



Terms and Conditions – Telkom Fusion (FMC) Bundles

The provision of Telkom's Broadband Service is subject to Telkom's Standard Terms and Conditions. Refer to the links below.

http://www.telkom.co.za/about_us/regulatory/terms-and-conditions.shtml

1. Telkom Broadband/ Fibre products are governed by its Specific Terms and Conditions policies which are:

[Telkom Internet Terms & Conditions](#)

https://www.telkom.co.za/about_us/download/TelkomInternetAUP.pdf

https://www.telkom.co.za/about_us/download/VAS.pdf

- 1.1 The provisioning of Telkom's Fibre service is subject to infrastructure and Network coverage availability, which can be checked at:

<https://www.telkom.co.za/check-coverage>

2. Telkom Fusion (FMC) bundle specific terms and conditions

Telkom Fusion bundles include

- Fibre Access (router and installation included)
- Uncapped internet (*Unthrottled & No FUP*)
- Mobile SIM (data, voice minutes & SMS)
 - Telkom Fusion – FTTH plus 1 FlexOn TopUp SIM
 - Telkom Fusion2 – FTTH plus 2 FlexOn TopUp SIMs

- 2.1 Telkom fusion Bundles will be sold on a 12-month contract for Fibre to the Home (FTTH) access post-paid products.

- 2.2 Telkom Fusion bundles are sold as a whole and not in parts – A single price will be advertised.

- 2.3 Upgrades and downgrades within the Telkom Fusion bundles will be allowed.

- 2.4 Any upgrade or downgrade to speeds not included in the Telkom Fusion bundles will effectively break the bundle and the customer will lose the converged offer bundle discounts.

- 2.5 Customers can move between 1 or 2 SIM packages. Additional SIMS (3rd or more) can be added at full price.

- 2.6 Customer's wanting to move between FlexOn2 and FlexOn6 will have to move to the appropriate Telkom Fusion bundle that includes the required FlexOn SIM.
- 2.7 Telkom Fusion bundle discounts are applied to the service components at an invoice level.
- 2.8 The Telkom Fusion bundle discount will fall away if a customer unbundles or cancels any of the service components.
- 2.9 If the Telkom Fusion bundle is cancelled the mobile number's (MSISDN) will remain in place.
- 2.10 Cancellation will include an admin and / or a clawback fee on any devices.
- 2.11 A router will be included as part of the Telkom Fusion bundle offer. Mobile devices are not included.
- 2.12 Any devices not included in the Telkom Fusion Bundle will be billed as an outright purchase.
- 2.13 Additional devices contemplated in the foregoing will have pay back options of 12, 24 or 36 months as per the existing functionality.
- 2.14 Customers will be able to renew their contracts.
- 2.15 Discounted Telkom Fusion bundle billing will remain in perpetuity at the end of the contract term.
- 2.16 If the mobile SIM(s) is activated before the fibre is installed then the customer will be billed for the mobile service only until the fibre service is activated, after which full Telkom Fusion bundle billing will commence.
- 3. Telkom FlexOn products are governed by its Specific Terms and Conditions policies which are found on [Telkom Product Specific Terms and Conditions - FlexOn Infinite Mobile Postpaid and TopUp plans.pdf](#)
- 4. Telkom reserves the right to revise tariffs and to vary these terms and conditions at any time. Such changes will be posted on the Telkom website and will be deemed to have been accepted by the customer, should the customer continue using the services. The obligation therefore is on the customer, to review these terms and conditions at regular intervals.
- 5. Errors and omissions excepted (E&OE).