

FAQ's for double data SmartBroadband Wireless Promo:

What is double data SmartBroadband Promo?

The double data SmartBroadband Wireless promo is LTE data deal promotion, and Telkom reserve the right to retract the promotion at any time and with no prior notice to customers.

What does the double data SmartBroadband Wireless offer include?

The double data SmartBroadband Wireless promotion includes double anytime and double night surfer data.

What Technology is used for the SmartBroadband Wireless?

The Technology used is LTE technology.

What is LTE Technology?

LTE stand for Long Term Evolution (LTE) is a new high-speed wireless data standard with higher capacity. That means enhanced gaming, video and music streaming and app downloads. LTE is the latest generation of mobile network and is a step up from 3G.

What does the double data SmartBroadband Promo mean?

The double data SmartBroadband Wireless promo means that an additional data shall be allocated across the anytime and night surfer package.

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

The SmartBroadband Wireless promo deals shall be offered on a 24 Months contract period for a deal bundled with a device and no month-to-month contracts will be available on SIM Card only.

What does the SmartBroadband Wireless promo deal include?

The 24-month contract deal shall include a WiFi router plus the double data SmartBroadband Wireless promo.

Does the double data SmartBroadband Wireless Promo have a SIM only offer?

The SmartBroadband Wireless Promo shall have 24 Months deal offer, which shall be used for the migration purposes

What will happen after the 24-month contract comes to an end?

Subscribers who sign up for the double data SmartBroadband Wireless promo each month shall receive the double data allocation for the duration of the 24-month contract and after 24 months the data allocation shall revert to the single data allocation for both anytime data and night surfer.

Does the SmartBroadband Wireless deal Promo offer available on prepaid as well?

No, it is only available on post-paid contract.

Who is eligible for the double data SmartBroadband Wireless Promo offer?

All customers are eligible to apply for the double data SmartBroadband Wireless Promo.

Does the double data SmartBroadband Wireless service support failover to 3G?

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

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

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

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

SmartBroadband Wireless 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 LTE/LTE-A once-off data bundle?

LTE/LTE-A once-off data bundles are available to SmartBroadband Wireless 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 31 days from the date of purchase.

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

The following LTE/LTE-A Once-off data bundles are available:

- 10GB + 10GB
- 20GB + 20GB
- 40GB + 40GB
- 60GB + 60GB
- 100GB + 100GB
- 200GB + 200GB

What is the order of consumption for my data allocation?

The data order of consumption shall be as follows:

- 1=Bonus Data Bundles
- 2=Inclusive Anytime Bundle
- 3=Inclusive Night Surfer Bundle (valid from 12am to 7am)
- 4=FIFO when purchasing LTE/LTE-A Once-Off Bundles
- 5=Spend/Credit Limit

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

Subscription to SmartBroadband Wireless plans is subject to the availability of Telkom's LTE network coverage, you will need to check whether you fall in our LTE coverage area by sending an SMS with your address to 43482, or visiting the LTE coverage map here www.telkom.co.za/coverage.

What happens if I relocate?

The SmartBroadband Wireless service is provided as a fixed wireless broadband service and should a customer relocate, Telkom shall not be liable for lack of LTE network coverage, reliability or throughput outside its fixed LTE coverage areas.

Can I use the SmartBroadband service for mobility?

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

I'm an existing SmartBroadband Wireless (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 plans. Please note that for an upward migration no penalties apply etc. and for downgrade migrations, normal penalties will apply.

Does the Telkom's LTE 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 is 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 service, with exception of emergency services (10111, 10177 and 112) and Telkom helpdesk 081 180 which are free.

How do I get Telkom's SmartBroadband Wireless service?

- a. SMS "Wireless" to 48834 and an agent will be in touch with you.
- b. Or visit the nearest Telkom store for the service
- c. for online purchase visit www.telkom.co.za

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

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

I am an existing 3G or LTE subscriber; can I migrate to the new SmartBroadband Wireless plans?

Yes, existing 3G and LTE subscribers will be allowed to migrate to the SmartBroadband Wireless 50GB or 100GB plans.

Does Rica apply?

Rica compliance rules shall apply.

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.