

## **FAQ: SmartBroadband Wireless Uncapped All Hours & Business Hours**

### **1. What is SmartBroadband Wireless All Hours & Business Hours?**

The SmartBroadband Wireless All Hours & Business Hours service is a wireless broadband service, which offers uncapped data via an LTE/LTE-A Wi-Fi router. In addition to the broadband service, full voice service is also supported via Voice over LTE (VoLTE) using on-net minutes (Telkom to Telkom Calls: Telkom mobile and Telkom fixed line) which are included in the deal. The voice calling out of bundle rate of 70 cents per minute (per -second billing) to all-networks applies.

### **2. Which Broadband Technology supports the SmartBroadband Wireless Uncapped All Hours & Business Hours service?**

The supporting Technology is 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. What benefits do I receive on the SmartBroadband Wireless Uncapped All Hours & Business Hours offers?**

<b>Product Name</b>	<b>Monthly Data Allocated</b>	<b>Device</b>	<b>Times of operation</b>	<b>Voice Minutes</b>	<b>Contract Duration</b>	<b>Price</b>
SmartBroadband Wireless Uncapped <b>All Hours</b>	<ul style="list-style-type: none"> <li>▪ 150GB data @ 10 Mbps</li> <li>▪ Thereafter 50GB data @ 4 Mbps</li> <li>▪ Thereafter 2 Mbps <i>uncapped</i> data rest of month</li> <li>▪ <b>*P2P/NNTP</b> type traffic will be further throttled</li> </ul>	Huawei B-525 LTE Advanced router	24X7X365	300 Minutes On-net to all Telkom mobile and Telkom fixed lines per month	24 Months	R899
SmartBroadband Wireless Uncapped <b>Business Hours</b>	<ul style="list-style-type: none"> <li>▪ 150GB data @ 10 Mbps</li> <li>▪ Thereafter 50GB data @ 4 Mbps</li> <li>▪ Thereafter 2 Mbps <i>uncapped data</i> rest of month</li> <li>▪ <b>**P2P/NNTP</b> type traffic will be further throttled</li> </ul>	Huawei B-525 LTE Advanced router	Midnight-5PM (LTE/LTE-A) Once-Off data bundle can be purchased to operate between 5.01pm to 23:59:59pm	300 Minutes On-net to all Telkom mobile and Telkom fixed lines per month	24 Months	R599

\*For SmartBroadband Wireless Uncapped All Hours, All P2P/NNTP will be reduced to 128Kbps during network peak times of 6pm to midnight and this traffic will be counted against the 150GB/50GB of data provided. No additional separate data allocation for P2P/NNTP should be configured

\*Once the customer reaches the 2Mbps throttle all P2P/NNTP traffic should be reduced to 128Kbps network peak times of 6pm-midnight.

\*\*For SmartBroadband Wireless Uncapped All Business Hours, All P2P/NNTP traffic will be allowed to work at the full speed of 10Mbps as it is assumed that customers will be utilizing the purchased Ad-Hoc LTE/LTE-A Once-Off bundles, as the network peak time is from 6pm-Midnight for P2P/NNTP traffic.

## 5. Will FUP be applied to the SmartBroadband Uncapped Wireless service?

- a) The SmartBroadband Wireless Uncapped (**All Hours**) FUP data allocation shall be:
  - 150GB at a speed of 10 Mbps throttle applied constantly **24x7x365**
  - After 150GB data has been depleted, the speed shall be reduced to 4 Mbps with data allocation of 50 GB and the throttle applied **24x7x365**
  - And once all the allocated data is depleted, then 2 Mbps will apply for rest of month
  - All P2P/NNTP will be reduced to 128Kbps during network peak times of 6pm to midnight and this traffic will be counted against the 150GB/50GB of data provided. No additional separate data allocation for P2P/NNTP should be configured
  - Once the customer reaches the 2Mbps throttle, all P2P/NNTP traffic will be reduced to 128Kbps network peak times of 6pm-midnight.
  - All data allocations across each FUP for the All Hours shall only be made available **24x7x365**.
  
- b) The SmartBroadband Wireless Uncapped (**Business Hours**) FUP data allocation shall be:
  - 150GB at a speed of 10 Mbps throttle applied constantly between **Midnight to 5pm x7x365**.
  - After 1GB data has been depleted, the speed shall be reduced to 4 Mbps with data allocation of 50GB and the throttle applied between **Midnight-5pm x7x365**.
  - And once all the allocated data is depleted, then 2 Mbps will apply for rest of month.
  - All P2P/NNTP traffic will be allowed to work at the full speed of 10Mbps as it is assumed that customers will be utilizing the purchased Ad-Hoc LTE/LTE-A Once-Off bundles as the network peak time is from 6pm-Midnight.
  - All data allocations across each FUP for the uncapped Business Hours shall only be made available from Midnight-5pm.
  
- c) Acceptable use policy will also apply where Telkom deems a subscriber to be abusing the service and throttling may be implemented across all traffic types in times where the network is under strain and with the express aim of providing a quality service across the network for all users. This is subject to the AUP as outlined below.

## 6. What is the Acceptable Use Policy applicable to this service?

- ✓ 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.

- ✓ 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 Wireless Uncapped All Hours and Business Hours customers whose usage is continuously affecting Telkom's network performance.
- ✓ The above controls will be implemented by Telkom in addition to those set out elsewhere in this AUP regarding unlawful behaviour.

**7. What is the main difference between the SmartBroadband Wireless All Hours & Business Hours?**

The standout difference between the two products is that the Business Hours Uncapped product **only offers service between Midnight to 5pm**. To use the service outside of these hours the LTE/LTE-A Once-Off data bundle will need to be purchased. The bundle that is purchased will only be utilized between 5:01pm to Midnight, to provide customers with the ability to access the internet. The SmartBroadband Wireless Uncapped All Hours provides data connectivity **24 hours** a day.

**8. Is voice calling supported on these products?**

The SmartBroadband Wireless Uncapped All Hours & Business Hours products fully support Voice Over LTE (VoLTE) which means that crystal clear voice service is available. The Huawei LTE/LTE-A WIFI Router which is supplied is VoLTE capable but only within LTE coverage. VoLTE is unique in that it allows for a quality supported voice call whilst simultaneously allowing access to broadband data service. You can access data while the service is busy with a voice call, making it perfect for an office environment.

**9. What are the voice rates?**

The SmartBroadband Wireless Uncapped All Hours & Business Hours products support a voice calling Out of bundle rate of 70 cents per minute (per -second billing) to all-networks. An additional 300 minutes are included each month to call all Telkom Fixed Line and Telkom Mobile numbers.

**10. Can additional voice minute bundles be purchased?**

Yes, standard Telkom Mobile, Telkom Landline/fixed and Any network voice minute bundles can be purchased.

**11. How do I make and receive voice calls?**

Any standard Plain Old Telephone Service (POTS) handset can be plugged into the voice port (RJ-11) in the back of the router to easily make and receive voice calls.

**12. How do I purchase a voice POTS handset?**

Customer can ask the sales urgent for available handset to purchase, which can be plugged into the voice port (RJ-11) in the back of the router to easily make and receive voice calls.

**13. Do I need to setup or activate voice calling (VoLTE) service?**

No, the voice calling is supported by default and all that is required is to plug a supporting voice handset into the back of the router.

**14. How do I check what the phone number is?**

Place the SIM card into a handset and dial \*1#.

**15. How do I purchase additional LTE/LTE-A Once-Off data bundles or voice minutes?**

There are 4 options:

- Download and register on the Telkom Mobile App

- Register on the Telkom Portal on [www.telkom.co.za](http://www.telkom.co.za)
- Go into a Telkom Store
- Put the SIM card into a handset and access the USSD menu by dialing \*180#.

**16. Where on the Telkom Mobile network are SmartBroadband Wireless Uncapped All Hours & Business Hours offers available?**

The offers are available across all Telkom Mobile TDD LTE Network base stations, where Telkom coverage is deemed available. Strict adherence to the *LTE network coverage map* must be kept and no service outside coverage will be provided

**17. Is the SmartBroadband Wireless Uncapped All Hours & Business Hours available on prepaid as well?**

No, it is only available on a post-paid 24-month contract.

**18. What is the contract duration period offered on the SmartBroadband Wireless Uncapped All Hours and Business Hours service?**

The contract duration shall be offered on a 24 Month period only.

**19. Can I link a MultiSIM or Data MultiSIM to the SmartBroadband Wireless Uncapped All Hours and Business Hours service?**

No, MultiSIM and Data MultiSIM will not be allowed on the SmartBroadband Wireless **Uncapped All Hours and Business Hours** offers.

**20. Which router do I get with the SmartBroadband Wireless Uncapped All hours and Business Hours service?**

Subscribers will receive a SIM card and Huawei B525 LTE/LTE-A Wi-Fi router.

**21. How many wireless devices can I connect to my Huawei LTE Router?**

You can connect up to 64 devices via Wi-Fi and up to 4 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

**22. Will the SmartBroadband Wireless Uncapped All hours and Business Hours offer be available across Telkom's entire Mobile network?**

Yes, but only on LTE covered area which is the entire TDD LTE network, i.e. where Telkom LTE Uncapped coverage is deemed available.

**23. I live in an area covered by Telkom's LTE-Advanced network, will I qualify for the SmartBroadband Wireless Uncapped All Hours and Business Hours offer?**

Yes – The router that is supplied will work on both LTE and LTE Advanced technologies and the products only require LTE coverage.

**24. From which channels can a customer purchase the offer?**

The SmartBroadband Wireless Uncapped All Hours and Business Hours offer is now available through the traditional Telkom owned stores, Direct Sales Force, 3rd Party channels and the Telkom online channel

**25. Who will be eligible to apply for the SmartBroadband Wireless Uncapped All Hours & Business Hours during the promotion period?**

Existing Telkom consumer/mobile/business customers, new retail customers and new business customers are eligible to apply for the SmartBroadband Wireless Uncapped All Hours & Business Hours

**26. Can existing Telkom customers apply for the SmartBroadband Wireless Uncapped All Hours and Business Hours service?**

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

**27. How will I know if my area is eligible for the SmartBroadband Wireless Uncapped All Hours & Business Hours?**

The Telkom Mobile online coverage map which can be found on Telkom's website at the following link <http://www.telkom.co.za/today/ucm>. Ensure that LTE or LTE-A coverage is available.

**28. My area is currently not within the Telkom Mobile LTE / LTE-A coverage, who can I contact to query on when my area will get the service?**

Please keep contacting Telkom's sales channels periodically, as we are constantly improving and adding new areas to our LTE coverage map.

**29. Will 3G failover be supported? And what about roaming?**

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

**30. Can the service be used at any location?**

The SmartBroadband Wireless All Hours and Business Hours Uncapped offer 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. Telkom reserves the right to terminate any service which is not used at the physical address supplied. Telkom will also be able to, at any stage, enforce locking of the SIM and router to the applicable base station at the physical address.

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

Subscribers can call **081180** which will be routed to the data call center for support

**32. Does Rica apply?**

Rica compliance rules shall apply

**33. What happens if I relocate?**

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