



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, TP Link MR600 router and a SIM card.

The service comes in a capped offering with BizDay bundles (8am-5pm), and three (3) offers based on speed. The capped plans range from 5GB – 500GB. The speed of the capped services is Unrestricted, while the speed-based offers are available from 10mbps up to 30mbps.

1. 20Mbps (maximum speeds reached is 20mbps) – available on 500GB BizDay
2. Best Effort/Unrestricted (average 20mbps, maximum speeds reached is 100mbps) – available on BizDay

BI LTE Speed-Based options:

1. 10mbps with 400GB of FUP data, throttled to 2mbps for an additional 200GB. Thereafter, connectivity to the network will be suspended.
2. 20mbps with 600GB of FUP data, throttled to 4mbps for an additional 200GB. Thereafter, connectivity to the network will be suspended.
3. 30mbps with 700GB of FUP data, throttled to 4mbps for an additional 300GB. Thereafter, connectivity to the network will be suspended.

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
- Speed-based offerings from 10mbps to 30mbps
- Additional BizDay Bundles (8am to 5pm) or Night Owl Bundles (12am to 5am)
- Router and Sim delivered for self-install, plug-and-play service
- Default Dynamic IP address and optional 1 Static IP
- 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, 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>

What Hardware comes with Business Internet LTE?

Customers will receive a TP Link MR600 router and a SIM card with any BI LTE service (excluding SIM Only)

Does Business Internet LTE come in a SIM only offer?

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

Can I use my SIM Card in any other 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 devices can I use with my SIM Only plan?

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.

Does Business Internet LTE come as a month-to-month offer?

Business Internet LTE Prepaid is a new service offering within the Business Internet LTE suite. This allows customers to purchase BI LTE services with their Credit Card, without signing up for a specific term contract or going through Credit Vetting. Customers have to purchase a TP Link MR600 router and a SIM card as a once-off, upfront payment along with one month's subscription fee in order to activate the service. Thereafter, the customer will be able to set up recurring payments for the service they desire as well as purchase once-off TopUp bundles using the self-service platform provided.

Would my network go to 5G if the signal is good or 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 fall back to the 3G network.

When does my data expire?

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

TopUp Bundles have a 30 day expiry.

How can I rollover my data?

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

What Value Added Services can I add to my Business Internet plan?

- **IP Talk Voice** – offers 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
- **WiFi Extenders** – should you need to achieve signal in harder-to-reach areas of your office building, a WiFi extender can be purchased to boost the signal throughout the building
- **UPS** – to avoid downtime due to the persistent loadshedding experienced, a UPS can be purchased to ensure you remain connected at all times

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.

TopUp bundles can also be purchased should you wish to remove the throttle on your bandwidth-based services.

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 receive the router 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 the Fair Usage Policy on the Speed-based service?

Fair Usage Policy (FUP) is an allocation of a certain amount of data that the customer can use at the maximum allocated browsing speed. Once the FUP is reached, the browsing speeds will decline for an additional specified amount of data (soft cap FUP). Once that additional amount of data allocation has been used, the customer's connection to the network will be suspended (hard cap FUP). In order to reconnect to the network, a TopUp bundle will need to be purchased.

Service Plan	Line Speeds	Soft Cap FUP	Hard Cap FUP
BI LTE 10mbps	Up to 10mbps for usage from 0-400GB	Usage from 400GB to 600GB will be at a speed of up to 2mbps	From 600GB, hard lock imposed
BI LTE 20mbps	Up to 20mbps for usage from 0-600GB	Usage from 600GB to 800GB will be at a speed of up to 4mbps	From 800GB, hard lock imposed
BI LTE 30mbps	Up to 30mbps for usage from 0-700GB	Usage from 700GB to 1000GB will be at a speed of up to 4mbps	From 1000GB, hard lock imposed

Who can assist me with my Business Internet LTE issues?

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