

## **Frequently asked questions**

### 1. Question

Is the size of the dish depended on the service packages taken?

**Answer:** No, the size of the dish is purely depended on the coverage and not for performance. The dish size is depended on where the customer is located for coverage purposes. A link is provided where the customer's address needs to be populated so that an appropriate dish size could be recommended:

<http://cntrra20-waigis.telkom.co.za/gisapps/SSSP/> .

### 2. Question

If the customer moves location, would they need to change the dish or can they use the same VSAT Kit

**Answer:** Another VSAT Kit would only be required if the coverage link suggests that a different dish size is required, otherwise, the same dish can be used4. QUESTION

### 3. Question

What is the maximum distance between the (Indoor Unit) IDU and customer PC?

**Answer:**30 Meter

### 4. Question

Is the Free Night Zone capped?

**Answer:** No, it's unlimited between midnight and 6:00am

### 5. Question

What happens after one year or the warranty has expired and the VSAT Kit become faulty.

**Answer:** A professional service fee would need to be levied for repairs to take place.

### 6. Question

Fault reporting contact number.

Answer

10217-----Telkom/Business

10214-----BCX

10210-----Consumer

#### 7. Question

Does the SSS replace the old satellite services (SSO, SSE & SSH)?

**Answer:** SSS is a new improved addition to the current satellite portfolio and do not replaces the old offers. Migration to the new satellite offering is allowed.

#### 8. Question

What happens if customer cancels service and the sales agreement for the hardware is still pending?

**Answer:** SSS is on a month to month, however the hardware can be taken on a sales agreement. If customer cancels, he would still have to settle any outstanding amounts.

#### 9. Question

Why is the warranty only for 1 year and yet the customer can sign a contract for 5 years? If the satellite equipment is struck by lightning in the second year and more, what choices do the customer have?

**Answer:** The manufacture offers a 1 year warranty and unfortunately the customer, as the owner, will need to pay for any maintenance/repairs on the equipment after the warranty period.

#### 10. Question

How many LAN ports come with that modem? Standard normally is 4 ports on all our broadband modems

**Answer:** It depends on the modem chosen, HN9600 (1 port) and HN9800 (2 port).

#### 11. Question

Will the modem come with a network cable to connect to a computer like we do with DSL and Fibre modems?

**Answer:** No customers must purchase their own LAN cable.

12. Question

The contention (sharing of network resources) seems to be very high on lower speeds, can it be revised to reduce it

**Answer:** Unfortunately, the cost increases when contention is reduced.

13. Question

Can we offer symmetrical (Equal download and upload) speeds for those customers who need it?

**Answer:** For this offering (Off-the-Shelf) we would not offer symmetrical speeds