

# Frequently asked questions: ADSL, VDSL and Fibre.

Question	Answer
What devices are supported on the WiFi?	All devices that are WiFi-certified will be able to connect to your WiFi-enabled modem, e.g. smartphones, tablets, computers, Apple TV, PlayStation, etc.
My current internet speed seems to be slow. How can I test my speed and what could be the reasons for the slow speed?	<p>You can test your connection speed at <a href="http://www.saix.net/">www.saix.net/</a> or <a href="http://www.speedtest.net/">www.speedtest.net/</a></p> <p>Reasons for slow speed could be:</p> <ul style="list-style-type: none"><li>• You could have depleted/reached your monthly data limit/cap and therefore be in a SoftCap mode (allowing you to still access the internet at a reduced speed).</li><li>• The distance between your device and WiFi router is too far.</li><li>• Some electrical appliances and physical obstructions in the line of sight between devices may interfere with the signal (such as microwave ovens, electrical fence and other WiFi access points in the area) will reduce speed.</li><li>• As more devices are connected on the network simultaneously, its speed will also decrease.</li></ul>
How do I track my internet usage?	The Telkom Internet Usage Tracking Tool is used by customers for viewing and managing their Telkom Internet usage. Go to <a href="https://secure.telkomsa.net/titracker/">https://secure.telkomsa.net/titracker/</a>
If I run out of data, how do I purchase additional data?	<p>Top up your data. The Telkom Internet TopUp is simple and easy, and can be performed via MasterCard or Visa credit card. Go to <a href="https://secure.telkomsa.net/topup/">https://secure.telkomsa.net/topup/</a></p> <p>You can also opt for the postpaid option, where we will bill you for your additional data on your Telkom invoice.</p>

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How do I change my Telkom Internet password?	<p>The Telkom Internet Password Management Tool will enable you to securely change both your Telkom Internet account password and your email passwords online. For added security, we suggest that you make these changes on a regular basis.</p> <p>Go to <a href="https://online.telkomsa.net/pmt/">https://online.telkomsa.net/pmt/</a></p>
Can I get faster speed?	<p>You can make use of the Speed &amp; Gig Guide to assist in selecting the speed to match your needs.</p> <p>Got to the coverage checker on the Telkom website <a href="http://www.telkom.co.za/coverage/">http://www.telkom.co.za/coverage/</a> or contact Telkom to confirm the speed that you qualify for in your exchange area.</p>
Can I get a higher data cap?	<p>You have the following options:</p> <ul style="list-style-type: none"><li>• Upgrade to a higher cap bundle</li><li>• Upgrade to an uncapped data bundle</li><li>• Top up:<ul style="list-style-type: none"><li>- Once your account is in SoftCap mode, meaning you have reached your cap limit and are on a reduced speed, you have two TopUp options for buying additional data. You can either use your credit card for the prepaid option, or opt for the postpaid option, where we will bill you for your additional data on your Telkom invoice.</li><li>- Both TopUp options are available as self-help functions on the website, so there is no need to visit a Telkom Direct store or to contact the call centre.</li></ul></li></ul>

# Frequently asked questions: LTE.

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Which router do I get with the SmartBroadband Wireless service?	<p>As a customer, you will get an LTE WiFi router that 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.</p> <p>The type of devices you can connect include smart TVs, smartphones, tablets, notebooks, PCs, security cameras and gaming consoles.</p>
Why is my data being used faster on an LTE connection compared to a 3G network connection?	<p>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.</p> <p>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.</p>
Are there ad hoc data bundles available for purchase by SmartBroadband Wireless subscribers?	<p>SmartBroadband Wireless subscribers can purchase once-off or recurring data bundles if the inclusive data is depleted within the month.</p>
What is a once-off data bundle?	<p>The once-off data bundle expires at the end of the following calendar month from the date of purchase.</p>
What is a recurring data bundle?	<p>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.</p>
How do I purchase a once-off or recurring bundle?	<p>SmartBroadband Wireless subscribers can purchase once-off and recurring bundles via:</p> <ul style="list-style-type: none"><li>• USSD, by dialling <b>*180#</b></li><li>• The self-service portal</li><li>• The Telkom App (IOS and Android)</li><li>• A Telkom store</li></ul>