



## ***Frequently asked questions (FAQs): LTE 2TB Post-paid Data Plan***

### **1. What is the 2TB LTE Data Plan Post-paid offer?**

The 2TB LTE Data Plan is a Post-Paid LTE data plan that can be subscribed to on a 24-month contract with a device or on a SIM Only/month-to-month contract.

2TB LTE Data Plan post-paid plans will provide subscribers with Telkom LTE coverage and subscribers will have access to only Telkom network and No roaming on Telkom partner (Vodacom/MTN) network.

### **2. What does the 2TB LTE Data Plan Post-paid offer include?**

The 2TB LTE Data Plan Post-paid includes a 2048GB anytime data allocation.

### **3. What Technology is used for the 2TB LTE Data Plan Post-paid?**

The Technology used is LTE technology.

### **4. 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.

### **5. Is there a contract for a set period, or is there a month-on-month ongoing contract?**

The 2TB LTE Data Plan Post-paid deals shall be offered on a 24 Month's contract period for a deal bundled with a device, SIM only/Month to month offer will be made available.

### **6. What does the 2TB LTE Data Plan Post-paid deal include?**

The 24-month contract deal shall include LTE Wi-Fi router plus the 2TB LTE Data Plan SIM.

### **7. What is the validity period of the 2TB LTE Data Plan Post-paid?**

The monthly Inclusive anytime data has a validity of two calendar months.

i.e., The inclusive anytime data allocated to your plan on the 1st of November will expire on the 31st of December.

### **8. What happens to unused inclusive monthly data?**

Any unused inclusive anytime data on 2TB LTE Data Plan plans shall roll over to the next calendar month. The rolled over data will be depleted first before the newly allocated inclusive data is used.

i.e., If you are subscribed to a 2TB LTE Data Plan which comes with 2048GB anytime data and only utilised 1724GB of inclusive anytime data. The remaining 324GB unused anytime data shall be carried over to the following month. The 324GB anytime data will be consumed and be depleted first before the new monthly inclusive anytime data allocated is utilised.

### **9. What happen once my inclusive data has been depleted on my 2TB LTE Data Plan?**

Subscribers will be directed to the Out-of-Bundle page once all their inclusive data has been depleted where they will have the options to do the following:

- End their browsing session.
- Purchase an LTE Once-Off data bundle.
- Continue to browse the internet at the Out-of-Bundle Rate of R0.39 per MB.

### **10. Does the 2TB LTE Data Plan Post-paid service support failover to 3G?**

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

### **11. How much is the Out-of-Bundle rate?**

A standard Out-of-Bundle rates shall be as follows:

- Data rate of R0.39 per MB shall apply.
- Voice call rate of R0.89 per minute shall apply.

### **12. What happens if I relocate?**

The 2TB LTE Data Plan Post-paid 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.

### **13. Can I use the 2TB LTE Data Plan Post-paid service for mobility?**

Should a subscriber use his 2TB LTE Data Plan Post-paid service for mobility purposes, Telkom shall not be liable for lack of LTE network coverage, reliability or throughput outside its fixed LTE coverage areas.

### **14. Are there data bundles available for purchase by 2TB LTE Data Plan Post-paid subscribers should the inclusive data get depleted within the month?**

2TB LTE Data Plan Post-paid subscribers can purchase LTE once off data bundles if the inclusive data is depleted within the month.

### **15. How do I purchase LTE once-off data bundle?**

2TB LTE Data Plan Post-paid subscribers can purchase once-off bundles via:

- USSD by typing \*180#
- Via the self-service portal
- Via the Telkom Apps (IOS and Android)
- Telkom store
- Telkom WhatsApp 081 160 1700 and send word "Telkom"

### **16. What is LTE once-off data bundle?**

LTE once-off are data bundles available to 2TB LTE Data Plan Post-paid subscribers to purchase when their inclusive data is used up or depleted. The LTE once-off data bundles are used to access internet when the subscriber runs out of allocated inclusive data.

The data validity period for LTE Once Off Anytime data bundles expires in 61 days from the day of activation. The data validity period for LTE Once Off Night Surfer data bundles expire in 31 days from the day of activation.

For the LTE Once-Off data bundle on 3GB + 3GB\* shall expire after 14 days for both Anytime and Night Surfer bundles from the date of activation.

**17. Which LTE once off data bundles are available for purchase by 2TB LTE Data Plan Post-paid subscribers?**

The following LTE Once-off data bundles are available:

| Anytime Data | Night Surfer Data* | Validity  |
|--------------|--------------------|---|
| 3GB          | 3GB*               | 14days Anytime data and Night Surfer data         |
| 7.5GB        | 7.5GB*             | 61days Anytime data and 31 days Night Surfer data |
| 10GB         | 10GB*              | 61days Anytime data and 31 days Night Surfer data |
| 20GB         | 20GB*              | 61days Anytime data and 31 days Night Surfer data |
| 40GB         | 40GB*              | 61days Anytime data and 31 days Night Surfer data |
| 60GB         | 60GB*              | 61days Anytime data and 31 days Night Surfer data |
| 80GB         | 80GB*              | 61days Anytime data and 31 days Night Surfer data |
| 120GB        | 120GB*             | 61days Anytime data and 31 days Night Surfer data |
| 220GB        | 220GB*             | 61days Anytime data and 31 days Night Surfer data |

**18. What is the order of consumption for my data allocation?**

The data order of consumption shall be as follows:

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

**19. I'm an existing SmartBroadband Wireless (LTE) subscriber, will I be able to migrate to the offer?**

Existing Subscriber will be allowed to migrate to the 2TB LTE Data Plan Post-paid plans. Please note that for an upward migration no penalties apply and for downgrade migrations, normal penalties will apply.

**20. 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.

**21. How much does it cost for a voice call?**

It cost a flat rate of R 0.89c per minute (per second billing) will apply for any voice call on LTE Data Plan Post-paid service, with exception of emergency services (10111, 10177 and 112) and Telkom helpdesk 081 180 which are free.

**22. How do I check the data bundle balance?**

Balance enquiry can be done via the following channels:

- Log in the Telkom Self-Service Portal at <https://www.telkom.co.za/eservices>
- Send blank SMS to 188
- USSD by dialling \*188#
- Via the Telkom Apps (IOS and Android)

**23. What is a data bundle transfer?**

Data bundle transfer is a free value-added service that allows Post-Paid subscribers to transfer data bundle to other subscribers within the Telkom Mobile network.

**24. Which data bundle can I transfer?**

Data Transfer service shall only support Inclusive Anytime data and LTE Once-off Anytime data bundles, excluding night surfer data bundles, promotional data bundles, bonus data and subscribers on LTE Unlimited data plans shall not be permitted for data bundle transfer.

**25. How much data bundle can I transfer?**

With data transfer service, you can transfer up to 1GB a day and a maximum of 10GB a month.

**26. Is there a limit to the data bundles you can transfer?**

Subscriber will have the option to transfer data in the following denominations: 25MB, 50MB, 100MB, 250MB, 500MB and 1GB.

A subscriber shall be for allowed to transfer up to 1GB a day and 10GB a month per MSISDN for the month.

**27. Does Rica apply?**

Rica compliance rules shall apply.

**28. How can I make a data bundle transfer?**

Data bundle transfer capability shall be enabled the Self-Service Portal, Telkom App (Android & iOS) and USSD menu (\*180#).

**29. Will the transferred data bundle be prorated?**

The data bundles shall not be prorated, and the subscriber shall be able to utilize the data transferred until it is fully consumed.

**30. How long will the data bundle transferred be valid for?**

Validity period of the donated data bundle shall be as per the donor validity period.

**31. Can I transfer a data bundle to subscribers from other Mobile Network Operators?**

No, data bundle transfer shall not be permitted to or from other Mobile Network Operators.

**32. If I have more than one LTE Once-Off data bundles, which one must I first transfer data from?**

In a case where a subscriber has two or more LTE once-off data bundles available, the subscriber shall be allowed to transfer data from the first purchased LTE once-off bundle once depleted they can then transfer from the next available LTE once-off data bundle.

**33. Can I transfer the donated data bundle?**

Customers shall not be allowed to transfer the donated data bundle.

**34. Do I receive the transferred data immediately?**

Data Bundle transfer shall happen in real-time between the donor and the recipient.

**35. How will I know if the data bundle transfer is successful?**

Successful Data Bundle Transfer: Both donor & recipient subscribers shall receive SMS notification stating that the Data Bundle transfer has been completed successfully. The SMS will state the bundle size and the transferring customer's mobile number.

**36. How do I check the data bundle balance?**

Balance check shall be performed to see if there is enough credit of MB for transfer to take place. The recipient shall be able to perform balance check on the donated data bundle.

**37. What happens if I transfer to the wrong MSISDN?**

Once the bundle has been transferred, the transfer cannot be reversed. Pop-up message shall be presented to the donor screen to confirm if the MSISDN is the correct one before the send button is presented.

**38. What happens when my donated data bundle expires, and I still have not used up the bundle?**

Unused donated data bundle shall not carry over, when the bundle expires you will forfeit all the unused data. Should the subscriber deplete his/her donated data bundle allocated, she/he may purchase another data bundle.

**39. What documents do I need to bring when signing a contract?**

You must undergo a credit vetting process as well as the RICA process. You will need to present the following documents: recent 3-month bank statement, a recent pay slip, proof of residence, and your ID or passport.

**40. What will happen to my airtime and / or data bundle balances that are active on my existing Telkom SIM card when I convert or migrate to another offer?**

All airtime (only if hybrid and prepaid) and once-off data bundle balances will be retained on the SIM card.

**41. 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 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.

**42. Am I able to port-in my SIM card from another operator?**

Yes, you can port-in your SIM card from another operator and subscribe to any of Telkom's contract offers on a ported SIM card. Port-in also allows you to retain your existing mobile number.

**43. 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 an LTE package are advised to subscribe to the bigger volume bundles.

**44. Is multi-SIM and data multi-SIM supported on 2TB LTE Data Plan offer?**

Multi-SIM and data multi-SIM are not supported on 2TB LTE Data Plan Offer.

#### **45. Customer Support**

To contact the Customer Support line on 081180, please remove the SIM card from your modem or Mi-Fi router and insert it into a handset / mobile phone. Calls to Telkom Mobile Customer Support line are only free from a Telkom Mobile number. You can also phone Customer Support on 081180 from any other mobile network operator, but these calls will be charged at