

## Frequency Asked Questions for: SmartBroadband Wireless Prepaid

### What is SmartBroadband Wireless Prepaid?

In simple terms, it is a Telkom LTE prepaid data plan which is provided as a fixed SmartBroadband Wireless service for use in a fixed location to connect and surf the internet. Subscription to SmartBroadband Wireless prepaid data plan is subject to the availability of Telkom's LTE network coverage.

### Which radio frequency spectrum band does Telkom's LTE/LTE-A support?

Telkom's LTE/ LTE-A network is a TD-LTE frequency that is supported on the 1800MHz and 2300MHz radio frequency spectrum band.

### Does the SmartBroadband Wireless Prepaid service support failover to 3G?

Yes 3G failover will be supported to Telkom's 3G network only.

### How do I check that I'm covered by Telkom's LTE coverage?

Customer will need to check whether you fall within Telkom LTE coverage area by sending an SMS with your address to: 43482, or visiting the LTE coverage map at: [www.telkom.co.za/coverage](http://www.telkom.co.za/coverage).

### What is LTE/LTE-A Once-Off Prepaid bundle?

This is a range of prepaid LTE/LTE-A Once-off bundles offered by Telkom. The LTE/LTE-A Once-Off prepaid bundles are available to both Consumer and Business customers who are on Telkom LTE/LTE-A Network.

### Can I use the SmartBroadband Wireless Prepaid service for mobility?

Should a subscriber use his SmartBroadband Wireless service for mobility purposes Telkom shall not be liable for lack of LTE network coverage, reliability or throughput outside its fixed LTE coverage areas.

### What are the available LTE/LTE-A once-off prepaid bundle denominations?

The LTE/LTE-A Once-Off pre-paid bundles on offer are:

Bundles Size	Data Allocation	Price
LTE/LTE-A Once-Off 10GB + 10GB*	10GB anytime and 10GB Night Surfer	R249
LTE/LTE-A Once-Off 20GB + 20GB*	20GB anytime and 20GB Night Surfer	R355
LTE/LTE-A Once-Off 40GB + 40GB*	40GB anytime and 40GB Night Surfer	R455
LTE/LTE-A Once-Off 60GB + 60GB*	60GB anytime and 60GB Night Surfer	R555
LTE/LTE-A Once-Off 100GB + 100GB*	100GB anytime and 100GB Night Surfer	R755
LTE/LTE-A Once-Off 200GB + 200GB*	200GB anytime and 200GB Night Surfer	R1055

### How long will the LTE/LTE-A Once-off prepaid bundle be valid for?

The LTE/LTE-A Once-off prepaid bundles will be valid for 31 days from the activation date.

### What does the LTE/LTE-A Once- Off prepaid bundle includes?

The LTE/LTE-A once-off prepaid bundles shall include both anytime data and night surfer data.

## Does the LTE/LTE-A Once-off Pre-paid bundles have night surfer data?

Yes, The LTE/LTE-A once-off prepaid bundles shall include night surfer data that's can be used between 12am – 7am.

## Who can purchase the LTE/LTE-A Once-off prepaid bundles?

The LTE/LTE-A Once-off prepaid bundles shall be available to be purchased by SmartBroadband Wireless, Smart Broadband Wireless LTE-A, SmartBroadband Wireless Uncapped and SmartBroadband Wireless Prepaid subscribers only over and above the current bundles they can purchase.

## Who is not eligible to purchase the LTE/LTE-A Once-off prepaid bundles?

Existing prepaid rate plan subscribers will not be able to purchase the new LTE Prepaid bundles.

## Will I be charged the same rates for out-of-bundle rates, when I've used all my In-bundle Data?

No, the out-off bundle data rate of R0.30 shall apply.

## How do I purchase the LTE/LTE-A once-off prepaid bundles?

You can purchase once-off and recurring bundles via:

- USSD by typing \*180#
- Via the self-service portal
- Via the Telkom Apps (IOS and Android)
- Or at a Telkom store

## STEP by Step process using the channels:

### Telkom Self Service Portal:

1. Open your web browser and type in and connect to the following URL: [www.telkom.co.za](http://www.telkom.co.za)
2. Click on **Login** and if you do not have an account click on **Register** otherwise click **Login**
3. Once you are logged in, to purchase *Once Off bundles*, scroll down to and select **Purchase Bundle** and follow the on-screen instructions.
4. To purchase *Recurring Bundles*, select the **Manage Subscriptions** menu
5. Select the applicable mobile number and click the **Load Subscriptions** menu and follow the on-screen instructions.

### USSD:

1. Dial \*180#
2. Choose option 1 : Bundle Purchases
3. Select Option 2: Data Bundle
4. Select Option 1: LTE/LTE-A Bundles
5. Choose Option 1: to Continue
6. Select to purchase the bundle of your choice

### Telkom App:

1. Choose the TOP UP Menu on the Telkom App
2. Select Data Bundles
3. Choose Bundle Type
4. Then select LTE/LTE-A Once Off
5. Choose Bundle of your Choice
6. Select Payment Method and Choose
7. Click NEXT and Click Continue

**How do I check my data balance?**

- Log in to the Telkom Mobile Self Service portal at: <https://selfservice.telkom.co.za/rococo/public/content/interstitial> to view your data balance.
- Send an SMS via your modem dashboard to 188 to receive your data balance.
- Dial \*188# under the USSD tab on your data modem dashboard.
- Insert your SIM card into a handset/mobile phone then dial \*188# or send an SMS to 188

**Is there a limit to the number of times I can purchase LTE/LTE-A Once-off prepaid bundles?**

No. You may purchase any of the LTE/LTE-A Once-off pre-paid bundle as many times as you wish and First In First Out shall apply to the order of consumption.

**What happens when my LTE/LTE-A Once-off prepaid bundle expires and I still have not used up the bundle?**

Unused data shall not carry over, when the bundle expires you will forfeit all the unused data. Should the subscriber deplete his/her bundle allocated, she/he may purchase another LTE/LTE-A once-off prepaid bundle

**Do the LTE/LTE-A Once-Off prepaid bundles include a modem?**

No, the LTE/LTE-A Once-off prepaid bundles do not include a device. Customers have the freedom to utilize their existing compatible modems or buy a compatible modem that suits their needs.

**Can an existing Telkom More and SIM Sonke prepaid subscriber, be able to migrate to the SmartBroadband Wireless Prepaid plan?**

Existing subscribers will be allowed to migrate to the SmartBroadband Wireless prepaid plan. A customer who chooses to migrate to SmartBroadband Wireless prepaid will be able to migrate back to another prepaid plan once a month.

**Which other bundles can a SmartBroadband Wireless Prepaid data customer purchase?**

The SmartBroadband Wireless prepaid data customer will be able to buy: FreeMe Boost bundles, once-off data bundles, time-based bundles, Wi-Fi bundles, voice bundles and SMS bundles.

**Does Rica apply?**

Rica compliance rules shall apply.

**Customer Support**

To contact the Customer Support line on 180, please remove the SIM card from your modem/router and insert it into a handset/ mobile phone. Calls to Telkom Mobile Data Support line are only free from a Telkom Mobile number. You can also phone Customer Care on 081 180 from any other telecom operator network, but these calls will be charged at applicable service-provider rates.