

FAQ's: *Unlimited All Hours and/or *Unlimited Off-Peak Hours Prepaid LTE Once-Off Data Bundles

1. What is *Unlimited All Hours and/or *Unlimited Off-Peak Hours Prepaid LTE Once-Off Data Bundles?

The *Unlimited All Hours and/or *Unlimited Off-Peak Hours is a pure *Unlimited prepaid LTE Once-off data bundles governed by Fair Usage Policy that are offered by Telkom, which are designed to be used with SmartBroadband Wireless Prepaid tariff plan or as additional data bundles (add on) to the SmartBroadband Wireless plans.

The *Unlimited All Hours and/or *Unlimited Off-Peak Hours LTE Once-Off prepaid bundles are available to both Consumer and Business customers, which are strictly On-Net only and within Telkom Mobile LTE coverage footprint.

2. Which Broadband Technology supports the *Unlimited All Hours & Off-Peak Hours bundles?

The supporting broadband Technology is Telkom LTE/LTE-A

3. 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 a maximum of 10Mbps download speed on Telkom's LTE network. That means enhanced gaming, video streaming and music and app downloads.

*LTE Speeds vary for reasons like location, distance from base stations, terrain, user numbers, hardware/software configuration, download source and upload destination.

4. Which radio frequency spectrum band does Telkom LTE/LTE-A support?

Telkom's LTE/ LTE-A network is supported primarily on the 1800MHz and 2300MHz radio frequency spectrum band with fall back to Telkom Mobile 3G networks.

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

Customer will need to check whether you fall within Telkom LTE coverage area by visiting the LTE coverage map at: www.telkom.co.za/today/ucm.

6. Will FUP be applied to the *Unlimited All Hours & *Unlimited Off-Peak Hours data bundles?

Yes, the *Unlimited All Hours and *Unlimited Off-Peak Hours LTE Once-Off data bundle shall be governed by a Fair Usage Policy (FUP).

7. What does the *Unlimited All Hours & *Unlimited Off-Peak Hours data bundles entails?

Bundle Name	Data Allocated (FUP)	Times of operation	Validity Period
*Unlimited All Hours	<ul style="list-style-type: none"> ▪ 250GB data @ 10Mbps ▪ Thereafter 50GB data @ 4Mbps ▪ Thereafter 2Mbps *Unlimited data rest of the 31days 	24 X 7X 365	31 Days from the day of activation
*Unlimited Off-Peak Hours	<ul style="list-style-type: none"> ▪ 250GB data @ 10Mbps ▪ Thereafter 50GB data @ 4Mbps ▪ Thereafter 2Mbps *Unlimited data rest of the 31days 	Midnight-19:00pm (LTE/LTE-A Once-Off data bundle can be purchased to operate between 19:01pm to 23:59:59am .)	31 Days from the day of activation

8. What are the order of consumption when the LTE/LTE-A Once-off data is purchase?

- If the customer on ***Unlimited All Hours** decides to top up his wallet with normal LTE/LTE-A once-off data bundles, e.g. 10GB + 10GB*, the top up data shall be used first because there are no speed restrictions on such.
- Between **Midnight - 19:00pm** the inclusive allocated ***Unlimited Off-Peak Hours** data bundles will always take precedence.
- If the customer on ***Unlimited Off-Peak Hours** decides to top up his wallet with normal LTE/LTE-A Once-off data bundles that don't have speed restrictions, e.g. 10GB+10GB*, the normal **Anytime** Once-off data bundles will only be consumed between 19:01pm and 23:59pm.
- From **Midnight - 07:00am** the **Night Surfer** bundles from the purchased LTE/LTE-A Once-off data bundles, i.e. 10GB+10GB* bundles will be used first as there are no speed restrictions on such.
- From **07:01am - 19:00pm**, the inclusive allocated ***Unlimited Off-Peak Hours** data bundles will take precedence.

9. How do I purchase the ***Unlimited All Hours & *Unlimited Off-Peak Hours Once-off prepaid bundles?**

You can purchase ***Unlimited LTE Once-off prepaid bundles** via:

- USSD by typing ***180#**
- Via the self-service portal
- Via the Telkom Apps (IOS and Android)
- Or at a Telkom store
- Telkom WhatsApp 081 160 1700

10. Is data bundle transfer available on ***Unlimited All Hours & *Unlimited Off-Peak Hours?**

The data transfer service capability does NOT apply on ***Unlimited All Hours** and ***Unlimited Off-Peak Hours** prepaid LTE Once-Off data bundles, i.e. a customer cannot transfer data from the ***Unlimited All Hours** and/or ***Unlimited Off-Peak Hours** to another SmartBroadband Wireless plans.

11. Who is eligible to purchase the ***Unlimited All Hours & *Unlimited Off-Peak Hours LTE Once-Off prepaid data bundles?**

It is available to be purchased by SmartBroadband Wireless Post-paid, SmartBroadband Wireless Top-Up, SmartBroadband Wireless ***Unlimited All Hours**, SmartBroadband Wireless ***Unlimited Off-Peak Hours** and SmartBroadband Wireless Prepaid subscribers only over and above the current bundles they can purchase.

12. Which Prepaid rate plans are not eligible to purchase the ***Unlimited All Hours & *Unlimited Off-Peak Hours LTE Once-off prepaid bundles?**

The Thola More, SIM Sonke and Telkom More prepaid rate plan subscribers will not be able to purchase the ***Unlimited All Hours** and ***Unlimited Off-Peak Hours** LTE Once-Off data bundles. A tariff migration to the SmartBroadband Wireless Prepaid tariff is required in order to utilize these bundles.

13. Can an existing Thola More, Telkom More and SIM Sonke prepaid subscriber, be able to migrate to the SmartBroadband Wireless Prepaid plan?

Existing subscribers will be allowed to migrate to the SmartBroadband Wireless prepaid plan. A customer who chooses to migrate to SmartBroadband Wireless prepaid will be able to migrate back to another prepaid plan once a month.

14. How to change your SIM card tariff plan?

Customers can change tariff change by inserting data SIM into mobile phone

- Dial *180#
- Enter: # to scroll
- Select option : Tariff Change
- Select option : Change Current Tariff
- Select option : SmartBroadband Wireless Prepaid
- Select option 1 to change your tariff to SmartBroadband Wireless Prepaid.

15. Is there a limit to the number of times I can purchase *Unlimited All Hours & *Unlimited Off-Peak Hours LTE Once-off prepaid bundles?

No limit. You may purchase any of the *Unlimited All Hours & *Unlimited Off-Peak Hours Once-off pre-paid bundle as many times as you wish and First In First Out shall apply to the order of consumption.

16. What happens when my *Unlimited All Hours & *Unlimited Off-Peak Hours LTE Once-off prepaid bundles expires, and I still have not used up the bundle?

Unused data shall not carry over, when the bundle expires you will forfeit all the unused data.

17. Customer Support

To contact the Customer Support line on 180, please remove the SIM card from your modem/router and insert it into a handset/ mobile phone. Calls to Telkom Mobile Data Support line are only free from a Telkom Mobile number. You can also phone Customer Care on 081 180 from any other telecom operator network, but these calls will be charged at applicable service-provider rates.