

FAQ: SmartBroadband Uncapped Wireless

What is SmartBroadband Uncapped Wireless?

The SmartBroadband Uncapped Wireless service is a high speed wireless broadband service offering uncapped data. Subscribers will be required to consume the service within the location of the physical address that was supplied during the application process. Acceptable Use Policy will apply

What Broadband Technology supports the SmartBroadband Uncapped Wireless service?

The supporting Technology is LTE

What is LTE?

LTE stands for Long Term Evolution (LTE) which is a high-speed wireless broadband technology. LTE is the latest generation of mobile technology and is a step up from 3G technology offering faster network Downlink and uplink speeds. You can expect up to 90Mbps download speed and up to 25Mbps upload speed on Telkom's LTE network. That means enhanced gaming, video streaming and music and app downloads

What benefits do I receive on the SmartBroadband Uncapped Wireless service offer?

SmartBroadband Uncapped Wireless	Monthly Data	Device	Contract Duration	Price	Price Eligibility Criteria
SmartBroadband Uncapped Wireless 1	<ul style="list-style-type: none"> ▪ Unlimited Data ▪ P2P (Peer-to-peer) bundle with 50GB FUP cap ▪ *Wi-Fi bundle with 10GB FUP cap 	<ul style="list-style-type: none"> ▪ Huawei LTE WiFi Router ▪ Poynting External Panel Antenna 	24 Months	R599	Reserved for the first 50 (#1 - #50) successful applicants received per base station
SmartBroadband Uncapped Wireless 2	<ul style="list-style-type: none"> ▪ Unlimited Data ▪ P2P (Peer-to-peer) bundle with 50GB FUP cap ▪ *Wi-Fi bundle with 10GB FUP cap 	<ul style="list-style-type: none"> ▪ Huawei LTE WiFi Router ▪ Poynting External Panel Antenna 	24 Months	R699	Reserved for the next 50 (#51 - #100) successful applicants received per base station
SmartBroadband Uncapped Wireless 3	<ul style="list-style-type: none"> ▪ Unlimited Data ▪ P2P (Peer-to-peer) bundle with 50GB FUP cap ▪ *Wi-Fi bundle with 10GB FUP cap 	<ul style="list-style-type: none"> ▪ Huawei LTE WiFi Router ▪ Poynting External Panel Antenna 	24 Months	R799	Reserved for the next 50 (#101 - #150) successful applicants received per base station

* Subscribers will have to link a secondary mobile device to their account via Telkom Mobiles Self-service portal to consume the Wi-Fi bundle which can only be consumed at a Telkom Mobile public Wi-Fi hotspot

Will the SmartBroadband Uncapped Wireless service speed be capped?

The SmartBroadband Uncapped Wireless service shall be offered at full speeds (no time limit applies) for all traffic types except bandwidth intensive protocols or applications which shall be at full speed between 12am – 6pm if within the 50GB cap. Once a subscriber reaches the 50GB cap the bandwidth intensive protocols or applications shall be throttled to 128kbps speed for the rest of the month. Full Speeds shall resume at the beginning of the next calendar month. Bandwidth intensive protocols or applications are defined as Bit torrent traffic downloaded via Peer to Peer and news servers Protocols (NNTP).

Will FUP be applied to the SmartBroadband Uncapped Wireless service?

The SmartBroadband Uncapped Wireless service will offer uncapped data for all traffic types except bandwidth intensive protocols or applications which shall be capped at 50GB. Acceptable use policy will also apply where Telkom deems a subscriber to be abusing the service

What is the Acceptable Use Policy applicable to this service?

- a) Telkom reserves the right to apply restrictions on an uncapped account if a customer's behaviour is determined to be affecting the user experience of other customers on Telkom's mobile broadband network. Such restrictions include but are not limited to throttling a customer's throughput speeds to an appropriate proportion of the actual port speed and / or shaping a customer's bandwidth to limit the use of bandwidth intensive protocols and applications.
- b) Examples of customer behaviour which compromise Telkom's network performance include, for example, causing network congestion, include running excessive concurrent internet sessions or accessing excessive bandwidth intensive protocols such as Peer to Peer and news servers protocols (NNTP). In the event of such behaviours, Telkom reserves the right to terminate the account of a SmartBroadband Uncapped Wireless customer whose usage is continuously affecting Telkom's network performance.
- c) In order to assist a customer to be made aware of when his or her behaviour is compromising Telkom's mobile broadband network performance, Telkom will provide to the customer such information as is practically available. Once usage is indicated as being dangerously high, Telkom reserves the right to suspend the relevant customer's usage within 24 (twenty four) hours of usage having reached such levels. Customers who are restricted by Telkom in the aforementioned manner in a calendar month will be returned to full service profile at the beginning of the next month.
- d) The above controls will be implemented by Telkom in addition to those set out elsewhere in this AUP regarding unlawful behaviour.

How long will the promotion run for?

The SmartBroadband Uncapped Wireless phase 3 promotion will be valid from the 1st of December 2015 to the 30th of June 2016 with phase 3 focusing on select LTE base stations across 298 sites in WR, ER, NER, SR, CR and across 222 sites in the Gauteng and Pretoria region

Is the SmartBroadband Uncapped Wireless offer available on prepaid as well?

No, it is only available on post-paid contract

What will be the contract duration period offered on the SmartBroadband Uncapped Wireless service?

The SmartBroadband Uncapped Wireless plans shall be offered on a 24 Month contract period only

Can I link a MultiSIM or Data MultiSIM to the SmartBroadband Uncapped Wireless service?

No, MultiSIM and Data MultiSIM will not be allowed on the SmartBroadband Uncapped Wireless plan

Which router do I get with the SmartBroadband Uncapped Wireless service?

Subscribers will get SIM card, a Huawei LTE WiFi router also receive a Poynting external antenna that will be installed for them by Telkom contractors

How many wireless devices can I connect to my LTE modem?

You can connect up to 32 devices via Wi-Fi 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. The type of devices you can connect include smart TVs, smartphones, tablets, notebooks, PCs, security cameras and gaming consoles

Will the SmartBroadband Uncapped Wireless offer be available across Telkom's entire Mobile network?

No, the SmartBroadband Uncapped Wireless service will only be available in targeted LTE areas

I live in an area covered by Telkom's LTE-Advanced network will I qualify for the SmartBroadband Uncapped Wireless offer?

No, only select LTE areas are in scope for this promotion

Which areas will be earmarked for SmartBroadband Uncapped Wireless offering?

Phase 3 of the promotion is launching within targeted areas across 298 sites in WR, ER, NER, SR CR, and across 222 sites in the Gauteng and Pretoria region. The online portal will provide the LTE areas selected for this offer

From which channels can a customer purchase the offer from?

The SmartBroadband Uncapped Wireless offer is now available through the traditional Telkom owned stores and the Direct Sales Force 3rd Party channels; however subscribers will only be able to sign-up for the R 699 SmartBroadband Uncapped offer through these channels. Subscribers that wish to sign-up for the R 599 SmartBroadband Uncapped offer will only be able to apply for the service through Telkom's online channel via the online portal. Customers that walk into the Telkom Stores will be able to submit an application online via the PC's available in-store

Who will be eligible to apply for the SmartBroadband Uncapped Wireless during the promotion period?

Existing Telkom consumer/mobile/business customers, new retail customers and new business customers are eligible to apply for the SmartBroadband Uncapped Wireless during the promotion period

Can existing Telkom customers apply for the SmartBroadband Uncapped Wireless service?

Yes, existing Telkom consumer/mobile/business customers may apply for the SmartBroadband Uncapped Wireless service. Existing SmartHome, SmartOffice and Fixed Line customers will not be able to migrate their current services to the SmartBroadband Uncapped Wireless service and will be required to apply for the service as a new service. Existing LTE B593 subscribers that wish to migrate to the SmartBroadband Uncapped service can only do so by submitting their applications via the online channel only.

How will the promotion be executed?

Telkom has identified select LTE base stations which across the country where SmartBroadband Uncapped Wireless Service will be made available to consumer/mobile/business customers. The promotion will be managed in a phased approach with phase 3 promotion targeting select LTE base stations in areas across 298 sites in WR, ER, NER, SR CR, and across 222 sites in the Gauteng and Pretoria region. The phase 3 of the promotion will be valid from the 1st of December 2015 to the 30th of June 2016 and will be executed through Telkom's online channel, Telkom Owned Stores and Direct Sales Force 3rd Party channel. Subscribers will have the opportunity to apply for the service via an online application submission form on the online portal if they wish to apply for the R 599 SmartBroadband Uncapped offer. Subscribers applying through Telkom owned stores and the Direct Sales Force 3rd Party channels will only be able to sign-up for the R 699 SmartBroadband Uncapped offer through these channels. There will be 150 spaces available per base station which will be available. The first 50 successful applicants received per base station will qualify for the SmartBroadband Uncapped Service priced at R 599, the next 50 successful applicants will qualify for the SmartBroadband Uncapped Service priced at R 699 and the next 50 successful applicants will qualify for the SmartBroadband Uncapped Service priced at R 799.

What will be the eligibility criteria applied in the promotion for one to qualify for the SmartBroadband Uncapped service?

There will be a maximum of 150 spaces available per base station. The pricing will be on a first come first served basis via an online application with 3 different price points: R 599, R 699 and R 799. Eligibility to either of the price points will be based on applications received on the online portal on a first come basis

during the application process. The first 50 successful applicants per base station will qualify for the SmartBroadband Uncapped Service at R 599, the next 50 successful applicants will qualify for the SmartBroadband Uncapped Service at R 699 price and the next 50 successful applicants will qualify for the SmartBroadband Uncapped Service at R 799. Standard credit vetting criteria will apply

How can I submit an application for the SmartBroadband Uncapped Service during the promotion period?

There will be an application form available on the online auction portal for customers to capture their information and submit their application for the SmartBroadband Uncapped Service. Alternatively subscribers can apply for the service at a Telkom Owned Stores and through the Direct Sales Force 3rd Party channel.

How will I know if my area is eligible for the SmartBroadband Uncapped Wireless service?

There will be an LTE online coverage map available on the online portal which shall only display coverage for the targeted launch areas and base stations, which can be found on Telkom's website at the following link <http://www.telkom.co.za/today/unlimited-broadband>

What happens after submitting my application online?

Once a customer submits an application they will receive an email notification confirming whether their application was successful or not. However subscribers that apply through the Telkom owned store will be able to walk out of the store with the service.

How long will it take for me to receive my order?

Successful online applications and applications received via the Direct Sales Force 3rd Party channel will receive a call from a sales agent who will verify their details and confirm how long it will take to process the order and the estimated ETA for the delivery of the service to the customer

Where can I collect my order from?

All processed orders received through the online channel and the Direct Sales Force 3rd Party channel will be shipped to customers via courier delivery. However subscribers that apply through the Telkom owned store will be able to walk out of the store with the service.

My area is currently not eligible who can I contact to query on when my area will get the service?

An Interest register form will be available on the coverage map for customers that are not eligible for the service to register an interest

Will 3G failover be supported?

Telkom Mobile 3G failover shall only be supported as a failover measure in instances where the LTE network is down and it must be stressed that the SmartBroadband Uncapped Wireless service is a fixed wireless service which must be used in a fixed location and not for mobility. The SmartBroadband Uncapped Wireless subscriber shall not be able to roam on MTN's 3G network

Can the service be used at any location?

The SmartBroadband Uncapped Wireless plan is a fixed wireless broadband service; subscribers will be required to consume the service within the fixed location of the physical address that was supplied during the application process

How can I contact the antenna installer for an appointment to install my external antenna?

Telkom has you covered, once you receive your order and the SIM card is activated a trigger will be sent to the installer who will contact you and setup an appointment to install your external antenna. Your current service will only be disconnected once your antenna has been installed if you are an existing LTE customer that opts to migrate to the SmartBroadband Uncapped Wireless Service

Is there an installation fee payable for the installation of the external antenna?

No there will be no installation fees payable for the external antenna installation

Who do I call if I have a technical query or coverage related problems?

Subscribers can call 081180 and they shall be routed to the data call centre for support

For progress on home delivery, customers can call 10210

Does Rica apply?

Rica compliance rules shall apply

What happens if I relocate?

This service is provided a fixed wireless broadband service and if a customer relocates Telkom cannot guarantee network coverage and reliability