



# DSL TELECOM LTE FAQ'S

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## SECTION 1 | LTE TECHNOLOGY

### LTE vs Fibre

LTE and Fibre technology both fall into the next generation basket of internet technologies. LTE is delivered over a dedicated, licensed wireless spectrum using advanced technologies while Fibre is delivered over a physical fibre optic cable. Both technologies are capable of delivering faster internet speeds with lower latencies and higher dependability than traditional technologies. Telkom has earmarked certain areas that will receive the new generation technologies, some areas will receive fibre as the primary technology and other areas will receive LTE as the primary technology.

### LTE vs Wireless

LTE is delivered over a dedicated, licensed wireless infrastructure and the technology is very different from that delivered by your local WISP (wireless internet services provider). Most WISP's utilise free open (unlicensed) wireless spectrum to deliver last mile wireless connectivity to homes or business. While WISP services are often very cheap, the quality of the internet is often compromised as the spectrum is open for interference & congestion negatively affecting your experience especially on bandwidth sensitive applications like voice, video and streaming. With Telkom LTE the spectrum used to deliver your internet is private and licensed which means no interference with other vendors and no congestion enabling Telkom to deliver a high quality of service to its customers.

### What is LTE?

LTE stands for Long Term Evolution 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 a further improvement on functionality, improved performance and faster network downlink and uplink speeds.

## Why should I choose LTE?

LTE offers faster download and upload speeds that will significantly improve your internet experience. You'll be able to watch your favourite videos, stream a radio station, play online games and browse the internet, all in real time. That means enhanced gaming, video streaming and music and app downloads.

## Why Telkom's LTE?

Telkom Mobiles LTE network is on the 2300MHz radio frequency spectrum band, which means more capacity, no congestion, consistent connectivity and great speeds.

## What speed can you expect?

Telkom's LTE network supports downlink speed up to 90Mbps and uplink speed up to 25Mbps. Telkom's LTE-Advanced network supports downlink speeds up to 150Mbps and uplink speed up to 25Mbps. Actual speed achieved will depend on network coverage and is a best-effort service.

## What affects my signal on the LTE network?

Your ultimate speed will be determined by the signal strength you are able to pick up via your LTE or LTE-A device. Your mobile phone or smart phones is not an effective device to test your LTE signal strength as smart phones are not built to effectively pick up Telkom LTE signal; Telkom uses special Huawei LTE routers built specifically for fixed-wireless installations and these offer the best LTE speeds and signal. You need to be in a Telkom Mobile coverage area (check coverage here <http://www.telkom.co.za/coverage>) as well, however tests just outsider the map often still perform well, especially when using an external antennae to boost the signal, so best to test.

## What is LTE –A (LTE advanced)?

LTE-Advanced also known as 4G is the next evolution from LTE technology and Telkom was the first to commercially launch this technology in South Africa. LTE-Advanced supports a lower latency in comparison to LTE technology which is important in supporting services that require real time online capability like online gaming and high Quality of Service (QoS). LTE-Advanced QoS provides a guaranteed quality of service and experience for voice and data services in comparison to LTE.

# SECTION 2 | LTE PACKAGES

## How long are the Telkom LTE contracts?

Telkom Mobile LTE contracts are 24 months in duration.

## Can I take a package on month-month basis?

Business customers may opt for month-month post-paid packages in which case you would need to purchase the LTE Hardware outright. The models we sell are the Huawei B315 LTE WiFi router (R1700. Ex Vat) and the Huawei E5186 LTE-A WiFi Router (R2700. Ex Vat.) \* Prices subject to change. Please

note residential customers or customers signing up in their personal capacity are not eligible for the month-month options and need to take a 24 month contract.

### **How much is the sim and connection fee?**

Telkom charges a once-off sim and connection fee (currently R200 ex vat) on month to month contracts only. There is no sim and connection fee for 24 month contracts.

### **Can I use my existing LTE or LTE-A router?**

Most LTE and LTE-A routers will be compatible although the Huawei B315 LTE WiFi router (R1700. Ex Vat) and the Huawei E5186 LTE-A WiFi Router (R2700. Ex Vat.) \*{prices subject to change} are included for FREE with the 24 month contract options and have been tested to work optimally with the Telkom Mobile network.

### **Can I upgrade or downgrade my LTE packages?**

After the first 3 months of your contract you may upgrade or downgrade your package at any time.

### **Does my unused data roll-over to the next month?**

No, unused data does not rollover to the next month.

### **How do I top up my data bundle should I run out?**

You can easily purchase top-ups via the Telkom Mobile APP on your smartphone or via the Telkom website via credit card or EFT. You will be notified in your browser once you go out of bundle and if you are still connected to the Telkom Mobile network you can still access the Telkom website and App in order to top up even if you have run out of data.

### **When is the FREE night-surfer data available?**

Free night surfer data is available between 12am-7am daily. Including weekends.

### **What if I move premises can I take my LTE with me?**

Telkom LTE is designed to be a fixed-wireless service that remains at a single location however should you take it with you when you travel or move it will work just by plugging it in depending on whether you are still in a LTE, 3G or LTE-Advanced coverage zone (should you have an LTE –advanced router/package).

### **Do I need to a Telkom Line in order to get the LTE service?**

No fixed line is needed at all. LTE is a completely wireless technology.

### **What if I require a telephone line service as well?**

We can provide you with a VoIP telephone number which will enable you to make cheap calls over you LTE connection. You can also port your number to the VoIP network and keep your existing number. VoIP numbers cost only R25/month and you only pay for calls you make thereafter at reduced rates – see pricing here: <http://www.dsltelecom.co.za/voip.html>

### **What if I cancel my LTE package?**

Should you cancel the contract early Telkom Mobile will as an early termination fee, recover R800 administration fee and also recover the device subsidy for the remainder of the term of the contract.

### **Can I add the LTE service to my existing Telkom account?**

If you have a Telkom Mobile account then yes. If you have a Telkom Fixed Line account (i.e. landline or adsl service) then no as Fixed-Line and Mobile are different divisions at Telkom.

### **What are the LTE T&C's?**

Download all the LTE terms and conditions [HERE](#)

## **SECTION 3 | DELIVERY PROCESS**

### **Where will my LTE sim and device be delivered to?**

The hardware will be sent directly to the delivery address specified on the application form. In most cases this will be the clients premises address so you can expect a delivery from Telkom directly unless you have arranged our agents to install/deliver.

### **How long does the process take once I submit my application form?**

Consumer applications take +/- 3-5 working days. Business applications take +/- 7-10 working days so please ensure you get your paperwork in with the correct supporting documentation early.

Top tips to ensure speedy delivery:

- 1) Make sure any Telkom accounts you may have are paid up (including fixed line accounts) otherwise Telkom Mobile will not process new applications.
- 2) Ensure your application form is filled in accurately and legibly and the correct supporting documents.

Your Telkom application will follow the following process: Documents submitted by client to DSL Telecom – DSL Telecom submits documents to Telkom back-office -credit vetting – dispatch courier – back office —courier dispatch- with warehouse – delivered to client

### **What do I need to have with me when the courier arrives?**

The person receiving the LTE package needs to present a copy of their ID to the courier.

### **How long does it take for my service (sim) to be activated once the courier deliver?**

+/- 24-48 hours. Once your hardware arrives your sim card is not yet active. You need to sign the courier waybill and only after the courier gets back to the depot and scans in the waybill and sends to

Telkom Mobile back-office will Telkom activate the SIM. In order to speed this process up we advise clients to take a copy of the courier waybill/delivery form and send it directly to [support@dsltelecom.co.za](mailto:support@dsltelecom.co.za) so we can push the activation from our side.

## SECTION 4 | SUPPORT RESOURCES

### How do I monitor my LTE data usage?

If you have a smart phone download the Telkom Mobile App from the Apple I-store or Google Play store. Within the app you can check your data balances instantly, you can also top-up your data by purchasing a data bundle should you require.

### How do I top up my LTE data bundle?

You can top-up your data within the Telkom Mobile App and the charge will be applied to your post-paid account. Your Telkom Mobile account may have a 'spend limit' applied to it which may only allow you to add bundles to a certain value on your total account and then you cannot add any more bundles to your account. In this case you have 2 scenarios to get more data:

1) Increase your account spend limit by calling Telkom Mobile or login via the website at [www.telkom.co.za](http://www.telkom.co.za) and adjust the spend limit yourself in the 'My Telkom' self-help area. You will then be able to make further top-up purchases via the App and those amounts applied to you post-paid account will reflect on your monthly post-paid account.

2) Log in to the 'My Telkom' area and top up via internet transfer or credit card. These top-ups will be instant and will be deducted from your bank account or credit card and will not be applied to your monthly account which means no need to adjust spend limits on accounts.

### How does Telkom Mobile billing work?

Monthly subscriptions are billed in advance for payment 30 days later.

Example: If your invoice date is the 1st March, Telkom will add to that invoice your full package subscription cost covering the upfront period (01 March – 31 March). That invoice will then be due +/- 5th April (+/- 30 days later)

Your first bill will also include a pro-rated period of billing from when the sim card was activated up until the next billing run where your full subscription will be added so your first bill may look a lot higher than your base package cost as it may include a pro-rated billing portion from the previous period.

### What date does my data reset?

Data resets on the 1st of each month and mobile data (LTE and LTE-A) does not roll-over.

### What are the Telkom Mobile support numbers?

Personal Accounts: 081 180 (Free from your Telkom Mobile Number)

Home Accounts: 10210

DSL Telecom CC  
C/O Caledon & Huising Street  
Somerset West, 7130  
087 802 0917  
[sales@dsltelecom.co.za](mailto:sales@dsltelecom.co.za)  
Business Accounts: 10217



For sales enquiries please contact DSL Telecom (authorised Telkom Dealer) on 087 802 0917 or [sales@dsltelecom.co.za](mailto:sales@dsltelecom.co.za)

## How do I increase the overall performance/signal and speed of my LTE installation?

External Speed: Fixed external antennae's fitted to the outside of your premises can dramatically increase the speed and stability of your LTE connection. The antennae's are easy to install and DSL Telecom offers a self-install option and an on-site installation option in certain areas. Find out more here: <http://www.fibrecheck.co.za/booster>

Internal WiFi: if you want to improve your overall wireless experience in your home or business then wireless AP's (access points) can be supplied to extend the reach of your internal wireless network infrastructure.

See the hardware FAQ's on this page for further information.

## SECTION 5 | SIGNING UP

### Where can I find and fill in the application form for LTE?

You can download the application forms here:

DOWNLOAD CONSUMER APPLICATION FORM

DOWNLOAD BUSINESS APPLICATION FORM

Please note:

The application forms can be quite tricky to fill in so we have created these examples to guide you when filling in your details to ensure a smooth sign up process:

CONSUMER APPLICATION EXAMPLE

BUSINESS APPLICATION EXAMPLE

Please ensure you supply all supporting documentation (see the supporting documents FAQ within this section of the website)

### What supporting documents are required if I sign up in my personal (consumer) capacity?

The documents we require:

1. Signed Consumer Application Form
2. Copy of ID (Does not need to be certified)
3. Proof of Address (Not older than 3 Months)

DSL Telecom CC  
C/O Caledon & Huising Street  
Somerset West, 7130  
087 802 0917  
[sales@dsltelecom.co.za](mailto:sales@dsltelecom.co.za)  
4. Three Months' Bank Statements



5. Payslip

Send the documents to [sales@dsltelecom.co.za](mailto:sales@dsltelecom.co.za) or Fax 086 582 9038

### **What supporting documents are required if I sign up in my business capacity?**

The documents we require:

1. Signed Application Form (Attached)
2. Signed Quote (If not attached, please request)
3. Company Registration or CK Document
4. Copy of Directors ID (Does not need to be certified)
5. Proof of Address (Residential Address of Directors)
6. Proof of Banking (Bank confirmation letter or 1 Month Bank Statement or Cancelled Cheque)
7. Proxy Letter and Copy of ID if there is an NGO

Send the documents to [sales@dsltelecom.co.za](mailto:sales@dsltelecom.co.za) or Fax 086 582 9038

### **Payslips Explained?**

If you don't receive a payslip (retired, self-employed etc.) then you do not have to submit this document. Please still state your income and expenses on the application form.

### **Proof of address explained?**

Proof of address must be residential street address (NOT PO BOX) and must not be older than 3 months and usually the following will suffice:

- Utility Bill (Rates, Water & Electricity, Telephone account, cell phone account, internet account or any account stating your physical address for proof of residence)
- Lease agreement (not older than 3 months)

In cases where you cannot provide a proof of physical address then you will need to go to the local police station and request a signed affidavit stating your place of residence and address. The process is usually quite quick at the police station and takes about 10 minutes.

### **Bank statements explained?**

Bank statements need to be for the latest 3 months and the following should be noted:

- 1) Internet statements are NOT accepted
- 2) Statements that are e-mailed to you by your bank or sent to you via post are accepted.
- 3) The statement dates need to be as recent as possible. For example if you submit an application on the 15th March then Dec, Jan and Feb statements should be fine. However if you submit your

application after the 21st march then there is a chance that Telkom will view the Dec, Jan and FEB statements as 'too old'. In that case you will need to wait for your next statement from your bank and apply immediately after that or you can go down to the bank and get 3 months statements from the date you're in the bank. Sometimes it is safer to just go into the bank and get the latest.

If for some reason you cannot or do not want to submit your bank statements then a letter from your bank indicating that the account is in good standing should suffice. Just ensure this document isn't older than 7 days when you submit it to us for processing.

### Can I use a 3rd party for payments?

If you want to sign up for a Telkom Mobile service but would like another party to pay for the service you will need to do the following:

If the 3rd party payer is a consumer: You will need to supply a copy of the person who's bank account will be paying for the service as well as a letter from that person giving you authority to use their bank account for the specified Telkom mobile service payment.

If the 3rd party payer is a business: You will need to supply a copy of the company registration document for the company who's bank account will be paying for the service as well as a letter from that company (a person who is duly authorized to do so) giving you authority to use their bank account for the specified Telkom mobile service payment.

### Who do I send my application form and documents to?

Please send your application form and supporting documents to DSL Telecom who will process the entire application for you.

- E-mail: [sales@dsltelecom.co.za](mailto:sales@dsltelecom.co.za)
- Fax: 086 582 9038
- Document Drop-Off: You can drop your documents off at our offices. Head Office is located on the corner of Huising & Caledon Street, Somerset West, 7130. Please call before-hand.

For anything else please Call: 087 802 0917

## SECTION 6 | HARDWARE

### How do I set-up my LTE router when I receive it?

There is an instruction book which comes with your Telkom LTE router. Telkom also has device set-up help on their website: <http://www.telkom.co.za/today/help/get-help/devices/>

Here are two videos which can help you set up your new router and WiFi extender should you have the applicable router model:

- How to set up your Huawei B593 LTE Router:  
<https://www.youtube.com/watch?v=RBLFLOzSjMI&feature=youtu.be>
- How to set up your Huawei WS322 Wi-Fi Extender:

### **What are the Huawei B315 LTE router key specs?**

- Fast LTE CAT4 connections of up to 150Mbps through its Gigabit Ethernet port
- Strong 250m WiFi Coverage
- Wireless access for up to 32 devices
- USB 2.0 port for HDD, Flash drives, network storage devices and printers
- Supports VoIP

### **What are the Huawei E5186 LTE-A router key specs?**

- LTE CAT6 download speed up to 300Mbps, upload speed to 50Mbps
- Wireless access for up to 64 devices
- USB 2.0 port for HDD, Flash drives, network storage devices and printers
- Supports VoIP

### **What are the Huawei WS322 WiFi repeaters key specs?**

- High-speed Wireless Connection Complies with 802.11n and support 2x2 MIMO, its wireless transmission rate can be up to 300Mbps, to meet multi-device access simultaneously.
- Wireless strength Intelligent Detection. When WS322 is working as wireless range extender, it can automatically detect the signal strength of wireless access point (AP), users can select the best installation location according to wireless strength light.
- One-click secure wireless connection by WPS. You just need to press WPS buttons on the device and WS322 to establish the secure wireless connection quickly.

### **Do you supply external signal boosting antennae's?**

A fixed external Poynting antennae can be fitted to the exterior structure of your building to further enhance signal strength and stability. They work really well and are really worth the investment if you consider the time you spend online and the length you are likely to use the LTE service. See pricing for the Poynting antennae here: <http://www.fibrecheck.co.za/> booster

### **Do you supply internal WiFi Boosting Access Points or AP's?**

If you have a large premises or home and need to extend the WiFi across large areas the best solution is always a cabled AP (Access Point Solution). We use Ubiquiti AP's which plug into one of the LAN/Ethernet ports in the back of your LTE router with a cable. The cable is then run from the router (normally through the roof etc) to the area you desire the WiFi coverage. The AP is then attached to the ceiling similar to how a light fixture is fitted. You can run multiple AP's form your LTE router, if you require more than 4 then a network switch can be used to add more. View more info on the product here <https://www.ubnt.com/unifi/unifi-ap/> . Speak to us for pricing and a solution quotation for WiFi should you require it.

## Do you supply VoIP hardware?

Yes, DSL Telecom can provide you with 3 options when it comes to voice:

- 1) We can provide a VoIP Telephone number which is programmed into your LTE router. The numbers cost only R25 per month <http://www.dsltelecom.co.za/voip.html> and all you need to do is plug in your existing analogue phone handset into the LTE router and you will be able to make and receive low cost VoIP calls.
- 2) We can provide you with a VoIP enabled phone, either cordless, desktop or even a softphone for your PC. See all our phones here: [http://www.dsltelecom.co.za/phones\\_page.html](http://www.dsltelecom.co.za/phones_page.html)
- 3) You can sign up for a Cloud PBX extension and get full PBX functionality for a low monthly cost. Use an IP phone or use the softphone client as your device to make and receive low cost calls. See the Cloud PBX options here: [http://www.dsltelecom.co.za/cloud\\_pbx.html](http://www.dsltelecom.co.za/cloud_pbx.html)

## READY TO SIGN UP?

Please send your application form and supporting documents to DSL Telecom who will process the entire application for you. E-mail: [sales@dsltelecom.co.za](mailto:sales@dsltelecom.co.za) or fax: 086 582 9038

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