

FAQ: Automated upgrade request on self service portal for SmartBroadband Wireless and SmartBroadband Wireless LTE-A subscribers.

What does the automated upgrade request capability on the self service portal offer SmartBroadband Wireless and SmartBroadband Wireless LTE-A subscribers?

Upward migrations are currently not supported for customers that are within the first 3 month contract duration. LTE and LTE-A provide high speed broadband connectivity and this results in data being consumed faster. For this specific reason Telkom has enabled the automated upgrade request capability on the Self-Service Portal for customer's that are within the first 3 months of their contract and that require more data on a monthly basis.

What happens when all active bundles are depleted?

When all active data bundles are depleted, the subscriber shall be redirected to the Self Service Portal where they shall be presented with the following options to select:

- i. Always surf "out of bundle", using credit limit, at OOB rates.
- ii. Choose to surf at Out of Bundle rates for the rest of this month
- iii. Choose to upgrade
- iv. Purchase a bundle from your Credit Limit
- v. Purchase a bundle from your Credit Limit via the Web.
- vi. Self Service

Subscribers that wish to upgrade their plan will be required to select the choose to upgrade option and follow the prompts.

Does the subscriber pay for being redirected to the Self Service Portal?

Redirects to the Self Service Portal shall be zero rated

When a subscriber chooses to upgrade to a higher package the following shall follow:

- i. The subscriber shall be required to login first to their My Telkom account before executing the upgrade request. If customer does not have a My Telkom account, they will be required to do so prior to submitting the upgrade request.
- ii. Subscriber shall select the upgrade request option once logged in to their account.
- iii. A drop down menu will list all applicable plans that the subscriber can upgrade to
- iv. Subscriber shall select the preferred upgrade plan option applicable
- v. Subscriber shall then be redirected to an online form which they will have to complete and submit.
- vi. Subscriber shall be required to enter all the required fields, accept Terms & Conditions and click Order button; then successful message will be displayed.

How will the Subscriber know if her upgrade is complete?

Subscriber will be notified of the upgrade once the order is completed via SMS or Email or phone call.

Will the subscriber receive a device with an upgrade?

Subscriber will not receive a new device with an upgrade, as this upgrade process only supports upgrade within like plans.

How will the subscriber be charged when the upgrade is complete?

Pro-ration of Recurring Charges and data shall be calculated and billed on both the old plan and new plan assuming for example that a contract was activated on in the middle of the month. Cancellation fees shall be waived.

Is the automated upgrade functionality available to all Telkom subscribers?

No, this functionality is only open to SmartBroadband Wireless and SmartBroadband Wireless LTE-A subscribers and can only be accessed on the self-service portal for customer’s that are within the first 3 months of their contract and that require to upgrade to a larger package

Which plans are SmartBroadband Wireless and SmartBroadband Wireless LTE-A eligible to migrate to?

- LTE subscribers can upgrade their existing packages to a higher LTE package.
- LTE-A subscribers can upgrade their existing packages to a higher LTE-A package.
- The migration is also available to SIM only offers.

Which plans can subscribers upgrade to?

SmartBroadband Wireless Subscribers:

Offer Name	SmartBroadband Wireless 5GB	SmartBroadband Wireless 10GB	SmartBroadband Wireless 20GB	SmartBroadband Wireless 30GB	SmartBroadband Wireless 50GB	SmartBroadband Wireless 100GB
SmartBroadband Wireless 5GB	No	Yes	Yes	Yes	Yes	Yes
SmartBroadband Wireless 10GB	No	No	Yes	Yes	Yes	Yes
SmartBroadband Wireless 20GB	No	No	No	Yes	Yes	Yes
SmartBroadband Wireless 30GB	No	No	No	No	Yes	Yes
SmartBroadband Wireless 50GB	No	No	No	No	No	Yes
SmartBroadband Wireless 100GB	No	No	No	No	No	No

SmartBroadband Wireless LTE-A Subscribers:

Offer Name	SmartBroadband Wireless LTE-A 50GB	SmartBroadband Wireless LTE-A 100GB	SmartBroadband Wireless LTE-A 200GB
SmartBroadband Wireless LTE-A 50GB	No	Yes	Yes
SmartBroadband Wireless LTE-A 100GB	No	No	Yes
SmartBroadband Wireless LTE-A 200GB	No	No	No

When is a subscriber eligible to upgrade to a higher package?

Upward migrations are currently not supported for customers that are within the first 3 month of their contract duration. LTE and LTE-A provide high speed broadband connectivity and this results in data being consumed faster. For this specific reason Telkom has enabled the automated upgrade request capability on the self-help portal for customer's that are within the first 3 months of their contract and that require more data on a monthly basis.

Will the subscriber sign a contract when upgrading to the higher package?

Customers that upgrade to a bigger plan will have to sign up for a 24 months contract on the new offer

How many upgrade can be accommodated?

Only one upgrade can be accommodated per year.

Who is eligible for an upgrade on the self service portal?

Only SmartBroadband Wireless and SmartBroadband Wireless LTE-A are eligible for this.

How long will it take to process the upgrade?

Upgrades will be processed during office hours on Monday to Friday between 7.30am – 4pm, public holidays are excluded,

Which number do I call if I have queries?

Customers can contact the call centre support team on 081 180 for all their support queries and these calls shall be zero rated when calling from a Telkom SIM.