



What is Business Internet LTE?

Vodacom Business Internet LTE is our Fixed Wireless LTE offering suitable for replacing copper based ADSL connectivity.

This service uses the Mobile Radio Access Network (RAN) as the “last-mile” to access “fixed-line” data and voice services, as a substitute to the traditional access mediums such as copper. It is very suitable to get your customers’ small office or home office connected in no time with a walk-out-working option whereby customers can buy the service from a Vodacom retail outlet and be up and running as soon as they get to the office.

The service is made up of the LTE network, Data and options of with a device/router and a SIM card service.

The service comes in 2 Capped offers, with a night owl bundle or a BizDay (8am-5pm) option, and three (3) offers based on bandwidth. These plans are capped and range from 50GB up to 500GB, while the smaller bundles are all on unrestricted plans (5GB, 10GB, 20GB).

1. 10mbps throughput (maximum speeds reached is 10mbps) – only available with Night Owl
2. 20Mbps throughput (maximum speeds reached is 20mbps) – available on Night Owl and 500GB BizDay
3. Best Effort/Unrestricted (average zero of 20mbps) throughput (unrestricted maximum speeds reached is 100mbps) – available on both Night Owl and BizDay

BI LTE Uncapped options:

1. 10mbps with 400GB of FUP data, throttled to 2mbps
2. 20mbps with 600GB of FUP data, throttled to 4mbps
3. 30mbps with 700GB of FUP data, throttled to 4mbps

Why should I get Business Internet LTE?

Business Internet LTE is aimed at Small Businesses as well as Small to Medium Enterprises. Larger Enterprises can also subscribe to this service and often use it for their non-critical or smaller site offices or for now allowing employees to work from home.

- 25Mbps National average throughput
- Capped offerings 5GB – 500GB
- Uncapped offerings with speed tiers

- Additional BizDay Bundles (8am to 5pm) or Night Owl Bundles (12am to 5am)
- Router and Sim delivered for self-install
- Managed via Axxess & CPS platforms
- Nomadic difference national locations & Static (ie. NOT mobile)
- Default Dynamic IP address and optional 1 Static IP
- Plug and play
- Basic VoIP capabilities
- No cable theft
- Network capacity monitoring to prevent congestion

How much does Business Internet LTE cost?

The service plans come on 12 and 24 month terms with Night Owl bundles and 12, 24 and 36 month contract terms on BizDay. Uncapped and SIM Only service plans come on 24 and 36 month terms. The prices are packaged with a sim and router or just a sim only deal.

Please visit the vodacom business website for the most up to date deal prices:

<https://www.vodacombusiness.co.za/business/solutions/internet/business-internet-lte>

Business Internet with BizDay				
Product Name	Monthly Anytime Data Allocation	BizDay Bundle Data Allocation (8am - 5pm)	Max Bandwidth	Product Description
Business Internet LTE 5GB	5GB	5GB	Unrestricted Speed	Unrestricted speed based on network congestion with a data allocation cap of 5GB
Business Internet LTE 10GB	10GB	10GB		Unrestricted speed based on network congestion with a data allocation cap of 10GB
Business Internet LTE 20GB	20GB	20GB		Unrestricted speed based on network congestion with a data allocation cap of 20GB
Business Internet LTE 50GB	50GB	50GB	Unrestricted Speed	Unrestricted speed based on network congestion, with 50GB of anytime data and 50GB of BizDay data
Business Internet LTE 100GB	100GB	100GB	Unrestricted Speed	Unrestricted speed based on network congestion, with 100GB of anytime data and 100GB of BizDay data
Business Internet LTE 100GB SIM ONLY	100GB	100GB	Unrestricted Speed	Unrestricted speed based on network congestion, with 100GB of anytime data and 100GB of BizDay data. Sim Only (ie. no router included)
Business Internet LTE 200GB	200GB	100GB	Unrestricted Speed	Unrestricted speed based on network congestion, with 200GB of anytime data and 100GB of BizDay data
Business Internet LTE 200GB SIM ONLY	200GB	100GB	Unrestricted Speed	Unrestricted speed based on network congestion, with 200GB of anytime data and 100GB of BizDay data Sim Only (ie. no router included)
Business Internet LTE 300GB	300GB	200GB	Unrestricted Speed	Unrestricted speed based on network congestion, with 300GB of anytime data and 200GB of BizDay data
Business Internet LTE 300GB SIM ONLY	300GB	200GB	Unrestricted Speed	Unrestricted speed based on network congestion, with 300GB of anytime data and 200GB of BizDay data. Sim Only (ie. no router included)
Business Internet LTE 500GB 20Mbps	500GB	500GB	20Mbps	Maximum speed of up to 20Mbps with 500GB of anytime data and 500GB of BizDay data

Business Internet LTE 500GB 20Mbps SIM ONLY	500GB	500GB	20Mbps	Maximum speed of up to 20Mbps with 500GB of anytime data and 500GB of BizDay data Sim Only (ie. no router included)
BI LTE Uncapped 10Mbps	400GB		10Mbps	Maximum speed of up to 10Mbps with 400GB FUP
BI LTE Uncapped 20Mbps	600GB		20Mbps	Maximum speed of up to 20Mbps with 600GB FUP
BI LTE Uncapped 30Mbps	700GB		30Mbps	Maximum speed of up to 30Mbps with 700GB FUP

Business Internet Service Plans with Night Owl Data			
Product Description	Anytime Data Allocation	Night Owl Data Allocation (12am-5am)	Max Bandwidth
Business Internet 5GB	5GB	5GB	Unrestricted
Business Internet 10GB	10GB	10GB	Unrestricted
Business Internet 20GB	20GB	20GB	Unrestricted
Business Internet LTE 10Mbps 50GB	50GB	50GB	Up to 10Mbps
Business Internet LTE 20Mbps 50GB			Up to 20Mbps
Business Internet LTE 50GB Unrestricted			Unrestricted
Business Internet LTE 10Mbps 100GB	100GB	100GB	Up to 10Mbps
Business Internet LTE 20Mbps 100GB			Up to 20Mbps
Business Internet LTE 100GB Unrestricted			Unrestricted
Business Internet LTE 10Mbps 200GB	200GB	200GB	Up to 10Mbps
Business Internet LTE 20Mbps 200GB			Up to 20Mbps
Business Internet LTE 200GB Unrestricted			Unrestricted
Business Internet LTE 10Mbps 300GB	300GB	300GB	Up to 10Mbps
Business Internet LTE 20Mbps 300GB			Up to 20Mbps
Business Internet LTE 300GB Unrestricted			Unrestricted

What hardware will the customer receive for BI LTE with device deals?

The customer will receive the following hardware.
TP Link MR600 and a sim card

Does the solution come with sim only?

Yes, the packages have an option from 100GB upwards on BizDay plans to purchase as a sim only plan. Customers can purchase a device from Vodacom or bring their own device.

Can I use my sim card in another device?

In the case of the LTE with Device deals, the sim card is provisioned to the router that is packaged with the service. It will not work in any other device.

What device can I use my sim only plan with?

The sim only plans are restricted to only Vodacom Approved devices namely the TP Link MR600, Huawei B535 and Alcatel HH72V.

If the customer chooses to purchase a router from Vodacom Business, please note that the device will need to be flashed to a vanilla state in order to receive the SIM Only LTE router config settings.

Can I pay for my router upfront?

Yes, the full cost of the router can be purchased upfront, which will then be reduced from the monthly recurring subscription.

Would my network go to 5G if the signal is good or would it drop to 3G if bad?

5G will not be obtainable on the LTE services plans. There will be separate business plans created to accommodate the 5G network. When signal does get poor, LTE can drop to a 3G network.

When does my data expire?

Allocated Anytime, BizDay and Night owl will have a 30 day expiry, plus a further 30 day rollover applied. Anytime data within the uncapped service plans will not roll over.

TopUp Bundles have a 30 day expiry.

How can I rollover my data?

Anytime, BizDay and Night owl data have an automatic rollover, which will allow your bundle to expire in 60 days.

Business Internet LTE Value Added Services/Products

IP Talk Voice offering cost savings on your monthly account and FREE on-net calling from one Vodacom IP-Talk connected site to another. Voice calls are billed monthly in arrears as per the prevailing low Vodacom's VoIP rate card

How do I purchase additional bundles?

Once you've depleted your monthly Internet cap, you can purchase once-off Top Up bundles: 5GB, 20GB, 50GB, 100GB, 150GB, 200GB, 300GB, 500GB or 1000GB.

Simply [log in to Vodacom Business self-service portal or the myBusiness Internet App](#) or call **082 1940**.

Portal: <https://myvodacom.secure.vodacom.co.za/cloud/business/log-in>

What is WOW?

WOW stands for Walk out Working. It means a customer can go to any Vodacom store and purchase an LTE service, and get the router dongle and sim while at the store, instead of waiting for a delivery.

Why can I not pick up LTE coverage at my address?

Vodacom has enabled a functionality called network capacity monitoring, which means once an area has reach 80% of its capacity, it will be removed from our maps so no new orders can be placed. This prevents over congestion of the network, allowing the customer to still enjoy LTE speeds.

What is FUP on Uncapped?

FUP or AUP is a fair use or acceptable use policy. Each service plan is allocated with certain amount of data, and when that data is reached, the speeds will decline.

Product Desc	Data Allocation (FUP)	Speed throttle
BI LTE Uncapped 10mbps	400GB	2mbps
BI LTE Uncapped 20mbps	600GB	4mbps
BI LTE Uncapped 30mbps	700GB	4mbps

Who can assist me with my LTE issues?

Please call 082 **1940** or email 0821940@vodacom.co.za for support, or request assistance from your account manager.