

Frequently Asked Questions for LTE While You Wait for Fibre Installation

1. Who qualifies for this?

- Only customer within the Openserve Fibre planned areas and within the Telkom LTE/3G footprint.
- Only available on the FTTH Home Unlimited and FTTH Home Unlimited Premium bundles.
 - ***This excludes the 25Mbps uncapped promo offer @ R399***
- Only for new to franchise (NTF) customers, with no existing Telkom services and existing new to broadband (NTB) customers, that has an existing Telkom service but not a fixed broadband service.
- Customers with existing fibre or copper broadband services are excluded.

2. What is LTE?

LTE (Long-Term Evolution), is a standard for wireless communication of high-speed data for mobile phones and data terminals. It is based on the GSM/EDGE and UMTS/HSPA network technologies, increasing the capacity and speed using new modulation techniques.

3. What does the offer include?

The promotion will only include the following:

- Fibre access (Mandatory 24-month claw back contract) as specified on point 8 below.
- One D-LINK AC1200 router.
 - The router if applicable will be delivered via a courier service to customer's address.
- One SmartBroadband Wireless prepaid with 100GB + 100GB Once-Off Telkom Data.
- The FTTH installation.

4. What is the Data validity period?

It is the period given in which the customer can make use of the 100GB Mobile data. The 100GB of Mobile data must be used within 61 days from activation.

5. Can I use my existing pre-paid SIM?

No, a new sim will be delivered for this offer.

6. Can I migrate this sim to any of the other mobile pre-paid services?

No, migration to any other mobile services is not possible. Top up when the 100GB of data has been depleted is possible.

7. Do I need to RICA the new SIM?

Yes, Standard RICA rules apply.

8. Can I make calls with the SIM?

No, this is a Data only sim, voice calls are not allowed.

9. Is roaming allowed on the LTE sim?

No, the sim only works on Telkom Mobile LTE network coverage.

10. When does billing for the service start?

Billing starts on completion of Fibre installation.

11. Do I get separate bills for SIM/Modem and Fibre?

No, the modem and fibre will be billed on the same invoice

12. What happens if I cancel before 24-month ends?

Customers can cancel the service at any time, 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' term.

13. What happens to the SIM when the fibre is installed?

The prepaid sim service continues as normal and does not affect the FTTH service in any way. There are 2 options:

- keep the sim and use as pre-paid **or**
- Stop using the sim, no need to cancel.

14. What happens if OpenServe delays the installation?

- customer can top up LTE data at own expense, standard Telkom Mobile rates apply
- customer can cancel and pay the device fee

15. Who do I call for support?

- Mobile
 - Dial 180 if you're on Telkom
 - Dial +2781180 if you're on another network
- Fibre – 10210

16. Can I take the offer on a month-to-month?

Yes, but then the installation, router and 100GB of Mobile data are not included.

17. What is Unlimited Home Bundle?

It is a Telkom product name and has no reference to the product specifications

18. Do the Unlimited Home bundles get throttled?

Only the Unlimited Home bundles

- Uncapped Telkom Internet with throttling during peak times:
 - 25 Mbps Unlimited Home
 - RTE traffic throttled to 10 Mbps Max
 - 50 Mbps Unlimited Home
 - RTE traffic throttled to 20 Mbps Max
 - 100 Mbps Unlimited Home
 - RTE traffic throttled to 50 Mbps Max
 - 200 Mbps Unlimited Home
 - RTE traffic throttled to 100 Mbps Max

19. How will we provide/give the customer the Wireless sim (100GB) should the system (NGCRM) gives us the “unserviceable” message even though the coverage map shows that we can service the customer?

An incident should be logged to move the order to submit stage, only then can the sim card and router be provided to the customer.

20. The sim card part of the order will appear as completed; the allocated SN linked to that sim card will not show under the customer’s subscriptions until the entire order is PIS’d. How will we do a sim swap should the customer lose the sim?

The SIM card order action completes to an active subscription. SIM swap can be done.

21. Does the sim card active immediately?

Yes, it does

22. Can Smart Broadband Prepaid 100GB be processed without the Fibre order being processed? No, Prepaid 100GB wireless order is built into product design of Home Unlimited and Home Unlimited Premium packages?

No, Prepaid 100GB wireless order is built into product design of Home Unlimited and Home Unlimited Premium packages.

23. Is the service free of charge while customer wait for Fibre to be activated in their area?

The customer will receive the 100GB free of charge and he will also receive the router on activation of the sim card.

24. Will the customer receive 100 GB every month until fibre is installed?

The customer will only receive 100GB once off, customer may recharge with data there after

25. Will a customer qualify for the free 100Gb on a month to month option, meaning no contract?

No

26. What would be the expect service delivery date?

The expected timeline would be approximately 3 months, however a more accurate date is normally inserted (by Openserve) as a comment on the order after a week.

27. What happens if the customer request cancelation of his order, when he already received his sim card and router?

The customer will be held liable for the cost of the router.

28. When does the 24month clawback period start?

On the date of the installation of the fibre line

29. Do Business customers qualify?

No, only consumer customers are included in this promotion.

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