

## Frequency Asked Questions: SmartBroadband Wireless Post-paid Plans

### 1. What is the SmartBroadband Wireless Post-paid offer?

The SmartBroadband Wireless post-paid offer is a Post-Paid LTE data plan that can be subscribed to on a 24-month contract with a device or on a month-to-month SIM only contract. SmartBroadband Wireless post-paid plans will provide subscribers with Telkom LTE/LTE-A 1800MHz and 2300MHz coverage and subscribers will have access to only Telkom network and No roaming on partner (Vodacom) network.

### 2. What does the SmartBroadband Wireless Post-paid offer include?

The SmartBroadband Wireless Post-paid includes anytime and night surfer data.

### 3. What Technology is used for the SmartBroadband Wireless Post-paid?

The Technology used is LTE technology.

### 4. 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.

### 5. Which SmartBroadband Wireless Post-Paid are on offer?

Description	Anytime Data	Night Surfer Data	Validity Period
SmartBroadband 5GB Wireless	5GB	5GB	2 Months for Anytime and 1 Month for Night Surfer Data
SmartBroadband 10GB Wireless	10GB	10GB	2 Months for Anytime and 1 Month for Night Surfer Data
20GB SmartBroadband Wireless	20GB	20GB	2 Months for Anytime and 1 Month for Night Surfer Data
40GB SmartBroadband Wireless	40GB	40GB	2 Months for Anytime and 1 Month for Night Surfer Data
60GB SmartBroadband Wireless	60GB	60GB	2 Months for Anytime and 1 Month for Night Surfer Data
90GB SmartBroadband Wireless	90GB	90GB	2 Months for Anytime and 1 Month for Night Surfer Data
130GB SmartBroadband Wireless	130GB	130GB	2 Months for Anytime and 1 Month for Night Surfer Data
180GB SmartBroadband Wireless	180GB	180GB	2 Months for Anytime and 1 Month for Night Surfer Data
220GB SmartBroadband Wireless	220GB	220GB	2 Months for Anytime and 1 Month for Night Surfer Data
300GB SmartBroadband Wireless	300GB	300GB	2 Months for Anytime and 1 Month for Night Surfer Data

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

The SmartBroadband Wireless Post-paid deals shall be offered on a 24 Months contract period for a deal bundled with a device and SIM only offer will be available on a month to month or on a 24 Months contract.

### 7. What does the SmartBroadband Wireless Post-paid deal include?

The 24-month contract deal shall include an LTE/LTE-A Wi-Fi router plus the SmartBroadband Wireless SIM.

**8. Does Rica apply?**

Rica compliance rules shall apply.

**9. What documents do I need to bring when signing a contract?**

You must undergo a credit vetting process as well as the RICA process. You will need to present the following documents: recent 3-month bank statement, a recent pay slip, proof of residence, and your ID or passport.

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

The SmartBroadband Wireless Post-paid deals shall be offered on a 24 Months contract period for a deal bundled with a device and SIM only offer will be available on a month to month.

**11. Do I need to sign a contract to subscribe to data offers on a month-to-month SIM only or 24-month contract basis?**

Yes, you will need to sign a contract.

**12. What is the validity period of the SmartBroadband Wireless Post-paid?**

The monthly Inclusive anytime data has a validity of two calendar months and the inclusive night surfer data has a validity of one calendar month.

i.e. The inclusive anytime data allocated to your plans on the 01<sup>st</sup> November will expire on the 31<sup>st</sup>December.

And the inclusive night surfer data allocated to your plans on the 1<sup>st</sup> November will expire on 30<sup>th</sup> November.

**13. What happens to unused inclusive monthly data?**

Any unused inclusive anytime data on SmartBroadband Wireless plans shall roll over to the next calendar month. The rolled over data will be depleted first before the newly allocated inclusive data is used. The unused inclusive night surfer data on SmartBroadband Wireless plans shall not be carried over to the next calendar month.

i.e. If you are subscribed to a 20GB SmartBroadband Wireless plan which comes with (20GB Anytime Data + 20GB Night Surfer Data) and only utilised 17GB of your inclusive anytime data and 18GB of your night surfer data. The remaining 3GB unused anytime data shall be carried over to the following month and the 2GB Night Surfer shall not be carried over. The 3GB anytime data will be consumed and be depleted first before the new monthly inclusive anytime data allocated is utilised.

**14. What happen once my inclusive data has been depleted on my SmartBroadband Wireless plan?**

Subscribers will be directed to the Out-of-Bundle page once all their inclusive data has been depleted where they will have the options to do the following:

- a) End their browsing session
- b) Purchase an LTE/LTE-A Once-Off data bundle

c) Continue to browse the internet at the Out-of-Bundle Rate of R0.30 per MB.

**15. When do I start using the Night Surfer?**

You start using your Night Surfer data component from midnight until 7a.m. Once your allocated Night Surfer data has been depleted, your internet connection will start consuming from your anytime inclusive data if still available.

**16. Does the SmartBroadband Wireless Post-paid service support failover to 3G?**

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

**17. How much is the Data Out-of-Bundle rate?**

A standard data Out-of-Bundle rates shall be R0.30c per MB.

**18. How do I check that I'm covered by Telkom's LTE coverage?**

Subscription to SmartBroadband Wireless Post-paid plans is subject to the availability of Telkom's LTE network coverage. To check coverage, visit the LTE coverage map at [www.telkom.co.za/coverage/](http://www.telkom.co.za/coverage/).

**19. What happens if I relocate?**

The SmartBroadband Wireless Post-paid 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.

**20. Can I use the SmartBroadband Wireless Post-paid service for mobility?**

Should a subscriber use his SmartBroadband Wireless Post-paid service for mobility purposes, Telkom shall not be liable for lack of LTE network coverage, reliability or throughput outside its fixed LTE coverage areas.

**21. Are there data bundles available for purchase by SmartBroadband Wireless Post-paid subscribers should the inclusive data get depleted within the month?**

SmartBroadband Wireless Post-paid subscribers can purchase LTE/LTE-A once off data bundles if the inclusive data is depleted within the month.

**22. How do I purchase a once-off bundle?**

SmartBroadband Wireless Post-paid subscribers can purchase once-off bundles via:

1. USSD by typing \*180#
2. Via the self-service portal
3. Via the Telkom Apps (IOS and Android)
4. Telkom store
5. Telkom WhatsApp 081 160 1700

**23. What is LTE/LTE-A once-off data bundle?**

LTE/LTE-A once-off data bundles are available to SmartBroadband Wireless Post-paid subscribers for once-off data purchases that can be used to access data when the subscriber runs out of his inclusive data.

The data validity period for LTE/LTE-A Once Off Anytime data bundles expire in 61 days from the day of activation. The data validity period for LTE/LTE-A Once Off Night Surfer data bundles expire in 31 days from the day of activation.

The data validity period for 2GB + 2GB LTE/LTE-A Once Off expire after 14 days for the Anytime data and Night Surfer data from date of activation.

**24. Which LTE/LTE-A once off data bundles are available for purchase to SmartBroadband Wireless Post-paid subscribers?**

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

Anytime Data	Night Surfer Data	Validity
2GB	2GB	14days Anytime data and 14days Night Surfer data
5GB	5GB	61days Anytime data and 31days Night Surfer data
10GB	10GB	61days Anytime data and 31days Night Surfer data
20GB	20GB	61days Anytime data and 31days Night Surfer data
40GB	40GB	61days Anytime data and 31days Night Surfer data
60GB	60GB	61days Anytime data and 31days Night Surfer data
80GB	80GB	61days Anytime data and 31days Night Surfer data
120GB	120GB	61days Anytime data and 31days Night Surfer data
220GB	220GB	61days Anytime data and 31days Night Surfer data

**25. What is the order of consumption for my data allocation?**

The data order of consumption shall be as follows:

- 1=Transferred Data/ Bonus Data Bundles
- 2=Inclusive Anytime Bundle
- 3=Inclusive Night Surfer Bundle (valid from 12am to 7am)
- 4=FIFO when purchasing LTE/LTE-A Once-Off Bundles
- 5=Spend/Credit Limit

**26. 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 Post-paid plans. Please note that for an upward migration no penalties apply and for downgrade migrations, normal penalties will apply.

**27. 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.

**28. How much does it cost for a voice call?**

It cost a flat rate of R 0.70c per minute (per second billing) will apply for any voice call on SmartBroadband Wireless Post-paid service, with exception of emergency services (10111, 10177 and 112) and Telkom helpdesk 081 180 which are free.

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

Balance enquiry can be done via the following channels:

- Log in the Telkom Self-Service Portal at <https://www.telkom.co.za/eservices>
- Send blank SMS to 188
- USSD by dialing \*188#
- Via the Telkom Apps (IOS and Android)

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

Data bundle transfer is a free value-added service that allows Post-Paid subscribers to transfer data bundle to other subscribers within the Telkom Mobile network.

**31. Which data bundle can I transfer?**

Data Transfer service shall only support Inclusive Anytime data, Recurring Anytime data and LTE/LTE-A Once-off Anytime data bundles, excluding night surfer data bundles, promotional data bundles, bonus data and subscribers on SmartBroadband Wireless Unlimited data plans shall not be permitted for data bundle transfer.

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

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

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

Subscriber will have the option to transfer data in the following denominations: 25MB, 50MB, 100MB, 250MB, 500MB and 1GB.

A subscriber shall be for allowed to transfer up to 1GB a day and 10GB a month per MSISDN for the month.

**34. 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#).

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

The data bundles shall not be pro-rated, and the subscriber shall be able to utilize the data transferred until it is fully consumed.

**36. 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.

**37. 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.

**38. 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 subscriber has two or more LTE/LTE-A once-off data bundles available, the subscriber 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.

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

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

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

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

**41. 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.

**42. 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.

**43. 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.

**44. 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.

**45. What will happen to my airtime and / or data bundle balances that are active on my existing Telkom SIM card when I convert or migrate to another offer?**

All airtime (only if hybrid and prepaid) and once-off data bundle balances will be retained on the SIM card.

**46. Am I able to port-in my SIM card from another operator?**

Yes, you can port-in your SIM card from another operator and subscribe to any of Telkom's contract offers on a ported SIM card. Port-in also allows you to retain your existing mobile number.

**47. 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 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.

**48. 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.

**49. Customer Support**

To contact the Customer Support line on 081180, please remove the SIM card from your modem or Mi-Fi router and insert it into a handset / mobile phone. Calls to Telkom Mobile Customer Support line are only free from a Telkom Mobile number. You can also phone Customer Support on 081180 from any other mobile network operator, but these calls will be charged at applicable service-provider rates.