



FAQs for 3rd Party Fibre Network Operators (FNO) bundles

1. Who qualifies for the offers?

All customers that are within the 3rd Party fibre network coverage.

2. How do I know if my area is in the 3rd Party fibre network coverage?

Check your address on the following link: <https://www.telkom.co.za/check-coverage>

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

No, if a TIN is ceased it will no longer be available for future use.

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

We offer two subscription 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 (12- or 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 12- or 24-months' period.

5. What will happen if the customer cancels before the contract expires?

The pro-rated remaining cost of the installation and router will be charged at the time of cancellation, if cancelled prior to the 12 or 24-months' period.

6. Do I use my Serial Number (SN) as a reference to report a faulty line?

Yes, or the customer ID can also be used.

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

There are no FUP thresholds.

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

Yes.

9. Can I migrate a SoftCap customer to an Uncapped product?

Yes.

10. If a customer is in contract and wants to migrate to another service, what happens to the penalties?

The 12 or 24-months claw back option means that the customer has an option for a router and installation to be included at no additional cost, but this is subject to the service being

active for 12 or 24 months. Customers can cancel the service at any time, however the prorated remaining cost of the installation and router will be charged at the time of cancellation, if cancelled prior to the 12 or 24-months period.

11. What happens to my existing contract if a want to migrate?

If the customer is currently on a 12 or 24-month contract and moves to a new fibre bundle 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.

12. What is the estimation of the number of streaming devices that can be connected simultaneously on each fibre speed offered?

The estimation of the number of streaming devices that can be connected simultaneously on each fibre speed offered are shown in the table below:

Speed	Uncapped data	Including router (on 12 months)	Including installation (on 12 months)	Video & voice calling Apps	Voice services optional	HD video streaming	4K video streaming	8K video streaming
10Mbps	✓	✓	✓	✓	✓	2 Devices	✗	✗
20Mbps	✓	✓	✓	✓	✓	4 Devices	1 Device	✗
25Mbps	✓	✓	✓	✓	✓	5 Devices	1 Device	✗
40Mbps	✓	✓	✓	✓	✓	8 Devices	2 Device	✗
45Mbps	✓	✓	✓	✓	✓	9 Devices	2 Device	✗
50Mbps	✓	✓	✓	✓	✓	10 Devices	2 Device	1 Device
55Mbps	✓	✓	✓	✓	✓	11 Devices	2 Device	1 Device
60Mbps	✓	✓	✓	✓	✓	12 Devices	2 Devices	1 Device
75Mbps	✓	✓	✓	✓	✓	15 Devices	3 Devices	1 Device
80Mbps	✓	✓	✓	✓	✓	16 Devices	3 Devices	1 Device
100Mbps	✓	✓	✓	✓	✓	20 Devices	4 Devices	1 Device
120Mbps	✓	✓	✓	✓	✓	24 Devices	5 Devices	1 Device
150Mbps	✓	✓	✓	✓	✓	30 Devices	6 Devices	2 Devices
200Mbps	✓	✓	✓	✓	✓	40 Devices	8 Devices	2 Devices
240Mbps	✓	✓	✓	✓	✓	48 Devices	10 Devices	2 Devices
250Mbps	✓	✓	✓	✓	✓	50 Devices	10 Devices	3 Devices
300Mbps	✓	✓	✓	✓	✓	60 Devices	12 Devices	3 Devices
400Mbps	✓	✓	✓	✓	✓	80 Devices	16 Devices	4 Devices
500Mbps	✓	✓	✓	✓	✓	100 Devices	20 Devices	5 Devices
1000Mbps	✓	✓	✓	✓	✓	200 Devices	40 Devices	10 Devices

13. When will installation be done?

Within 10 working days for Frogfoot, Vumatel, Link Africa and Octotel on average.

Within 10-20 working days for Metro Fibre Network on average.

14. What are the Month-to-Month installation costs?

- Vumatel Month to month (Incl VAT)

- Installation – R1 725
- Connection fee – R1 008
- Router cost – +- R1 500

- Link Africa Month to month (Incl VAT)
 - Installation – R1 725
 - Connection fee – R1 008
 - Router cost – +- R1 500

- Frogfoot Month to month (Incl VAT)
 - Installation – R1 725
 - Connection fee – R1 008
 - Router cost – +- R1 500

- MFN Month to month (Incl VAT)
 - Installation – R1 725
 - Connection fee – R1 008
 - Router cost – +- R1 500

- Octotel Month to month (Incl VAT)
 - Installation – R1 725
 - Connection fee – R1 008
 - Router cost – +- R1 500

15. Will there be any trenching that needs to be done at the customers' premises when the technicians come to install?

If not existing, then yes. The trenching rules are as follows:

- Link Africa - the first 30 meters is included as part of the installation.
- Vumatel - the first 30 meters is included as part of the installation on soft soil only (excluding paving, tiles, and tar).
- Frogfoot - the first 30 meters is included as part of the installation.
- MFN - the first 20 meters is included as part of the installation.
- Octotel - the first 20 meters of trenching in Plettenberg Bay is included as part of the installation. For the rest of Octotel fibre areas, the trenching costs are included in the installation.

- The distance is calculated from the boundary box to the first point of contact in the customer premises. If the distance from the boundary box to the customer premises is more than 30 meters (Link Africa) or 30 meters (Vumatel) or 30 meters (Frogfoot) or 20 meters (MFN) the customer is responsible for the remaining trenching arrangements and charges.
 - For Vumatel, should further trenching be required, it will be at an additional cost per meter and the customer will be liable for re-instatement of the paving, tiles, tar.
 - For Octotel, the first 20 meters of trenching is included in the installation cost for Plettenberg Bay area only. Should further trenching be required, it will be at an additional cost per meter. For the rest of Octotel fibre areas, the trenching costs are included in the installation.

16. Who do customers contact if they are having problems with the Telkom /3rd Party connection?

The customers must contact the Telkom call centre on 10210.

17. Will the customer receive a separate monthly invoice from the 3rd Party Service Provider?

No, only an invoice from Telkom.

18. Who does the installation - Telkom or 3rd Party Service Providers?

The 3rd Party Service Provider technicians are responsible to install the fibre line into the customer's premises. It is important to note that no technicians will do installations unannounced. All installation appointments will be negotiated with the customers over the phone before the time.

19. What happens after installation?

If the customer opted for the subscription option that includes the router, Telkom will courier the router to the customer's premises at no additional cost. Once the order has been activated by Telkom, the customer will receive their username and password via SMS or email and can configure the router accordingly or call 10210 for technical support.

20. What is an object number?

It is the 3rd Party fibre service number provided by the 3rd Party Network Operator to the customer. This number is a unique identifier linked to the customer's subscribed service.

21. Can customers use their own router?

Yes. Customers can make use of any ICASA approved router that are TR69 compliant and fibre capable. It must be noted that Telkom will not be able to assist the customers with the setup or support of these devices.

22. When do I pay for the router and installation?

The customer can pay for the router and installation upfront at a Telkom store or the amount will be included on the first Telkom invoice.

23. Can a 3rd Party fibre bundle be moved from one address to another?

Yes, but the move must be within the existing Network Provider fibre footprint.

If not, alternative products can be considered by entering the new address in the Telkom coverage map, <https://www.telkom.co.za/check-coverage>

24. 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.

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

Streaming allows you to watch your favourite 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.

26. What is Asymmetrical speed?

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

27. What is Symmetrical speed?

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

28. 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.

29. What is downloading?

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

30. 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.