



SELF-HELP GUIDE

FAQ's SmartBroadband Wireless.

Telkom | **Business
Connexion**

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What is LTE?

LTE stands for Long Term Evolution and is a high-speed wireless broadband technology. LTE supports a further evolution on functionality, increased speeds and general improved performance over 3G.

▶ **What are the benefits of the improved functionality and performance that LTE offers over 3G?**

The increased speed and functionality offered by LTE means that subscribers can experience enhanced online gaming, enhanced online video, radio and music streaming and quicker music and app downloads - all in real time with minimal to no buffering experienced.

▶ **Which radio frequency spectrum band does Telkom's LTE support?**

Telkom's LTE network is a TDD-LTE frequency that is supported on the 2300MHz radio frequency spectrum band.

▶ **Does the SmartBroadband Wireless service support failover to 3G?**

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

▶ **What are the network speeds supported on Telkom's LTE Network?**

Telkom's LTE network support downlink speeds of up to 90Mbps and uplink speeds of up to 25Mbps.

▶ **What Plans are offered on Telkom's LTE Network?**

Telkom offers SmartBroadband Wireless plans supported on its LTE Network, which are positioned as fixed wireless broadband plans for home and office use.

▶ **Does Rica apply?**

Rica compliance rules will apply.

▶ **Are there ad-hoc data bundles available for purchase by SmartBroadband Wireless subscribers should the inclusive data get depleted within the month?**

SmartBroadband Wireless subscribers can purchase once-off or recurring data bundles if the inclusive data is depleted within the month.

▶ **How do I purchase a once-off or recurring bundle?**

SmartBroadband Wireless subscribers can purchase once-off and recurring bundles via:

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

▶ **What is a once-off data bundle?**

Once-off data bundles are available to SmartBroadband Wireless subscribers for once-off data purchases that can be used to access data when the subscriber runs out of inclusive data. The once-off data bundle expires at the end of the following calendar month from the date of purchase.

▶ **What is a recurring data bundle?**

Recurring data bundles are available to SmartBroadband Wireless subscribers for purchase to access data on a recurring basis. The recurring data bundle will be allocated to a contract on the first day of each month on a recurring basis. The bundle is valid until the end of the following calendar month from the date of allocation.

▶ **Which once off data bundles are available for purchase to SmartBroadband Wireless subscribers?**

The following once-off data bundles are available:

- 25 MB @ R7.25
- 50MB @ R14.50
- 100MB @ R29
- 250MB @ R39
- 500MB @ R69
- 1GB @ R99
- 2GB @ R139
- 5GB @ R299
- 10GB @ R499
- 20GB @ R899 (valid for 6 months from date of activation)
- 50GB @ R1799 (valid for 12 months from date of activation)
- 100GB @ R3199 (valid for 12 months from date of activation)

▶ **Which recurring data bundles are available for purchase to SmartBroadband Wireless subscribers?**

The following recurring data bundles are available:

- 25MB @ R7.25
- 50MB @ R14.50
- 100MB @ R29
- 250MB @ R39
- 500MB @ R69
- 1GB @ R99
- 2GB @ R139
- 5GB @ R299
- 10GB @ R499

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

Subscription to SmartBroadband Wireless plans is subject to the availability of Telkom's LTE network coverage. To check whether you fall in our LTE coverage area, send an SMS with your address to 43482 or visit our LTE coverage.

▶ **Is there a contract for a set period, or is there a month-on-month ongoing contract?**

The terms are on a 24-month contract, which includes a router and month-to-month for SIM only contracts.

▶ **Can I link a MultiSIM or Data MultiSIM to the SmartBroadband Wireless service?**

Yes, both MultiSIM and Data MultiSIM will be allowed on the SmartBroadband Wireless plan.

▶ **Which router do I get with the SmartBroadband Wireless service?**

You will get a LTE Wi-Fi router.

How many wireless devices can I connect to my LTE Wi-Fi router?

- ▶ You can connect up to 32 devices via Wi-Fi and up to four devices using the LAN cables. Note that the number of devices that you connect simultaneously could impact on your internet experience. The type of devices you can connect include smart TVs, smartphones, tablets, notebooks, PCs, security cameras and gaming consoles.

What does the SmartBroadband Wireless offer includes?

- ▶ The SmartBroadband Wireless includes anytime data, night surfer data and a Wi-Fi bundle, which are new on LTE plans.

How can a subscriber use the allocated Wi-Fi Bundle?

- ▶ SmartBroadband Wireless subscribers need to link a secondary mobile device to their plan via their My Telkom Mobile account to consume the free Wi-Fi bundle, which can only be consumed at a Telkom public Wi-Fi hotspot.

Who do I call if I have a technical query or coverage related problems?

- ▶ You can call 081 180 and will be routed to the data call centre for support.

What happens if I relocate?

- ▶ The SmartBroadband Wireless service is provided as a fixed wireless broadband service and should you relocate, Telkom will not be liable for lack of LTE network coverage, reliability or throughput outside its fixed LTE coverage areas.

Can I use the SmartBroadband service for mobility?

- ▶ Should you use their SmartBroadband Wireless service for mobility purposes, Telkom will not be liable for lack of LTE network coverage, reliability or throughput outside its fixed LTE coverage areas.

I'm an existing mobile data (or HomeOffice LTE/LTE-A) subscriber, will I be able to migrate to the new offer?

Existing subscribers will be allowed to migrate to the SmartBroadband Wireless plans. Please note that for an upward migration, no penalties will apply. And for downgrade migrations normal penalties will apply.

Will I be able to upgrade to another contract?

- ▶ Yes and you will retain any balance of the once-off internet bundle at the time of upward migration. You will continue with the existing contract agreement, and will not be considered to have entered into a new contract agreement based on the migration request. Upward migrations are limited to one per calendar month.

▶ **Will I be able to downgrade?**

Yes, but you will be liable to pay a migration fee for a downward migration, which will be determined at the time of requesting the migration. You will retain any once-off internet bundle balance at the time of downward migration. Telkom Mobile will, as a downward migration fee, recover the difference in device subsidy between the original and the newly selected packages as well as a R400 (incl. VAT) administration fee. You will continue with the existing contract agreement, and will not be considered to have entered into a new agreement based on the migration request.

▶ **Does the Telkom's LTE Network support voice calls?**

Yes, it supports voice calls. However, a subscriber will be required to contact support on 081180 through any means of communication available to them to request that the voice capability be enabled on their service.

▶ **How much does it cost for a voice call?**

A flat rate of R 2.75 on per second billing will apply for any voice call on SmartBroadband Wireless service, with exception of emergency services (10111, 10177 and 112) and Telkom helpdesk 081180 which are free.

▶ **How do I get Telkom's SmartBroadband Wireless service?**

- a. SMS Demo to 43482 and an agent will be in touch with you to setup a demo
- b. Or visit the nearest Telkom store for the service
- c. www.telkom.co.za

▶ **Why is my data being used up faster on an LTE connection compared to the 3G network connection?**

When streaming any content or using applications (YouTube, radio or video streaming, Skype etc.) over an LTE connection, the adaptive bit rate loading (or data transmission rate) is much faster, which means that your data is consumed faster than on a 3G connection. If your connection quality is better, the stream will choose a better quality bit rate of streaming, which results in significantly more data usage while streaming on an LTE connection compared to a 3G connection. Subscribers that sign up for an LTE package are advised to subscribe to the bigger volume bundles.

▶ **What precautions should I take when setting up my LTE Wi-Fi router?**

You should reset your login username and password on the router, as well as the password for the Wi-Fi connection. For assistance with this or advanced security, please call our support desk on 081 180.

▶ **I am an existing 3G or LTE subscriber, can I migrate to the new SmartBroadband Wireless plans?**

Yes, existing 3G and LTE subscribers will be allowed to migrate to the new SmartBroadband Wireless plans.