

FAQ's LIT TV plus double data SmartBroadband Wireless 50GB or 100GB:

What is double data SmartBroadband 50GB and 100GB?

The double data SmartBroadband Wireless 50GB or 100GB is a data deal promotion, and Telkom reserve the right to retract the promotion at any time and with no prior warning to customers.

What does the double data SmartBroadband Wireless offer include?

The double data SmartBroadband Wireless includes double anytime and double night surfer data.

What is LIT TV?

It is an android streaming device which is bundled with the SmartBroadband Wireless 50GB or 100GB double data deal.

What Technology is used for the SmartBroadband Wireless?

The Technology used is LTE technology.

What is LTE Technology?

LTE stand for Long Term Evolution (LTE) is a new high-speed wireless data standard with higher capacity. That means enhanced gaming, video and music streaming and app downloads. LTE is the latest generation of mobile network and is a step up from 3G.

What does the double data mean?

The double data SmartBroadband Wireless 50GB or 100GB means that an additional 50GB or 100GB data shall be allocated across the anytime and night surfer package.

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

The SmartBroadband Wireless 50GB or 100GB deals shall be offered on a 24 Months contract period for a deal bundled with a device and no month-to-month contracts will be available on SIM Card only.

What does the SmartBroadband Wireless 50GB or 100GB deal includes?

The 24-month contract deal shall include a WiFi router and LIT TV plus the double data SmartBroadband Wireless 50GB or 100GB.

What will happen after the 24-month contract comes to an end?

Subscribers who sign up for the LIT TV plus double data SmartBroadband Wireless 50GB or 100GB each month shall receive the double data allocation for the duration of the 24-month contract and after 24 months the data allocation shall revert to the single data allocation for both anytime data and night surfer.

Is the SmartBroadband Wireless 50GB or 100GB offer available on prepaid as well?

No, it is only available on post-paid contract.

Who is eligible for the SmartBroadband Wireless 50GB or 100GB offer?

The first 1000 NEW customers who apply and sign-up for a 24-month contract on the LIT TV with double data SmartBroadband Wireless 50GB or 100GB via the online channel www.telkom.co.za web site shall receive the LIT TV for free.

The customers who subscribe to a 24-month contract for LIT TV plus double data SmartBroadband Wireless 50GB or 100GB using any other channel shall be required to pay an extra R40 for the deal.

Does the SmartBroadband Wireless service support failover to 3G?

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

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 LTE/LTE-A once off 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 LTE/LTE-A once-off data bundle?

LTE/LTE-A 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 31 days from the date of purchase.

Which LTE/LTE-A once off data bundles are available for purchase to SmartBroadband Wireless subscribers?

The following LTE/LTE-A Once-off data bundles are available:

- 5GB + 5GB
- 10GB + 10GB
- 20GB + 20GB
- 30GB + 30GB
- 50GB + 50GB
- 100GB + 100GB
- 500GB Night Surfer

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

The available recurring data bundles available is the 500GB night surfer bundle:

- 500GB Night Surfer

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.

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 SmartBroadband Wireless (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.

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 is 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.
- b. Or visit the nearest Telkom store for the service
- c. for online purchase visit 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 a LTE package are advised to subscribe to the bigger volume bundles.

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 SmartBroadband Wireless 50GB or 100GB plans.

Does Rica apply?

Rica compliance rules shall apply.

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.