

## **FAQ's for: SmartBroadband Wireless Prepaid and LTE/LTE-A Once-Off data bundles.**

### **1. What is SmartBroadband Wireless Prepaid?**

In simple terms, these are Telkom LTE prepaid data bundles which are designed to be used with SmartBroadband Wireless Prepaid tariff plan or as additional data bundles (add on) to the SmartBroadband Wireless Post-paid, Top-Up or Unlimited plans. Subscription to SmartBroadband Wireless prepaid data bundles are 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 supported primarily on the 1800MHz and 2300MHz radio frequency spectrum band with fall back to Telkom Mobile 3G networks.

### **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 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 data bundle?**

This is a range of data prepaid LTE/LTE-A Once-off bundles offered by Telkom. The LTE/LTE-A Once-Off prepaid data 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 Prepaid 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 does the LTE/LTE-A Once- Off prepaid data bundle includes?**

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

### **8. Does the LTE/LTE-A Once-off data 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.

### **9. Which Prepaid rate plan is not eligible to purchase the LTE/LTE-A Once-off prepaid bundles?**

The SIM Sonke and Telkom More prepaid rate plan subscribers will not be able to purchase the LTE/LTE-A Once-Off data bundles. A tariff migration to the SmartBroadband Wireless Prepaid tariff is required in order to utilize these bundles.

**10. Who can purchase the LTE/LTE-A Once-off data bundles?**

The LTE/LTE-A Once-off data bundles shall be available to be purchased by SmartBroadband Wireless Post-paid, SmartBroadband Wireless Top-Up, Smart Broadband Wireless LTE-A, SmartBroadband Wireless Unlimited All Hours, SmartBroadband Wireless Unlimited Business Hours and SmartBroadband Wireless Prepaid subscribers only over and above the current bundles they can purchase.

**11. 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.

**12. 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 Data Bundles Sizes	Validity Period for Anytime data Bundles.	Validity Period for Night Surfer data Bundles
5GB anytime and 5GB Night Surfer	61 Days from the day of activation	31 Days from the day of activation
10GB anytime and 10GB Night Surfer		
20GB anytime and 20GB Night Surfer		
40GB anytime and 40GB Night Surfer		
60GB anytime and 60GB Night Surfer		
80GB anytime and 80GB Night Surfer		
120GB anytime and 120GB Night Surfer		
220GB anytime and 2020GB Night Surfer		

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

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.

**14. Which LTE/LTE-A Once-Off data bundle are eligible to be sold on only the Telkom 3G Network?**

The 5GB + 5GB\* and 10GB +10GB\* offers are the only two bundle sizes which, are allowed to be sold in Telkom Mobile 3G and Telkom LTE network footprints.

**15. 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 top-up) and/or SmartBroadband Wireless Prepaid only within the Telkom Mobile network.

**16. Which LTE/LTE-A Once- Off data bundle can a subscriber transfer?**

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

**17. 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.

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

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

**19. 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.

**20. 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#).

**21. 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.

**22. 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.

**23. 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.

**24. 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.

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

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

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

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

### **31. 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
- Telkom WhatsApp 081 160 1700

#### **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, 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: LTE/LTE-A Bundles
3. Select Option 1: to Continue
4. 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

##### **Via WhatsApp**

1. Load the number 081 160 1700 on your phone contacts or on WhatsApp – name it 'Telkom'
2. Send the word 'Telkom' to the number stored (081 160 1700/Telkom) via WhatsApp
3. Follow the instruction on the menu that will be presented
4. Add the number to your phonebook for easy future reference.

### **32. How do I check my data balance?**

- Log in to the Telkom Mobile Self Service portal 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

### **33. 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.

### **34. 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

### **35. 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.

### **36. 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.

### **37. How to change your SIM card tariff plan?**

Customers can change tariff change by inserting data SIM into mobile phone

- Dial \*180#
- Select option 7: Tariff Change
- Select option 2: Change Current Tariff
- Select option 2: SmartBroadband Wireless Prepaid
- Select option 1 to change your tariff to SmartBroadband Wireless Prepaid.

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

The SmartBroadband Wireless prepaid data customer will be able to buy: Free-Me bundles, once-off data bundles, time-based bundles, voice bundles, 100GB Night Surfer Once-Off Bundles, Social Bundles, LIT Bundles, weekly bundles, daily bundles and SMS bundles.

### **39. Does Rica apply?**

Rica compliance rules shall apply for SmartBroadband Wireless Prepaid.

### **40. 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