

FAQ SmartBroadband Wireless LTE-A:

What is LTE-Advanced?

LTE-Advanced also known as 4G is the next evolution from LTE technology and Telkom was the first to commercially launch this technology in South Africa. LTE-Advanced supports improved performance in data peak rates, spectrum efficiencies, support better cell edge performance and lower latency which is important in supporting services that require real time online capability like online gaming, and high Quality of Service (QoS). LTE-Advanced QoS provides a guaranteed quality of service and experience for voice and data services.

What is the difference between LTE and LTE-Advanced Technologies?

LTE-Advanced is the next evolution from LTE technology and mobile broadband technologies have evolved as follows:

- GPRS/EDGE (2.5/2.75G) evolved to UMTS (3G) to HSPA (3.5G) to HSPA+ (3.75G) to LTE (3.9G or Super 3G) and currently to LTE Advanced (4G)

LTE-Advanced supports improved performance in data peak rates, spectrum efficiencies, support better cell edge performance and lower latency in comparison to LTE technology which is important in supporting services that require real time online capability like online gaming and high Quality of Service (QoS). LTE-Advanced QoS provides a guaranteed quality of service and experience for voice and data services in comparison to LTE.

Which radio frequency spectrum band does Telkom's LTE -A support?

Telkom's LTE-A network is a TD-LTE frequency that is supported on the 2300MHz radio frequency spectrum band.

Does the SmartBroadband Wireless LTE-A service support failover to 3G?

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

What speeds can one expect from Telkom's LTE -Advanced Network?

Telkom's LTE-Advanced network support downlink speed of up to 150Mbps and uplink speed of up to 25Mbps.

What are the benefits of the improved functionality and performance on Telkom's LTE-A network?

At peak speeds of 150Mbps, a subscriber can:

- Download an 10GBHD movie in less than 8 Minutes
- Download a 500MB TV Series in less than 25 Seconds
- Download a 60MB music album in 9 seconds
- Download 40 photos in 8 seconds
- Allow lag-less online gaming at up to 150Mbps

What Plans are offered on Telkom's LTE -A Network?

Telkom offers the SmartBroadband Wireless LTE-A plans, which are positioned as fixed wireless broadband propositions for home and office use.

In which areas is LTE-Advanced currently available in:

Telkom's LTE-Advanced network currently covers the following areas:

Parkview	Illovo	Carlswald	Rosebank
Parkhurst	Melrose	Halfway Gardens	Sandhurst
Killarney	Sea Point	Highveld	Saxonwold
Green Point	Three Anchor Bay	Houghton Estate	Vorna Valley
Prestondale	Mouille Point	Midstream Estate	Kyalami Hills
Craighall Park	Umhlanga	Midlands Estate	Parktown North
Bellevue	Greenside	Noordwyk	Hyde Park
Rondebosch	Parktown		

Are there ad-hoc data bundles available for purchase by SmartBroadband Wireless LTE-A subscribers should the inclusive data get depleted within the month?

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

How do I purchase a once-off or recurring bundle?

SmartBroadband Wireless LTE-A subscribers can purchase once-off and recurring bundles via:

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

What is a once-off data bundle?

Once-off data bundles are available to SmartBroadband Wireless LTE-A subscribers for once-off data purchases that can be used to access data when the subscriber runs out of his inclusive data. The Once off data bundle expires at the end of the following calendar month from the date of purchase.

What is a recurring data bundle?

Recurring data bundles are available to SmartBroadband Wireless LTE-A subscribers for purchase that can be used to access data on a recurring basis. The recurring data bundle shall be allocated to your contract on the first day of each month on a recurring basis. The bundle is valid until the end of the following calendar month from the date of allocation.

Which once off data bundles are available for purchase to SmartBroadband Wireless LTE-A subscribers?

The following Once-off data bundles are available:

- 25MB @ R7.25
- 50 MB @ R14.50

- 100 MB @ R29
- 250 MB @ R39
- 500 MB @ R69
- 1 GB @ R99
- 2 GB @ R139
- 5 GB @ R299
- 10 GB @ R499
- 20 GB @ R899 (valid for 6 months from date of activation)
- 50 GB @ R1799 (valid for 12 months from date of activation)
- 100 GB @ R3199 (valid for 12 months from date of activation)

Which recurring data bundles are available for purchase to SmartBroadband Wireless LTE-A subscribers?

The following recurring data bundles are available:

- 25MB @ R7.25
- 50 MB @ R14.50
- 100 MB @ R29
- 250 MB @ R39
- 500 MB @ R69
- 1 GB @ R99
- 2 GB @ R139
- 5 GB @ R299
- 10 GB @ R499

How do I check that I'm covered by Telkom's LTE -A coverage?

Subscription to SmartBroadband Wireless LTE-A plans is subject to the availability of Telkom's LTE-A network coverage. A Sales agent will be able to assist you with checking if your address is in coverage. Or alternatively you can do it online at <http://www.telkom.co.za/coverage/> or send an SMS with your address to 43482.

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

The terms are on a 24 Months contract which includes a LTE-A WiFi router and month to month for SIM only contracts.

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

Yes, both MultiSIM and Data MultiSIM will be allowed on the SmartBroadband Wireless LTE-A plan.

Which router do I get with the SmartBroadband Wireless LTE-A service?

Subscribers will get a LTE-A WiFi router which is a category 6 LTE-A device supporting maximum downlink speeds of up to 224Mbps and uplink speeds of up to 10Mbps. The LTE-A WiFi router connects up to 64 devices.

How many wireless devices can I connect to my LTE-A WiFi router?

You can connect up to 64 wireless devices via WiFi 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.

What does the SmartBroadband Wireless LTE-A offer includes?

The SmartBroadband Wireless LTE-A includes anytime data, night surfer data and the WiFi bundle which are new on LTE-A plans.

How can a subscriber use the allocated WiFi Bundle?

SmartBroadband Wireless LTE-A subscribers need to link a secondary mobile device to their plan via their My TelkomMobile account in-order to consume the free WiFi bundle which can only be consumed at a Telkom public WiFi hotspot.

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

Subscribers can call 081 180 and they shall be routed to the data call centre for support.

What happens if I relocate?

The SmartBroadband Wireless LTE-A service is provided as a fixed wireless broadband service and should a customer relocate, Telkom cannot guarantee network coverage, reliability and can also not be held liable for the lack of throughput outside its specified coverage areas.

Can I use the SmartBroadband Wireless LTE-A service for mobility?

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

I'm an existing mobile data (or HomeOffice 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 LTE-A plans. Please note that for an upward migration no penalties' apply etc. and for downgrade migrations normal penalties will apply.

Will I be able to upgrade to another contract?

Yes and you will retain any balance of the once-off internet bundle at the time of upward migration. You will continue with the existing contract agreement, and will not be considered to have entered into a new contract agreement based on the migration request. Upward migrations are limited to one per calendar month.

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 Mobile 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.

Does the Telkom's LTE -A 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 be enabled on their service.

How much does it cost for a voice call?

It cost a flat rate of R 2.75 on per second billing will apply for any voice call on SmartBroadband Wireless LTE-A service, with exception of emergency services (10111, 10177 and 112) and Telkom helpdesk 081 180 which are free.

How do I get Telkom's Smart Broadband Wireless LTE-Advanced service?

- a. SMS Demo to 32565 and an agent will be in touch with you to setup a demo
- b. Or visit the nearest Telkom store for the service
- c. Visit www.telkom.co.za

Why is my data being used faster on an LTE-A connection compared to the 3G network connection?

When streaming any content or using applications (YouTube, radio or video streaming, Skype etc.) over an LTE-A 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 bitrate of streaming which results in significantly more data usage while streaming on an LTE-A connection compared to a 3G connection. Subscribers that sign up for an LTE-A package are advised to subscribe to the bigger volume bundles.

What precautions should I take when setting up my LTE-A WiFi router?

Users should reset their login username and password on the router, as well as the password for the WiFi connection. For assistance with this or advanced security, please call our support desk on 081180.

Where can a customer sign up for the service?

This offer will be available via Direct Sales Force and the following Telkom stores ONLY:

- a. JHB City & Rosebank Store : Illovo, Melrose, Parktown & Parktown North
- b. Sea Point & Cape Town Telkom Stores: Sea Point and Green Point
- c. Gateway Store: Umhlanga & Prestondale
- d. V&A Waterfront Store – Green Point.
- e. Telkom Express Sandton City: Sandton
- f. The Boulders Store: Carlswald, Halfway Gardens, Midlands Estate, Noordwyk, Vorna Valley, Kyalami Hills
- g. Centurion Mall Stores: Midstream Estate & Highveld
- h. Claremont & Kenilworth Centre Telkom Stores: Rondebosch
- i. Cresta Store: Houghton Estate
- j. Rosebank Store: Rosebank, Greenside, Saxon World, Killarney
- k. Northgate Store: Craighall Park & Sandhurst