

## Frequency Asked Questions for: SmartBroadband Wireless Prepaid

### 1. 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.

### 2. 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.

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

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

### 4. 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).

### 5. 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.

### 6. 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.

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

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

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

**8. 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 61 days for Anytime data and 31 days for Night Surfer from the activation date.

For example, a customer who purchase 20GB LTE/LTE-A Once Off data bundles which comes with 20GB Anytime data + 20GB Night Surfer data on 1st November. The Anytime data shall expire on the 31st December and the Night Surfer data shall expire in 31days.

**9. 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.

**10. 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.

**11. 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.

**12. 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.

**13. 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.

**14. What is a data bundle transfer?**

Data bundle transfer is a free value-added service that allows SmartBroadband Wireless prepaid customers to transfer data to a SmartBroadband Wireless post-paid and/or SmartBroadband Wireless Prepaid only within the Telkom Mobile network.

**15. A SmartBroadband Wireless LTE/LTE-A post-paid and Which data bundle can I transfer?**

Data Bundle Transfer service shall only support LTE/LTE-A Once-Off data bundles. Promotional, bonus data and subscribers on unlimited data plans shall not be permitted for data bundle transfer.

**16. How much data bundle can I transfer?**

With data transfer service, you can transfer up to 1GB a day and up to 10GB a month.

**17. What are the data bundle denomination I can transfer?**

The Data denominations to be transferred are 25MB, 50MB, 100MB, 250MB, 500MB and 1GB.

**18. Is there a limit to the data bundles you can transfer?**

A subscriber shall be allowed to transfer up to 1GB a day and 10GB a month per MSISDN. Customers shall be able to transfer as many times until the daily and monthly limits are reached.

**19. How can I make a data bundle transfer?**

Data bundle transfer capability shall be enabled the Self-Service Portal, Telkom App (Android & iOS) and USSD menu (\*180#)

**20. Will the transferred data bundle be prorated?**

The data bundles shall not be prorated and the subscriber shall be able to utilize the data transferred until it is fully consumed.

**21. How long will the data bundle transferred be valid for?**

Validity period of the donated data bundle shall be as per the donor validity period.

**22. If I have more than one LTE/LTE-A Once-Off data bundles, which one must I first transfer data from?**

In a case where a customer has two or more LTE/LTE-A once-off data bundles available, the customers shall be allowed to transfer data from the first purchased LTE/LTE-A once-off bundle once depleted they can then transfer from the next available LTE/LTE-A once-off data bundle.

**23. Can I transfer a data bundle to subscribers from other Mobile Network Operators?**

No, data bundle transfer shall not be permitted to or from other Mobile Network Operators.

**24. Can I transfer the donated data bundle?**

Customers shall not be allowed to transfer the donated data bundle.

**25. Do I receive the transferred data immediately?**

Data Bundle transfer shall happen in real-time between the donor and the recipient.

**26. How will I know if the data bundle transfer is successful?**

Successful Data Bundle Transfer: Both donor & recipient subscribers shall receive SMS notification stating that the Data Bundle transfer has been completed successfully. The SMS will state the bundle size and the transferring customer's mobile number.

**27. How do I check the data bundle balance?**

Balance check shall be performed to see if there is enough credit of MB for transfer to take place. The recipient shall be able to perform balance check on the donated data bundle.

**28. What happens if I transfer to the wrong MSISDN?**

Once the bundle has been transferred, the transfer cannot be reversed. Pop-up message shall be presented to the donor screen to confirm if the MSISDN is the correct one before the send button is presented.

**29. What happens when my donated data bundle expires and I still have not used up the bundle?**

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

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

You can purchase LTE/LTE-A once-off 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

### 31. 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

### 32. 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.

**33. 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

**34. 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.

**35. 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.

**36. 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.

**37. Does Rica apply?**

Rica compliance rules shall apply.

**38. 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.