

Telkom

FIBRE

Telkom fibre is here.

Tomorrow starts today

As a current Telkom customer, what process do I need to follow in order to migrate my services? Is there a website available to authorise the switch?

All existing Telkom customers will have to complete an application form to migrate (or upgrade) their existing services to the fibre solution. This form can be completed electronically and emailed to **gcs@telkom.co.za**

How do I migrate from my current ISP to Telkom Internet?

Any customer who wishes to migrate to Telkom Internet as a service provider must first inform their existing ISP, as there may be termination conditions. To then activate a Telkom Internet account, you will need to complete an application form electronically and send it to **gcs@telkom.co.za**

As part of the promotional offer, Telkom will create internet accounts that can be utilised once the promotion is complete, should customers wish to take up this offer.

Can I migrate my current Telkom bundled deals (i.e. line, cellphone, etc.)?

Migrating from existing Telkom bundles and/or deals is seamless, as only the platform of the provided service changes, i.e. from copper to fibre.

May I continue to use my own ISP for my internet?

Yes, any customer who wishes to continue using their own ISP may do so. Telkom will still be the service provider for the broadband connection.

Will I still be able to use my private registered email account (and cloud storage) when switching to Telkom ISP?

The use of any private registered email or cloud storage services is completely independent from Telkom as ISP and, therefore, will remain in use irrespectively.

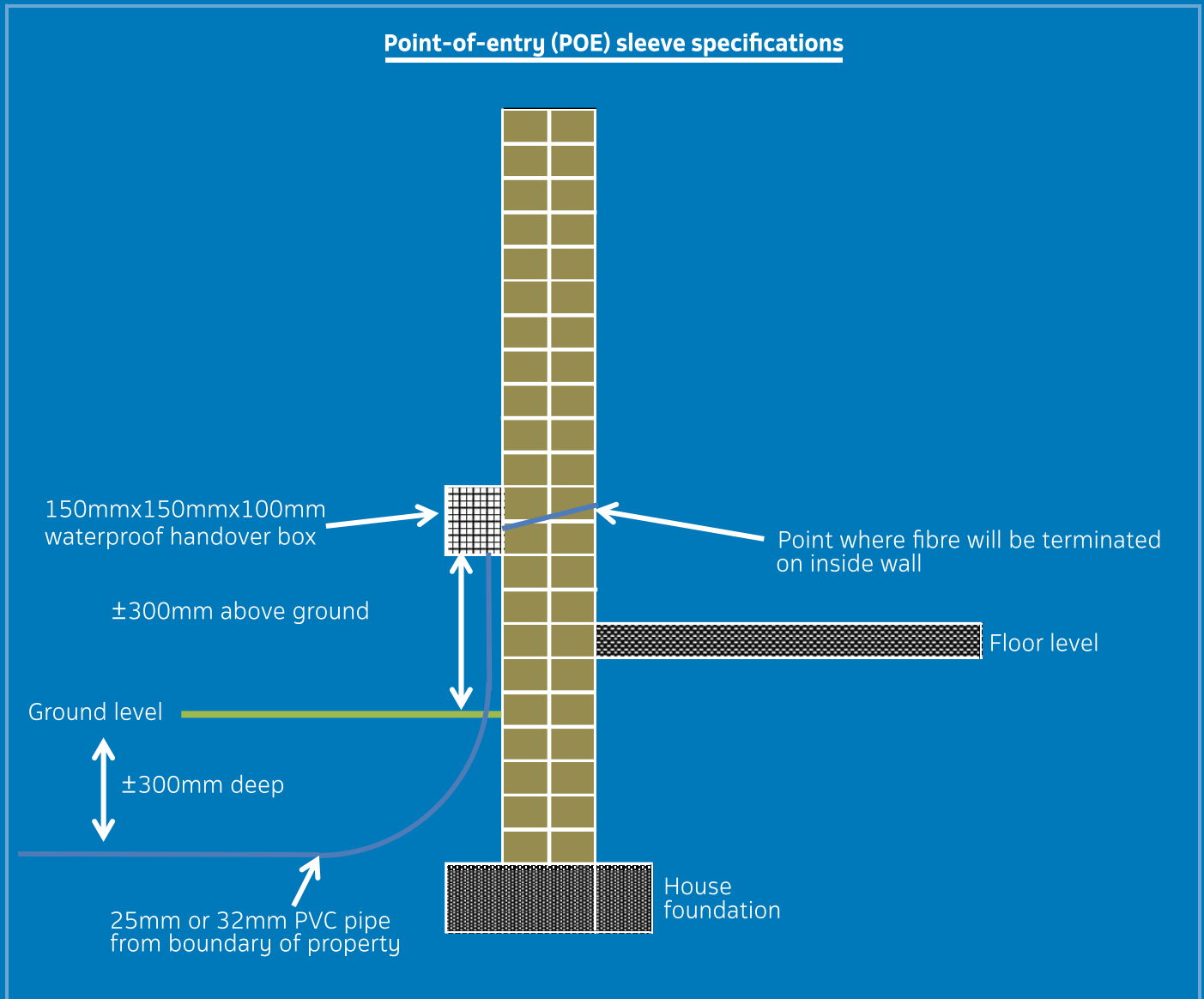
Do I need to give my current ISP one months notice, particularly if I wish to take advantage of the FREE 2-month broadband offer from Telkom?

You do not have to give your current ISP notice to be able to use the promotional offer. However, if you decide to migrate your existing ISP services to Telkom, you will need to give them notice in order to cancel your current ISP subscription. This period is subject to their specific terms and conditions.

Who do I contact for more information?

Feel free to email **gcs@telkom.co.za** for further information relating to the Telkom Fibre-to-the-Home rollout and implementation in your estate.

Services	Monthly price without active port fee and VAT	Monthly price including active port fee (R179) and VAT
Broadband standalone (no Telkom Internet)		
2Mbps	R87.76	R304.10
4Mbps	R205.30	R438.10
10Mbps	R364.95	R620.10
20Mbps	R465.87	R735.15
40Mbps	R538.87	R818.37
100Mbps	R617.87	R908.43
Voice standalone		
Evening and Weekend	R14.91	R221.06
Anytime Extra	R118.37	R339.00
Anytime Plus	R188.54	R419.00
Unlimited	R337.67	R589.00
Broadband + Telkom Internet		
2Mbps + 20GB	R118.02	R338.60
4Mbps + 40GB	R212.23	R446.00
10Mbps + 100GB	R390.39	R649.10
20Mbps + 100GB	R521.96	R799.10
40Mbps + 200GB	R741.26	R1049.10
100Mbps + 200GB	R898.28	R1228.10
100Mbps + 400GB	R1056.18	R1408.10
2Mbps Uncapped	R271.35	R513.40
4Mbps Uncapped	R430.52	R694.85
10Mbps Uncapped	R775.52	R1088.15
20Mbps Uncapped	R1204.60	R1577.30
40Mbps Uncapped	R1836.18	R2297.30
100Mbps Uncapped	R2310.65	R2838.20



Requirements for the point-of-entry (POE) pipe from the stand boundary to the residents home:

1. A trench of ±300mm must be dug from the stand boundary towards the house, up to the outside wall of the room where the fibre services will be installed.
2. A 25mm or 32mm (preferred) diameter conduit pipe must be buried in this trench.
3. This pipe must exit the ground with a slow (200mm to 300mm) 90-degree bend and terminate against the outside of wall of the room in which the fibre service will be installed. The pipe should extend to ±300mm above the ground, pavement or concrete surface on the outside of the wall.
4. No sharp bends or S-bends are allowed, only slow bends of a 200mm to 300mm radius are allowed.
5. The conduit must be equipped with a draw rope or wire. This enables the installation of the optic fibre from the stand boundary to the end of the conduit against the house wall.
6. The open end of the conduit must be equipped with a stop, sealing the conduit temporarily, thus preventing blockages building up in the conduit.