

Frequently asked questions (FAQs) for Telkom 5G Internet Data Plans

1. What is Telkom 5G Internet Data Plans?

The Telkom 5G Internet data plans service is a 5G wireless broadband service offering which is governed by Fair Usage Policy. The service is only available at selected areas where Telkom has 5G Broadband Network Coverage.

2. Which Broadband Technology supports the Telkom 5G Internet data plans service?

The supporting Technology is LTE/5G Broadband.

3. What is 5G Broadband?

5G Broadband is a high-speed wireless broadband technology. 5G Broadband is the latest generation of mobile technology and is a step up from 4G Broadband technology offering faster network Downlink and uplink speeds. That means enhanced gaming, video streaming and music and app downloads.

4. What benefits do I receive on the Telkom 5G Internet data plans?

Product Name	Data Allocated (FUP)
Telkom 5G Internet 40Mbps	1TB data @ 40 Mbps - Thereafter 50GB data @ 4 Mbps - Thereafter 2 Mbps <i>unlimited</i> data rest of the month *P2P/NNTP type traffic will be further throttled. Times of operation: 24 x 7 x 365 1 month validity period
Telkom 5G Internet 70Mbps	1.5TB data @ 70 Mbps - Thereafter 50GB data @ 4 Mbps - Thereafter 2 Mbps <i>unlimited</i> data rest of the month *P2P/NNTP type traffic will be further throttled. Times of operation: 24 x7 x365 1 Month validity
Telkom 5G Internet 100Mbps	2TB data @ 100 Mbps - Thereafter 50GB data @ 4 Mbps - Thereafter 2 Mbps <i>unlimited</i> data rest of the month *P2P/NNTP type traffic will be further throttled. Times of operation: 24 x7 x365 1 Month validity

Telkom 5G Internet data plans are configured whereby all P2P/NNTP will be reduced to 128Kbps during network peak times of 6pm to midnight and this traffic will be counted against the 500GB, 1TB or 2TB/50GB of data provided. No additional separate data allocation for P2P/NNTP should be configured.

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



5. Will FUP be applied to Telkom 5G Internet data plan service?

a) The **Telkom 5G Internet 40Mbps** FUP data allocation shall be:

- 1TB at a speed of 40Mbps throttle applied constantly.
- After 1TB data has been depleted, the speed shall be reduced to 4Mbps with data allocation of 50 GB and the throttle applied.
- And once all the allocated data is depleted then 2Mbps 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 1TB/50GB of data provided. No additional separate data allocation for P2P/NNTP should be configured.
- Once the customer hits the 2Mbps throttle all P2P/NNTP traffic should be reduced to 128Kbps network peak times of 6pm-midnight.

b) The **Telkom 5G Internet 70Mbps** FUP data allocation shall be:

- 1.5TB at a speed of 70Mbps throttle applied constantly.
- After 1.5TB data has been depleted, the speed shall be reduced to 4Mbps with data allocation of 50 GB and the throttle applied.
- And once all the allocated data is depleted then 2Mbps 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 1.5TB/50GB of data provided. No additional separate data allocation for P2P/NNTP should be configured.
- Once the customer hits the 2Mbps throttle all P2P/NNTP traffic should be reduced to 128Kbps network peak times of 6pm-midnight.

c) The **Telkom 5G Internet 100Mbps** FUP data allocation shall be:

- 2TB at a speed of 100Mbps throttle applied constantly.
- After 2TB data has been depleted, the speed shall be reduced to 4Mbps with data allocation of 50 GB and the throttle applied.
- And once all the allocated data is depleted then 2Mbps 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 2TB/50GB of data provided. No additional separate data allocation for P2P/NNTP should be configured.
- Once the customer hits the 2Mbps throttle all P2P/NNTP traffic should be reduced to 128Kbps network peak times of 6pm-midnight.

d) 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 here

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

- Telkom reserves the right to apply restrictions on Telkom 5G internet data plan account if a customer's behavior 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 behavior 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 behaviors, Telkom reserves the right to terminate the account of Telkom 5G Internet Data Plans customer who's 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 behavior.

7. Where on the Telkom Mobile network are Telkom 5G Internet data plans available?

The offers are available across all Telkom Mobile 5G Broadband Network base stations, where Telkom coverage is deemed available. Strict adherence to the *5G Broadband network coverage map* must be kept and no service outside coverage will be provided. Fail Over to Telkom 4G network shall be supported.

8. Is the Telkom 5G Internet available on prepaid as well?

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

9. Does Rica apply?

Rica compliance rules shall apply.

10. How do I check what the phone number is?

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

11. What will be the contract duration period offered on the Telkom 5G Internet Data Plans service?

The contract duration shall be offered on a 24-month period and NO SIM Only/Month to month shall be available for now.

12. What does the contract entails?

The Telkom 5G Internet Data Plans shall be available as plans based on 5G Broadband network coverage the customer has at their premises.

13. What does the customer receive after subscribing to the deal contract?

Customers who sign up for a deal contract shall receive a SIM card and 5G router if customer is within the 5G Broadband coverage zone as indicated on the Telkom coverage map.

14. Can I link a MultiSIM or Data MultiSIM to the Telkom 5G Internet Data Plans service?

No, MultiSIM and Data MultiSIM will not be allowed on the **Telkom 5G Internet Data Plans** offers.

15. How many wireless devices can I connect to my Huawei 5G Router?

You can connect up to 32 devices via Wi-Fi and one 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.

16. Will the Telkom 5G Internet Data Plans offer be available across Telkom's entire Mobile network?

No, but only on 5G Broadband covered area at selected areas, i.e., where Telkom 5G Broadband network coverage is deemed available.



17. How do I purchase additional LTE Once-Off data bundles?

There are 5 ways:

- Download and register on the Telkom Mobile App
- Register on the Telkom Portal on www.telkom.co.za
- Go into a Telkom Store
- Put the SIM card into a handset and access the USSD menu by dialing *180#.
- Telkom WhatsApp 081 160 1700 send word "Telkom".

18. I live in an area covered by Telkom's LTE network will I qualify for the Telkom 5G Internet Data Plans offer?

The only qualifying method will be based on the 5G Broadband network coverage availability.

19. From which channels can a customer purchase the offer from?

The Telkom 5G Internet Data Plans promotion offer is now available through the selected traditional Telkom owned stores.

20. Who will be eligible to apply for the Telkom 5G Internet data plan during the promotion period?

All New and existing customers are eligible to apply for the Telkom 5G Internet data plans.

21. Can existing Telkom customers apply for the Telkom 5G Internet Data Plans service?

Yes, existing Telkom consumer/mobile/business customers may apply for the Telkom 5G Internet data plans. Existing Smart Home, SmartOffice and Fixed Line customers will not be able to migrate their current services to the Telkom 5G Internet data plans and will be required to apply for the service as a new service. Existing LTE subscribers that wish to migrate to the Telkom 5G Internet Data Plans service can only do so by submitting their applications via the applicable sales channels.

22. How will I know if my area is eligible for the Telkom 5G Internet data plans?

The Telkom Mobile online coverage map which can be found on Telkom's website at the following link <http://www.telkom.co.za/coverage/>. Ensure that 5G Broadband network coverage is available.

23. My area is currently not within the Telkom Mobile 5G Broadband Network coverage who can I contact to query on when my area will get the service?

Please keep checking back periodically as we are constantly improving and adding new areas to our 5G Broadband coverage map.

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

Telkom Mobile 3G and 4G network failover shall be supported. It must be stressed that the Telkom 5G Internet data service is a fixed wireless service which must be used in a fixed location and not for mobility. The Telkom 5G Internet data plan subscriber shall not be able to roam on Telkom partner network (Vodacom/MTN).

25. Can the service be used at any location?

The Telkom 5G Internet data plans 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 reserve 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.**



26. What happens if customer move with the service or use it for mobility?

This service is provided as a fixed wireless broadband service and if a customer uses the service for mobility Telkom cannot, at all, guarantee network coverage and reliability.

27. What Happens if a 5G customer relocates/Moves to another area?

In the instance where a 5G subscriber changes the location where the 5G service was initially approved at and if this new location is not served by Telkom 5G then the customer may utilize Telkom 4G network if 4G coverage is indeed available. Should there be an instance where 4G is not suitable or unavailable then the customer will be required to cancel the 5G service and settle any outstanding fees. Any upward or downward migrations from 5G to 4G will need to be paid for by the customer.

28. Who do I call if I have a technical query or coverage/service-related problems?

Subscribers can call the 081180-support number and they shall be routed to the data call centre for support.

29. What factors may affect the performance/speed of the Telkom 5G offers?

Telkom 5G service is a best effort wireless Broadband service and as such indicated speeds are not guaranteed. There are many factors which may affect the performance of Telkom 5G service but are not restricted to, type of service being accessed on the internet or other, signal strength/distance to the 5G site, number of users on the site and the local network conditions such as Wi-Fi/PC setup etc.