

Telkom migrates customers from copper to fibre-based internet

Telkom is transitioning its customers from copper-based internet to new-generation fibre technology in all fibre-ready regions across South Africa.



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The telecommunications provider is currently upgrading its customers from copper ADSL internet to fibre-based internet. This migration applies to all customers residing in fibre-ready regions around the country where the current DSL infrastructure overlaps with the FTTH footprint.

Telkom notes that fibre promises a significant improvement in users' connectivity experience and assures customers that they will receive the support that they need to undergo the upgrade with minimal stress and disruption.

“With technology advancing so rapidly, we want to help keep our customers up to date and ensure that they are making the most of what's available,” says Steven White, Executive: Product Development & Management at Telkom.

The reality is that fibre-based internet promises users several benefits over its copper alternative. First and foremost, customers will enjoy faster internet upload and download speeds, a more stable internet connection, and reduced downtime. The latter advantage is due to the fact that fibre infrastructure is not at risk of cable theft, a problem that has plagued DSL users for a very long time.

According to White, “There has always been a high demand for fast, reliable internet. In current times, and in relation to the Covid pandemic with so many people working from home and just spending more time at home in general, this demand is higher than ever before.”

Telkom agents are contacting customers directly to inform them regarding what to expect from the upgrade, and when.

“Customers can rest assured that Telkom won’t leave them in the lurch. While the move away from copper-based internet is compulsory, we are here to work with customers to find an alternative connectivity solution that best suits their needs. If they aren’t on board with fibre, there are many other options available to choose from, such as wireless LTE and Fixed Line Lookalike (FLLA),” says White.

The switch from copper to fibre is part of a long-term strategy developed by Telkom to both optimise user experience and reduce the cost of maintenance. Therefore, although it will follow a gradual progression, the overall strategic objective is to decommission and replace old copper technology with fibre entirely.

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