred to the new Telkom Core/Endless Fibre products and will be discontinued.

8. Can I keep my Service number?

Yes, the number can be added providing that you subscribe for a suitable calling plan. Additional charges will apply for Retail Fibre Voice.

9. What is the difference between Telkom Core Fibre and Telkom Endless Fibre?

9.1. Telkom Core Fibre Products are classified in the lower speed range and are asymmetrical.

- 25/10 Mbps – 25 Mbps Download speed and 10Mbps Upload speed

- 50/25 Mbps – 50 Mbps Download speed and 25Mbps Upload speed

 9.2 Telkom Endless Fibre products, the lower speed products are symmetrical with upload and download speeds the same, Telkom Endless Fibre speeds range from 25Mbps – 500Mbps.

- 25/25 Mbps – 25 Mbps Download speed and 25 Mbps Upload speed

- 50/50 Mbps – 50 Mbps Download speed and 50 Mbps Upload speed

- 100/50Mbps – 100 Mbps Download speed and 50 Mbps Upload speed

- 200/100Mbps – 200 Mbps Download speed and 100 Mbps Upload speed

- 500/200Mbps – 500 Mbps Download speed and 200 Mbps Upload speed

10. What are the benefits of purchasing Telkom Core and Endless Fibre?

Unrestricted streaming, gaming, video conferencing, large File downloads, etc.

Table below is a theoretical example of what you can do at different speeds

File type	Single song	YouTube clip	YouTube clip (HD)	Album	TV Show (HD)	Film	Film (HD)	Film (full DVD)	Film (Blu-ray)	Video Game (Average Size)
Size (MB)	5	10	50	100	450	700	1500	4500	10000	40000
25Mbps	1.6s	3.2s	16s	32s	144s	224s	480s	1440s	3200s	12800s
50Mbps	0.8s	1.6s	8s	16s	72s	112s	240s	720s	1600s	6400s
100Mbps	0.4s	0.8s	4s	8s	36s	56s	120s	360s	800s	3200s
200Mbps	0.2s	0.4s	2s	4s	18s	28s	60s	180s	400s	1600s
500Mbps	0.08s	0.16s	0.8s	1.6s	7.2s	11.2s	24s	72s	160s	640s

Note: Fibre broadband is a best effort service, and the speeds are not guaranteed. These are theoretical calculations.

11. Will I experience any interruptions on my internet during my daily connectivity & operations?

The new Telkom Core Fibre and Telkom Endless Fibre are bundled with Uncapped internet with no Fair Usage policy and no throttling throughout the day.

12. Do I have to sign a Term contract on the new products?

The new products will be available on month to month and on a 12-month contract. Installation cost and a router are included as part of the 12- month contract. Customer can purchase a router as a once off charge or over a sales agreement if required.

13. Will I pay any penalties when I cancel my service within the 12-month contract term period?

A pro-rata rate will apply for the remainder of the contract period when the service is cancelled before the end of the term contract, and this shall apply to the router and installation cost.

14. How will I receive my router?

The router will be delivered by the courier company (Home Delivery) or the Openserve Technician.

15. Can I order the new products if my coverage is in a pre-order or Web Connect coverage area?

Yes, however it is not guaranteed and in the case of MDU (Multi Dwelling Units) such as Business Parks, Gated Communities, or malls) the provisioning of service is subject to landlord approval.

16. How many Voice lines can I get on my Fibre connection (ONT) Optical Network Termination?

Only 2 voice ports are available on the ONT, however if the customer requires more than 2 voice lines, they can add VoIP (Voice over Internet Protocol) lines.

17. Can I have a mailbox when subscribing for a Telkom Core/Endless Fibre Product?

A mailbox is not included as part of the Telkom Core and Endless Fibre bundles but can be purchased at the standard rate as a Value-added service.

18. How much will I pay to keep my mailbox?

A standalone mailbox will cost R15,82 (Vat included)

19. Is my Broadband Fibre speed guaranteed?

Fibre broadband is a "best effort" service, and the speeds are not guaranteed. This means that the potential speed that can be obtained will depend on the congestion of the network.