

Frequently Asked Questions

1. Who qualifies for the offers?

The New to Franchise (NTF) and existing customers that are on Openserve copper network coverage.

2. How do I know if my area is in the Openserve copper network coverage?

Check your address on the following link: <https://secure.telkom.co.za/today/ucm/>

3. What is the difference between ADSL & Pure Connect?

Both the ADSL and Pure Connect runs over the Openserve Copper network. The ADSL includes a broadband access as well as a mandatory voice service.

The Pure Connect product is a Wholesale broadband access without a mandatory voice component.

Telkom Consumer makes use of the Wholesale Pure Connect product to build Unlimited Home bundles. We do not call our bundles Pure Connect bundles.

4. Can I migrate from the traditional DSL copper line to the Pure Connect DSL offering?

- To the DSL Unlimited Home Premium bundles, yes (Voice and Internet).
- To the DSL Unlimited Home Lite, Yes (Only Internet, not voice)

a. If so, will a technician be dispatched to the customer's premises?

No, technical dispatches will not be required for migrations, only for new services. Migration rules are included in the process document.

5. Will I be able to re-use my existing TIN account if it is a cease and Re-provide OA?

No, if a TIN is ceased it will no longer be available for future use. A replace OA (NGN) and Migrate OA (CMSS) must be used to ensure the TIN remain.

6. How do I apply for this promotion?

The promotional offers are available on all the channels?

7. When my Unlimited Home bundle over the Pure Connect product is installed and I then require a PSTN voice line, is there a dispatch required to install an additional copper line or will this not be supported? Can the block just be removed from the Service number connected to the Broadband service?

There are 2 options,

- **Migrate** the current Unlimited Home over Pure Connect to a DSL Home bundles
 - **No technical dispatch required**
- **Apply for an** additional PSTN Voice line. This cost will be in addition to the current bundle.
 - **Technical dispatch required.**

8. Can I add IP voice service to the Unlimited Home over Pure Connect product if I require a voice service?

Yes, but it is recommended to rather take a Unlimited Home Premium bundle that includes a Voice service with an Anytime Extra calling plan.

9. If I require IP voice connected to the Unlimited Home over Pure Connect broadband connection can I use the service number connected to the Unlimited Home over Pure Connect as the IP voice number or do I have to provide a new service number for the customer?

A new IP Voice service with a new number would be required, but it is recommended to rather take an Unlimited Home Premium bundle that includes a Voice service with an Anytime Extra calling plan.

10. When does the promotion start and end?

The promotion starts on the 15th of May and it ends on the 30th of September 2020.

11. What will happen after 6 months?

The customer will no longer pay the promotional price; they will pay the standard subscription price.

12. Will a month to month customer qualify for the router and installation?

We offer 2 options:

- **Month to month:** The customer will pay for the router and installation as part of their first invoice. No claw back cost will be recovered should the customer decide to cancel the service.

- Month to month (24-month claw back period): This will include the router and installation at no additional cost to the customer, 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.

13. What will happen if the customer cancels before the 24 months?

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.

14. Do I use my SN number as a reference to report a faulty line?

Yes, or the customer ID can also be used.

15. What are the FUP levels on the uncapped Internet account?

The FUP thresholds have been removed.

16. Can I do a speed test on the new product and is it supported on the current platforms?

Yes.

17. Can I migrate a Soft Cap customer to an Uncapped product?

Yes.

18. If customer is in contract, what happens to the penalties?

Normal penalty rules apply / Use existing contract.

19. Can I keep my voice service if I move from a DSL Unlimited Home to an Unlimited Home Lite bundle?

Yes, even though there is no voice component in the DSL Unlimited Home Lite bundle, there is a product called IP Voice that is an over the top service that the existing number can be migrated to.

20. What happens to my existing contract if I want to migrate?

If the customer is currently on a 24-month contract and moves to the new DSL bundles they will move with their existing contract.

If they are on month to month they will just migrate to month to month on a new contract.

21. What is the difference between a DSL Unlimited Home Lite bundle and a DSL Unlimited Home premium bundle?

The DSL Unlimited Home Lite bundle has less value at a lower price.

	* 4Mbps Uncapped	*10Mbps Uncapped	*20Mbps Uncapped	*40Mbps Uncapped
Best Suited for (Product Position)	Surf the web, email, skype, & stream SD content.	Surf the web, email, skype, & stream HD content. Ideally for 1 HD Video streaming devices.	Stream more, download more, Real Time Online Gaming. Connect multiple devices & 2 HD Video streaming devices .	Enjoy faster download & upload speeds. Taking your online experience to a whole new level. Ideally for 4 HD Video streaming devices.
Internet & ISP VAS	<ul style="list-style-type: none"> Uncapped Data No FUP 	<ul style="list-style-type: none"> Uncapped Data No FUP 	<ul style="list-style-type: none"> Uncapped Data No FUP 	<ul style="list-style-type: none"> Uncapped Data No FUP
Wi-Fi enabled Modem	The Telkom Approved Router keeps your signal strong as it makes the journey—through the air—to your devices <ul style="list-style-type: none"> Dual-band Wi-Fi (5 GHz/2.4 GHz) (latest in technology to provide a stronger signal based on coverage / distance) Wi-Fi enabled to connect multiple IP enabled devices at the same time (Smart phones, tablets, Media streamers, and the list goes on...) 			
Speed Upload/download	Download: Up to 4Mbps Upload : Up to 512Kbps	Download: Up to 10Mbps Upload : Up to 1Mbps	Download: Up to 20Mbps Upload : Up to 1-5 Mbps	Download: Up to 40Mbps Upload : Up to 10Mbps

The Unlimited Home Lite bundles will be suitable for the following uses:

Service	4 Mbps	10 Mbps	20 Mbps	40 Mbps
Voice/Video Calling	✓	✓	✓	✓
Online Gaming	✓	✓	✓	✓
SD Video Streaming	1 Device	2 Devices	3 Devices	6 Devices
HD Video Streaming	x	1 Device	2 Devices	4 Devices
4K Video Streaming	x	x	x	x
8K Video Streaming	x	x	x	x
Music Streaming	✓	✓	✓	✓
Email, Social Media, Web Browsing	✓	✓	✓	✓

The DSL Unlimited Home Premium bundle has more value

Perfect fit for the Whole Family at a Fixed Price.

	*4Mbps Uncapped	*10Mbps Uncapped	*20Mbps Uncapped	*40Mbps Uncapped
Best Suited for (Product Position)	Surf the web, email, skype, & stream HD content.	Surf the web, email, skype, & stream HD content. Ideally for 2 HD Video streaming devices.	Stream more, download more, Real Time Online Gaming. Connect multiple devices & 4 HD Video streaming devices.	Enjoy faster download & upload speeds. Taking your online experience to a whole new level. Ideally for 8 HD Video streaming devices.
Calling Plan Telkom Anytime Extra Plan	The Calling Plan that keeps you Talking and Talking and Talking Anytime <ul style="list-style-type: none"> • Unlimited Calling from Telkom to Telkom & to Telkom Mobile numbers, + 20% Discount on calls to the top 30 international destinations 			
Internet & ISP VAS	<ul style="list-style-type: none"> • Uncapped Data + 3GB Mailbox • No FUP • + 1GB Mobile Data 	<ul style="list-style-type: none"> • Uncapped Data + 3GB Mailbox • No FUP • + 2GB Mobile Data 	<ul style="list-style-type: none"> • Uncapped Data + 3GB Mailbox • No FUP • + 3GB Mobile Data 	<ul style="list-style-type: none"> • Uncapped Data + 3GB Mailbox • No FUP • + 3GB Mobile Data
Wi-Fi enabled Modem	The Telkom Approved Router keeps your signal strong as it makes the journey—through the air—to your devices <ul style="list-style-type: none"> • Dual-band Wi-Fi (5 GHz/2.4 GHz) (latest in technology to provide a stronger signal based on coverage / distance) • Wi-Fi enabled to connect multiple IP enabled devices at the same time (Smart phones, tablets, Media streamers, and the list goes on...) 			
Speed Upload /download	Download: Up to 4Mbps Upload : Up to 512Kbps	Download: Up to 10Mbps Upload : Up to 1Mbps	Download: Up to 20Mbps Upload : Up to 1-5 Mbps	Download: Up to 40Mbps Upload : Up to 10Mbps

The Unlimited Home Premium bundles will be suitable for the following uses:

Service	4 Mbps	10 Mbps	20 Mbps	40 Mbps
Voice/Video Calling	✓	✓	✓	✓
Online Gaming	✓	✓	✓	✓
SD Video Streaming	1 Device	3 Devices	6 Devices	6 Devices
HD Video Streaming	x	2 Device	4 Devices	8 Devices
4K Video Streaming	x	x	x	x
8K Video Streaming	x	x	x	x
Music Streaming	✓	✓	✓	✓
Email, Social Media, Web Browsing	✓	✓	✓	✓

22. What is streaming?

It is the opposite of downloading. With streaming, you can watch TV or Netflix, download/ upload or stream legal video content/ music in HD or 3D to TV or computer in minutes. Streaming allows you to consume content immediately on the internet. No more downloading, storing or managing files on your device.

23. What does streaming allow you to do on the internet?

Streaming allows you to watch your favorite content from any streaming website or application, or to play online gaming instantly. It requires your device to be connected to the internet while enjoying the content.

24. What is Asymmetrical speed?

Download and upload speeds are not the same e.g. 10Mbps/ 5Mbps.

25. Why is download speed higher than the upload speed?

The need on higher download speeds is much higher than upload speed. For example, streaming video content from Netflix make use of the download speed. To send an email or upload a video onto Youtube makes use of the upload speed.

26. What is downloading?

To get information from the internet, you will need to download. Downloading is the process of getting web pages, images and files from a web server and save it for later use.

27. What is uploading?

To make a file visible to everyone on the internet, you will need to upload it. Uploading is the process of putting web pages, images and files onto a web server.

28. What is Symmetrical speed?

Download and upload speeds are equal e.g. 10Mbps/ 10Mbps.

29. What factors can affect the ADSL speed?

The distance from your telephone exchange to your home or business.

The number of people using the network at the same time.

The number of people sharing the DSL connection during peak time (5pm – 12am).

The distance from the local telephone exchange to the local cabinet (the Telkom box on your street corner).

Speeds may vary, based on network capacity, exchange server and device capability.

The Telkom logo consists of a blue square with the word "Telkom" written in white, bold, sans-serif font. A thin blue line extends from the top-left corner of the square.

ADSL is a best effort service since Telkom does not have control over where the various servers are hosted and the number of subscribers that access the internet at any one time.