

## **FAQ's: FIXED WIRELESS BROADBAND**

### **1. What is FIXED WIRELESS BROADBAND?**

It is wireless broadband access, which uses an FLLA APN as a gateway to offer wireless broadband. It provides traditional fixed line services by means of wireless technology.

### **2. What is APN**

APN is a gateway between a GSM, GPRS, 3G or 4G mobile network and another computer network, for example the public Internet.

### **3. What Technology is used for FIXED WIRELESS BROADBAND?**

Fixed wireless broadband is used to provide traditional fixed line services through the wireless technology.

### **4. What is the FIXED WIRELESS BROADBAND speed denomination?**

Up to 1, 2, 4, 8,10Mbps

### **5. What are benefits to customers?**

- Fixed Wireless Broadband is bundled with the existing Telkom Internet fixed SoftCap data packages and has different data denominations i.e 20,40,100GB etc) there is flexibility as compared to the current FLLA mobile data offering, which is 10GB.
- Broadband(BB) speed will equal product definition contracted
- Telkom Internet account seamlessly migrated

### **6. Will the customers be able to roam on MTN network?**

No, Fixed Wireless Broadband is only available on the Telkom network.

### **7. Who is the Target market?**

- Customers that are in areas where DP's are marked not to be able to provide service speed in particular  $\leq 10$  Mbps
- Customers that are in areas of high repeat copper faults
- Identified Fixed BB customers not obtaining the synch speeds of the subscribed service
- High DSL churn areas
- New to franchise(NTF) where there is no copper infrastructure
- Unprofitable exchanges' identified to be decommissioned (Customers located in areas where Telkom is shutting down unprofitable exchanges)

**8. Will the product be promoted?**

Product is to be offered to targeted customers at specific areas

**9. What are the offers construct that have been enabled for the launch?**

The FIXED WIRELESS BROADBAND offer names are as follows:

- 1 Mbps FWB (Lite)
- 2 Mbps FWB (Fast)
- 4 Mbps FWB (Faster)
- 8 Mbps FWB (Faster Plus)
- 10 Mbps FWB (Fastest)

**10. Is the FIXED WIRELESS BROADBAND offer available on prepaid as well?**

No, it is only available to post-paid customers.

**11. Are there any uncapped bundles?**

No, only SoftCap bundles

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

For each contract period, specific terms and conditions will be specified.

The terms are as below:

- 24 Months
- A month to month contract on 1Mbps FWB(Lite)

**13. Will the customer get a free modem when they sign for 24 month contract?**

Yes, the customer is eligible for a free modem when signing for a 24 month contract

**14. Is there a once-off installation fee or set up charge?**

- There are no installation fees for this product for self-install
  - A step-by-step self-install guide is included in the Welcome Pack.
  - A call out fee will be paid if the technician is dispatch to do modem installations at the customer premises

**15. Are there charges if I cancel?**

Yes, there are penalties charges subject to the relevant contractual terms. Excluding 1Mbps FWB( Lite) as the customer will be on month to month contract.

**16. Do RICA rules apply?**

Yes.

**17. How do I check my data used for the month?**

You can view the data you've used for the month, and previous months, on the DSL usage tracker website at <https://secure.telkomsa.net/titracker/>. You will need your Telkom Internet username and password to log in. Select the 'Usage' option on the menu on the left.

**18. How do I obtain my order number?**

You do not need an order number the SIM is already activated.

**19. How will I differentiate the SIM's?**

The white SIM is for voice and the blue is for data.

**20. What if I am unable to activate my Internet account?**

For assistance with your Telkom Internet activation, contact 10210.

**21. How can I purchase additional data once my data bundle has been depleted?**

You can purchase additional data by logging in to the TopUp portal at <https://secure.telkomsa.net/topup/>. Once logged in, you can purchase the required data via the secure credit-card purchase facility.

**22. Where can I get more information on my Broadband and data-related questions?**

For more information, and to access online user guides, visit <http://www.telkom.co.za/today/help/get-help/internet-wifi/>

**23. Where can I get telephonic support to set-up my ISP account?**

Should you require telephonic support to set-up your ISP account, contact our Telkom Internet support desk at 10210.

**24. What telephone number do I call to report a fault on my service?**

Please call our support desk on 10210 and use your directory number to report your fault.

**25. Where can I find help to connect my devices via Wi-Fi?**

If you need help to connect your internet-enabled devices through Wi-Fi, visit <http://www.telkom.co.za/today/help/get-help/internet-wifi/>

**26. How do I receive data-usage notifications?**

You can receive notifications on your data usage by logging in to the Telkom Internet usage tracker page at <https://secure.telkomsa.net/titracker/> with your username and password. Once logged in, select the "Notifications" option on the menu on the left. Thereafter, select the notification frequency and click 'Submit' once you have made your selection. You should be using your primary email address for your notifications. Your selections can be changed, should the need arise.

**27. What can impact the speed of my broadband?**

There are various factors that can affect your broadband speed. These include:

- Peak internet usage times. (upload and download speeds cannot be guaranteed during these times, no speed issues can be logged for these periods)
- The number of people sharing your broadband connection within your home.
- Having reached your Telkom Internet SoftCap. Log in to the Telkom Internet Usage Tracker to check or contact 10210.

**28. Can the service be used at any location?**

The FIXED WIRELESS BROADBAND is a fixed wireless broadband service and subscribers will be required to use the service at the physical address that was supplied.