



Business Internet 5G* Cheatsheet





What is it?

Stay connected with fast, reliable internet through our refreshed 5G*/FWA, designed to deliver the perfect blend of 4G and 5G performance. Your connection automatically runs on the strongest available network at your location using a 5G-ready device, so you can enjoy seamless connectivity today and future-proof speeds tomorrow



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With the refreshed 5G*/FWA, waiting is a thing of the past. Experience fast, reliable internet powered by the strength of both 4G and 5G networks, delivering smooth connectivity and impressive speeds



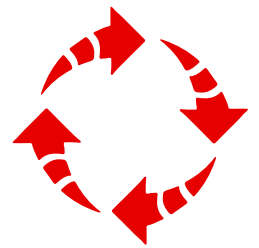
Enhanced real-time connectivity through the refreshed 5G*/FWA enables the optimization of cloud-based and remote services, promoting the implementation of 'smart working' practices

Business Internet 5G*/FWA is available as a best effort service with a Fair Usage Policy (FUP), starting at 10Mbps, to the highest available network speed, meaning that you will achieve the best available speeds on the network depending on location, time of day and number of users connected.

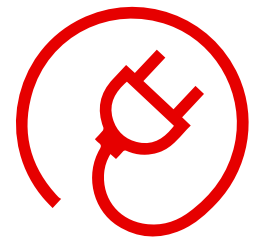


Why should I get it?

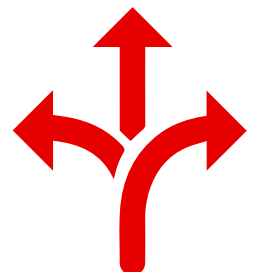
Reduce buffering - fast **5G*/FWA** speeds reduce interruptions, letting your business run smoothly



The Indoor option is **Plug and play** – get instant access. OR get professional installation of an outdoor receiver for a true **business class experience** (at a nominal fee)



Flexible plans - choose from a range of plans to suit your **business needs**



Default Dynamic IP, Optional 1 Static IP at an additional small fee per month and basic VOIP capabilities



5G*/FWA price plans and FUP information below

Plan	Speed	Indoor 24m	Indoor 36m	Outdoor 24m	Outdoor 36m
BI 5G*/FWA 10Mbps	Up to 10Mbps	R399	R349	R499	R449
BI 5G*/FWA 30Mbps	Up to 30Mbps	R549	R499	R649	R599
BI 5G*/FWA 50Mbps	Up to 50Mbps	R699	R649	R799	R749
BI 5G*/FWA 100Mbps	Up to 100Mbps	R849	R799	R949	R899
BI 5G*/FWA Unrestricted	Unrestricted	R999	R949	R1 099	R1 049

Fair Usage Policy:

Package	Line Speed	Soft Cap FUP	>FUP (Hard Lock)
BI 5G*/FWA 10Mbps	Up to 10Mbps	Usage from 300GB to 500GB will be at a speed of 2Mbps	From 500GB, hard lock imposed
BI 5G*/FWA 30Mbps	Up to 30Mbps	Usage from 600GB to 800GB will be at a speed of 4Mbps	From 800GB, hard lock imposed
BI 5G*/FWA 50Mbps	Up to 50Mbps	Usage from 1TB to 1.5TB will be at a speed of 10Mbps	From 1.5TB, hard lock imposed
BI 5G*/FWA 100Mbps	Up to 100Mbps	Usage from 1.5TB to 2TB will be at a speed of 10Mbps	From 2TB, hard lock imposed
BI 5G*/FWA Unrestricted	Best Effort	Usage from 2TB to 2.5TB will be at a speed of 10Mbps	From 2.5TB, hard lock imposed

5G*/FWA Ready - in areas where 5G*/FWA is not available yet, the 5G router will automatically go live as soon as roll out is completed.



Frequently Asked Questions

Selecting your Business Internet 5G*/FWA Service

- **BI 5G*/FWA with Indoor Device**, suitable for the small home office where the router would be able to be placed near to a window. This option is a Plug-n-Play service, allowing the customer to set up the device without formal assistance
- **BI 5G*/FWA with Outdoor Device**, suitable for those business premises where the router would be placed in an area where signal is hard to reach, eg. Basement Server Room. This option provides the customer with technical installation by an approved Vodacom installer

What hardware will I receive with the Business Internet 5G Service?

BI 5G*/FWA with Indoor Device – comes standard with a **Vodacom X25 MAX2 Router**

BI 5G*/FWA with Outdoor Device – comes standard with a **ZTE MC889** and a **S90 Ultra**

How much do Business Internet 5G*/FWA services cost?

Please visit www.vodacombusiness.co.za/5G for the latest pricing information

What are the Fair Usage Policy indicators?

The Business Internet 5G*/FWA service operates on a speed-based model and includes a Fair Usage Policy. This policy is in place to maintain the integrity of the Vodacom network, ensuring a high-quality customer experience for all Vodacom users. It is designed to prevent network abuse and prioritize fair usage among customers, considering the range of services they have acquired from Vodacom.



Frequently Asked Questions

Vodacom applies Fair Usage Policy (FUP) to each relevant product, with allowable FUP levels determined by factors such as network capacity, the number of customers on the selected price plan, and ongoing network quality.

Once the customer has reached the FUP limit, browsing speed will be throttled to the speed indicated above, for a set additional allocation of data (Soft Cap FUP). Once the Soft Cap allocation has been reached, the customer will be subject to a Hard Lock and data usage shall no longer continue. Should the customer wish to continue usage, a TopUp data bundle may be purchased.

Business Internet 5G*/FWA service installation:

Business Internet 5G*/FWA services provide customers with two installation options: a self-installed "plug-n-play" option or a fully installed option. The self-installed "plug-n-play" option simply involves plugging the router into a power supply and inserting the SIM card into the router. This process is quick and straightforward, with an installation guide included in the box to assist customers in understanding the

Our team of provisioning engineers will handle the complete installation of the 5G*/FWA service, coordinating directly with the customer. During this process, the 5G*/FWA receiver will be mounted on the building's roof, and a router will be configured inside the office at the customer's preferred spot, with appropriate cabling to link the two components. Before departing the premises, a service test will be conducted to verify that the service is functioning correctly as per expectations.



Frequently Asked Questions

What are the minimum upload and download speeds?

Business Internet 5G*/FWA is a “best effort” service, meaning that the upload/download speeds achievable at any given time are dependent on a number of factors, including the number of users connected to base station at a point in time and the distance of the customer premises from the nearest Tower, for example. The maximum attainable speed depends on the service plan that the customer has subscribed to.

Should 5G signal strength drop or become unavailable at any point in time, the Service will fall back to LTE/4G browsing speeds.

How do I subscribe to a Business Internet 5G*/FWA service?

Please visit our Vodacom Business website

www.vodacombusiness.co.za , log a lead for an Agent to call you back, visit your nearest Vodacom Store or contact your Account Manager.



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