FAQ’s SmartBroadband Wireless:

What is LTE?
LTE (3.95G) which stands for Long Term Evolution is a high speed wireless broadband technology that is the next evolution from 3G. 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 TD-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 is the network speeds supported on Telkom’s LTE Network?
Telkom’s LTE network support downlink speeds of up to 90Mbps and uplink speed 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 shall 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#
- Via the self-service portal
- Via 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 his 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 that can be used to access data on a recurring basis. The recurring data bundle shall be allocated to your 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:

- 25MB @ R7.25
- 50 MB @ R14.50
- 100 MB @ R29
- 250 MB @ R39
- 500 MB @ R69
- 1 GB @ R99
- 2 GB @ R139
- 5 GB @ R299
- 10 GB @ R499
- 20GB @ R899 (valid for 6 months from date of activation)
- 50 GB @ R1799 (valid for 12 months from date of activation)
- 100 GB @ 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
- 50 MB @ R14.50
- 100 MB @ R29
- 250 MB @ R39
- 500 MB @ R69
- 1 GB @ R99
- 2 GB @ R139
- 5 GB @ R299
- 10 GB @ 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, you will need to check whether you fall in our LTE coverage area by sending an SMS with your address to 43482, or visiting the LTE coverage map here [www.telkom.co.za/coverage](http://www.telkom.co.za/coverage).

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

The terms are on a 24 Months 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?
Subscribers will get a LTE WiFi router which supports maximum downlink speeds of up to 68Mbps and uplink speeds of up to 17Mbps.

How many wireless devices can I connect to my LTE WiFi router?
You can connect up to 32 devices via WiFi 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 WiFi bundle which are new on LTE plans.

How can a subscriber use the allocated WiFi Bundle?
SmartBroadband Wireless subscribers need to link a secondary mobile device to their plan via their My Telkom Mobile account in-order to consume the free WiFi bundle which can only be consumed at a Telkom public WiFi hotspot.

Who do I call if I have a technical query or coverage related problems?
Subscribers can call 081 180 and they shall 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 a customer relocate, Telkom shall 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 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.

I'm an existing mobile data (or HomeOffice LTE/LTE-A) subscriber, will I be able to migrate to the new offer?
Existing Subscriber will be allowed to migrate to the SmartBroadband Wireless plans. Please note that for an upward migration no penalties’ apply etc. 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 balances of once-off internet bundles 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?**
It cost 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 081 180 which are free.

**How do I get Telkom’s SmartBroadband Wireless service?**
a. SMS Demo to 32565 and an agent will be in touch with you to setup a demo
b. Or visit the nearest Telkom store for the service
c. Visit [www.telkom.co.za](http://www.telkom.co.za)

**Why is my data being used 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 WiFi router?**
Users should reset their login username and password on the router, as well as the password for the WiFi connection. For assistance with this or advanced security, please call our support desk on 081180.

**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.