

## **FAQ: SmartBroadband Uncapped Wireless**

### **What is SmartBroadband Uncapped Wireless?**

The SmartBroadband Uncapped Wireless service is a high speed wireless broadband service offering uncapped data. Subscribers will be required to consume the service within the location of the physical address that was supplied during the application process. Acceptable Use Policy will apply

### **What Broadband Technology supports the SmartBroadband Uncapped Wireless service?**

The supporting Technology is LTE

### **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 90Mbps download speed and up to 25Mbps upload speed on Telkom's LTE network. That means enhanced gaming, video streaming and music and app downloads

**What benefits do I receive on the SmartBroadband Uncapped Wireless service offer?**

SmartBroadband Uncapped Wireless	Monthly Data	Device	Contract Duration	Price	Price Criteria	Eligibility
SmartBroadband Uncapped Wireless 1	<ul style="list-style-type: none"> <li>▪ Uncapped data for all traffic type except bandwidth intensive protocols and applications</li> <li>▪ 50GB FUP Cap for bandwidth intensive protocols or applications</li> <li>▪ Uncapped Wi-Fi bundle with 10GB FUP cap</li> </ul>	<ul style="list-style-type: none"> <li>▪ Huawei B593 LTE Router</li> <li>▪ Poynting External Panel Antenna</li> </ul>	24 Months	R599	Reserved for the first 50 (#1 - #50) successful applicants received per base station	
SmartBroadband Uncapped Wireless 2	<ul style="list-style-type: none"> <li>▪ Uncapped data for all traffic type except bandwidth intensive protocols and applications</li> <li>▪ 50GB FUP Cap for bandwidth intensive protocols or applications</li> <li>▪ Uncapped Wi-Fi bundle with 10GB FUP cap</li> </ul>	<ul style="list-style-type: none"> <li>▪ Huawei B593 LTE Router</li> <li>▪ Poynting External Panel Antenna</li> </ul>	24 Months	R699	Reserved for the next 50 (#51 -#100) successful applicants received per base station	
SmartBroadband Uncapped Wireless 3	<ul style="list-style-type: none"> <li>▪ Uncapped data for all traffic type except bandwidth intensive protocols and applications</li> <li>▪ 50GB FUP Cap for bandwidth intensive protocols or applications</li> <li>▪ Uncapped Wi-Fi bundle with 10GB FUP cap</li> </ul>	<ul style="list-style-type: none"> <li>▪ Huawei B593 LTE Router</li> <li>▪ Poynting External Panel Antenna</li> </ul>	24 Months	R799	Reserved for the next 50 (#101 - #150) successful applicants received per base station	

### **Will the SmartBroadband Uncapped Wireless service speed be capped?**

The SmartBroadband Uncapped Wireless service shall be offered at full speeds (no time limit applies) for all traffic types except bandwidth intensive protocols or applications which shall be at full speed between 12am – 6pm if within the 50GB cap. Once a subscriber reaches the 50GB cap the bandwidth intensive protocols or applications shall be throttled to 128kbps speed for the rest of the month. Full Speeds shall resume at the beginning of the next calendar month. Bandwidth intensive protocols or applications are defined as Bit torrent traffic downloaded via Peer to Peer, Application to Application, Application to Server, news servers Protocols (NNTP).

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

The SmartBroadband Uncapped Wireless service will offer uncapped data for all traffic types except bandwidth intensive protocols or applications which shall be capped at 50GB. Acceptable use policy will also apply where Telkom deems a subscriber to be abusing the service

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

- a) 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.
- b) 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, Application to Application, Application to Server, news servers protocols (NNTP). In the event of such behaviours, Telkom reserves the right to terminate the account of a SmartBroadband Uncapped Wireless customer whose usage is continuously affecting Telkom's network performance.
- c) In order to assist a customer to be made aware of when his or her behaviour is compromising Telkom's mobile broadband network performance, Telkom will provide to the customer such information as is practically available. Once usage is indicated as being dangerously high, Telkom reserves the right to suspend the relevant customer's usage within 24 (twenty four) hours of usage having reached such levels. Customers who are restricted by Telkom in the aforementioned manner in a calendar month will be returned to full service profile at the beginning of the next month.
- d) The above controls will be implemented by Telkom in addition to those set out elsewhere in this AUP regarding unlawful behaviour.

**How long will the promotion run for?**

The SmartBroadband Uncapped Wireless service will be on auction for a month from the 1<sup>st</sup> of June to the 30<sup>th</sup> of June with initial launch phase focusing on select LTE base stations in the Gauteng region

**Is the SmartBroadband Uncapped Wireless offer available on prepaid as well?**

No, it is only available on post-paid contract

**What will be the contract duration period offered on the SmartBroadband Uncapped Wireless service?**

The SmartBroadband Uncapped Wireless plans shall be offered on a 24 Month contract period only

**Can I link a MultiSIM or Data MultiSIM to the SmartBroadband Uncapped Wireless service?**

No, MultiSIM and Data MultiSIM will not be allowed on the SmartBroadband Uncapped Wireless plan

**Which router do I get with the SmartBroadband Uncapped Wireless service?**

Subscribers will get a Huawei B593 LTE router which supports maximum downlink speeds of up to 68Mbps and uplink speeds of up to 17Mbps. Subscribers will also receive a Poynting external antenna that will be installed for them by Telkom contractors

**How many wireless devices can I connect to my LTE modem?**

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

**Will the SmartBroadband Uncapped Wireless offer be available across Telkom's entire Mobile network?**

No, the SmartBroadband Uncapped Wireless service will only be available in targeted LTE areas

**I live in an area covered by Telkom's LTE-Advanced network will I qualify for the SmartBroadband Uncapped Wireless offer?**

No, only select LTE areas are in scope for this promotion

**Which areas will be earmarked for SmartBroadband Uncapped Wireless offering?**

Telkom will initially be launching the offer within targeted areas in Gauteng region with select LTE base stations, other regions will follow in subsequent phases. . The online auction portal will provide the LTE areas selected for this offer

**From which channels can a customer purchase the offer from?**

The SmartBroadband Uncapped Wireless offer will not be available through the traditional Telkom channels e.g. retail and Direct Sales Force and will only be available through Telkom's online channel where subscribers will have the opportunity to apply for the service through an auction mechanism

**Who will be eligible to apply for the SmartBroadband Uncapped Wireless during the auction process?**

Existing Telkom consumer/mobile/SMBS customers, new retail customers and new SMBS business customers are eligible to apply for the SmartBroadband Uncapped Wireless during the auction process

**Can existing Telkom customers apply for the SmartBroadband Uncapped Wireless service?**

Yes, existing Telkom consumer/mobile/SMBS customers may apply for the SmartBroadband Uncapped Wireless service. Existing SmartHome, SmartOffice and Fixed Line customers will not be able to migrate their current services to the SmartBroadband Uncapped Wireless service and will be required to apply for the service as a new service

**How will the auction be executed?**

Telkom has identified select LTE base stations which across the country where SmartBroadband Uncapped Wireless Service will be made available to consumer/mobile/SMBS customers. The auction will be managed in a phased approach with phase 1 auction targeting select LTE base stations in Gauteng. The auction will be valid for one month from launch and will be executed through Telkom's online channel. Subscribers will have the opportunity to apply for the service via an application submission form. There will be 150 spaces available per base station which will be auctioned off. The first 50 successful applicants received per base station will qualify for the SmartBroadband Uncapped Service priced at R 599, the next 50 successful applicants will qualify for the SmartBroadband Uncapped Service priced at R 699 and the next 50 successful applicants will qualify for the SmartBroadband Uncapped Service priced at R 799

**What will be the eligibility criteria applied in the auction for one to qualify for the SmartBroadband Uncapped service?**

There will be a maximum of 150 spaces available per base station. The pricing will be on a first come first served basis via an online auction with 3 different price points: R 599, R 699 and R 799. Eligibility to either of the price points will be based on applications received on the online auction portal on a first come basis during the auction process. The first 50 successful applicants per base station will qualify for the SmartBroadband Uncapped Service at R 599, the next 50 successful applicants will qualify for the SmartBroadband Uncapped Service at R 699 price and the next 50 successful applicants will qualify for the SmartBroadband Uncapped Service at R 799. Standard credit vetting criteria will apply

**How can I submit an application for the SmartBroadband Uncapped Service in the auction process?**

There will be an application form available on the online auction portal for customers to capture their information and submit their application for the SmartBroadband Uncapped Service

**How will I know if my area is eligible for the SmartBroadband Uncapped Wireless service?**

There will be an LTE online coverage map available on the online auction portal which shall only display coverage for the targeted launch areas and base stations, which can be found on Telkom's website at the following link <http://www.telkommobile.co.za/smartbroadband-uncapped-wireless>

**What happens after submitting my application online?**

Once a customer submits an application they will receive an email notification confirming whether their application was successful or not

**How long will it take for me to receive my order?**

Successful bidders will receive a call from a sales agent who will verify their details and confirm how long it will take to process the order and the estimated ETA for the delivery of the service to the customer

**Where can I collect my order from?**

All processed orders will be shipped to customers via courier delivery

**My area is currently not eligible who can I contact to query on when my area will get the service?**

An Interest register form will be available on the coverage map for customers that are not eligible for the service to register an interest

**Will 2G/3G failover be supported?**

2G/3G failover shall not be supported as the SmartBroadband Uncapped Wireless service is a fixed wireless service which must be used in a fixed location. The SmartBroadband Uncapped Wireless subscriber shall not be able to roam on Telkom or MTN's 2G/3G network and shall be limited to Telkom's fixed wireless LTE network

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

The SmartBroadband Uncapped Wireless plan 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

**How can I contact the antenna installer for an appointment to install my external antenna?**

Telkom has you covered, once you receive your order and the SIM card is activated a trigger will be sent to the installer who will contact you and setup an appointment to install your external antenna. Your

current service will only be disconnected once your antenna has been installed if you are an existing LTE customer that opts to migrate to the SmartBroadband Uncapped Wireless Service

**Is there an installation fee payable for the installation of the external antenna?**

No there will be no installation fees payable for the external antenna installation

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

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

For progress on home delivery, customers can call 10210

**Does Rica apply?**

Rica compliance rules shall apply

**What happens if I relocate?**

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