

Product Specific Terms and Conditions for Unlimited Home Lite Service

The provision of Telkom's broadband Fibre service is subject to Telkom's Standard Terms and Conditions for the Provision of Electronic Communications Services and Products, as well as the product specific terms and conditions listed below. Where there is any conflict between the Standard Terms and Conditions and the broadband-specific terms and conditions, the last mentioned shall prevail.

View Telkom's [Standard Terms and Conditions](#).

1. The provisioning of Telkom's Fibre Unlimited Home Lite Service(s) will be subject to network availability and line sync speed limitations on the Openserve Fibre Network.
2. Customers who sign up for a 24-month contract qualify for new modem and installation at the respective Bundle price.
3. Month to month is available and the customer is liable to pay for the installation and modem.
4. Pro-rata billing rate will be applicable.
5. 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.
6. Should no Openserve Fibre Broadband infrastructure exist, waiters will not be accepted and an alternate product offer can be offered.
7. Upward migrations are allowed with no penalties.
8. Broadband services provided over Fibre (FTTH/B) is a shared 'best effort' service of up to the specified speed which means the potential speed that can be obtained will depend on the load on the line at the time of surfing the net.
9. Telkom accepts no liability for any loss or damage to the property or equipment of the customer arising out of the provision, installation or maintenance of Telkom's broadband access service.
10. Broadband (Fibre) is an access medium to the Internet or your preferred ISP and will not overcome any bandwidth related constraints within the World Wide Web itself.
11. Telkom modems are covered by a 12-month carry-in guarantee. The warranty does not include surge or lightning damage. We highly recommend that an external surge protection device be used.
12. The above guarantee will only be honoured by Telkom if the modem and all its components as originally supplied are returned.

13. Telkom Internet Uncapped deals subject to Telkom Internet Acceptable Use Policy at [Standard Terms and Conditions](#).

13.1. Uncapped internet FUP values for **Unlimited Home Lite** are:

Telkom Internet Uncapped Fair Usage Policy (FUP) Chart					Usage Management between 07h00 to 24h00					
Product Names	Product Speed - Mbps	07h00 - 24h00 FUP Total GB	Usage Potential between 24h00 and 07h00 Potential GB	Total product Usage Potential GB	FUP Level 1 (Throttled between 19h00-21h00)		FUP Level 2 (Throttled between 18h00-22h00)		FUP Level 3 (Throttled between 07h00-00h00)	
					GB	Throttle Speed Mbps	GB	Throttle Speed Mbps	GB	Throttle Speed Mbps
Home/Business Lite Uncapped	10	200	738	938	100	2	150	1	200	0.5
Home/Business Lite Uncapped	20	360	1477	1837	180	4	270	2	360	1
Home/Business Lite Uncapped	40	720	2953	3673	360	4	540	2	720	1
Home/Business Lite Uncapped	100	900	7383	8283	450	10	675	5	900	2
Home/Business Lite Uncapped	200	1800	14766	16566	900	20	1350	10	1800	4

14. Fibre offers are subject to infrastructure and coverage availability. Click to view coverage (<https://secure.telkom.co.za/today/ucm/>).

15. The Unlimited Home Lite bundles are only available on Openserve network

16. Customers are responsible to provide network access to their premises via Point of Entry sleeves/ducts, at their own costs.

17. Free Modem and installation when signing a 24-month Agreement

18. Telkom shall be entitled in line with the Act (Electronic Communications Act 36 of 2005) and or any Regulation adjust the amounts reflected under Telkom's Tariff List from time to time.

19. Refer to [Broadband Terms and Conditions](#)

20. Refer to [Telkom Internet Terms & Conditions](#)