



Frequency Asked Questions: LTE Data Top-Up Plans:

1. What is the LTE Data Plan Top-Up offer?

The LTE Data Top-Up offer is a hybrid or Top-Up LTE data plan that can be subscribed to on a 24-month contract with a device or on a month-to-month SIM only contract. The out of bundle services (e.g., SMS and voice calls) will be consumed from the airtime credit limit.

LTE Data Plan Top-Up plans will provide subscribers with Telkom LTE 1800MHz and 2300MHz coverage and subscribers will have access to only Telkom network and No roaming on partner (Vodacom/MTN) network.

2. What does the LTE Data Top-Up plans offer include?

The LTE Data Top-Up includes anytime and night surfer data.

3. What Technology is used for the LTE Data Top-Up Plans?

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. Which LTE Data Top-Up are on offer?

Description	Anytime Data	Night Surfer Data	Validity Period
12.5GB LTE Top-Up	12.5GB	12.5GB	2 Months for Anytime and 1 Month Night Surfer Data
22.5GB LTE Top-Up	22.5GB	22.5GB	2 Months for Anytime and 1 Month for Night Surfer Data
40GB LTE Top-Up	40GB	40GB	2 Months for Anytime and 1 Month for Night Surfer Data
80GB LTE Top-Up	80GB	80GB	2 Months for Anytime and 1 Month for Night Surfer Data
120GB LTE Top-Up	120GB	120GB	2 Months for Anytime and 1 Month for Night Surfer Data
180GB LTE Top-Up	180GB	180GB	2 Months for Anytime and 1 Month for Night Surfer Data

6. Does Rica apply?

Rica compliance rules shall apply.

7. 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.

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

The LTE Data Top-Up plan deals shall be offered on a 24 Month contract period for a deal bundled with a device and a SIM Only/ month-to-month contract will be available on SIM only offer.

9. Do I need to sign a contract to subscribe to data offers on a month-to-month SIM only or 24-month contract basis?

Yes, you will need to sign a contract.



10. What does the LTE Data Top-Up plan deal include?

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

11. 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.

12. What is the validity period of the LTE Data Top-Up plan?

The monthly Inclusive anytime data has a validity of two calendar months and the inclusive night surfer data has a validity of one calendar month.

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

And the inclusive night surfer data allocated to your plans on the 1st of November will expire on 30th November.

13. What happens to unused inclusive monthly data?

Any unused inclusive anytime data on LTE Data Top-Up 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. The unused inclusive night surfer data on LTE Data plans shall not be carried over to the next calendar month.

i.e. If you are subscribed to a 20GB LTE Data Top-Up plan which comes with (20GB Anytime Data + 20GB Night Surfer Data) and only utilised 17GB of your inclusive anytime data and 18GB of your night surfer data. The remaining 3GB unused anytime data shall be carried over to the following month and the 2GB Night Surfer shall not be carried over. The 3GB anytime data will be consumed and be depleted first before the new monthly inclusive anytime data allocated is utilised.

14. When do I start using the Night Surfer?

You start using your Night Surfer data component from midnight until 7am. Once your allocated Night Surfer data has been depleted, your internet connection will start consuming from your anytime inclusive data if still available.

15. What happen once my inclusive data has been depleted on my LTE Data Top-Up 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:

- a) End their browsing session.
- b) Purchase LTE Once-Off data bundle
- c) Continue to browse the internet at the Out-of-Bundle Rate of R0.30 per MB.

16. Does the LTE Data Top-Up service support failover to 3G?

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

17. 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.

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

Subscription to LTE Data Plan Top-Up plans is subject to the availability of Telkom's LTE network coverage or visiting the LTE coverage map at www.telkom.co.za/coverage/.



19. What happens if I relocate?

The LTE Data Top-Up plan 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.

20. Can I use the LTE Data Top-Up plan service for mobility?

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

21. Are there data bundles available for purchase by LTE Data Top-Up plan subscribers should the inclusive data get depleted within the month?

LTE Data Top-up plan subscribers can purchase LTE once off data bundles if the inclusive data is depleted within the month.

22. How do I purchase a once-off bundle?

LTE Data Top-Up plan subscribers can purchase once-off bundles via:

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

23. What is an LTE once-off data bundle?

LTE once-off data bundles are available to LTE Data Top-Up plan subscribers for once-off data purchases that can be used to access data when the subscriber runs out of his 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.

The data validity period for 3GB + 3GB LTE Once Off expire after 14 days for the Anytime data and Night Surfer data from date of activation.

24. I'm an existing LTE subscriber, will I be able to migrate to the offer?

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

25. 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.

26. How much does it cost for a voice call?

It cost a flat rate of R0.89c per minute (per second billing) will apply for any voice call on LTE Data Plan Top-Up service, with exception of emergency services (10111, 10177 and 112) and Telkom helpdesk 081 180 which are free.

27. 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

28. Which LTE once off data bundles are available for purchase to LTE Data Top-Up plan subscribers?

The following LTE Once-off data bundles are available:

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

29. 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 dialing *188#
- Via the Telkom Apps (IOS and Android)
- Telkom WhatsApp 081 160 1700

30. What is a data bundle transfer?

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

31. Which data bundle can I transfer?

Data Transfer service shall only support Inclusive Anytime data, Recurring 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.

32. 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.

33. 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.

34. 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#).



35. Will the transferred data bundle be prorated?

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

36. 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.

37. 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.

38. 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.

39. Can I transfer the donated data bundle?

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

40. Do I receive the transferred data immediately?

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

41. 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.

42. 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.

43. 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.

44. 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.

45. 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.

46. 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.



47. 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 LTE package are advised to subscribe to the bigger volume bundles.

48. 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 applicable service-provider rates.