





## **1. What speeds can I experience on LTE?**

•You can generally expect speeds between 10Mbps and 50Mbps. However, please note that speeds are determined by the external environment and where your LTE enabled device is situated in your home.

## **2. Can I use LTE anywhere?**

•You can use the LTE service anywhere provided you are within the provider's coverage area. That said, LTE is designed to be a fixed home-based product and it can take up to 24 hours to connect to your nearest tower.

## **3. Where can I insert my LTE sim card?**

•The sim-card can be inserted in any LTE enabled device. Usually these are smartphones and routers that were manufactured after 2015.

## **4. How long does it take to activate after delivery?**

•Your sim card should be active within 30 minutes after delivery. In extreme cases, it can take up to 72 hours, but this is highly unlikely.

## **5. Can I upgrade or downgrade my account?**

•Yes, all LTE packages can be upgraded or downgraded just by simply leaving a message for our chatbot on website address [www.grconnect.co.za](http://www.grconnect.co.za)

## **6. What happens when I sign-up in the middle of the month?**

•LTE services are charged on a pro-rata basis. So, if you sign up half-way through the month, then you will pay half of the monthly fee and receive half of the data for the rest of the month.

## **7. Does unused data roll-over at the end of the month?**

•Anytime data will roll-over for up to 60 days within a calendar month. Unused night surfer data does not roll-over.



#### **8. Can I top-up if my data gets depleted in the middle of the month?**

•Yes, I am able to purchase additional data should my monthly allocation run out. This is a once-off purchase which I must pay for immediately.

#### **9. Can I port my number if I have an existing Telkom sim card?**

•No, our data bundles are sold together with our LTE enabled sim card.

#### **10. Can I make calls with the sim card?**

•No, this is a data only sim card. Kindly take further notice that you cannot recharge airtime on the sim cards too. This is a restriction from our upstream providers.

#### **11. How long will it take for my sim card to be delivered?**

•Within 3-5 business days, provided payment has been cleared (stock dependant).

#### **12. How will I be invoiced?**

•As we do not know the exact date your sim will be activated, we will invoice you on the date of sign up based on the current date up to the last date of the calendar month (pro-rata). Your data will also be allocated pro-rata, calculated from the date of activation up to the last day of the current month.

#### **13. How will I pay for the services?**

•Selected price-plan will be paid on a month-to-month basis through a debit order collection process, in partnership with Financial Service Provider – Sanlam.

#### **14. Which devices can I use with the MTN enabled LTE service?**

•MTN only allows devices which have been network approved by MTN. This range of devices include Huawei B525, Huawei B612, Huawei B618 and ZTE MF286.



### **15. Can I use the MTN service on the go or only at certain locations?**

- The MTN Fixed LTE service is designed to be used at your home or office, and MTN will lock the service to the address for where you place an order to use the service.

### **16. What is Fibre?**

- It is one of the latest advancements in broadband technology and promises fast speeds for all your internet daily needs. We bring Fibre infrastructure providers to your doorstep with offerings that have value for customers. The major advantage of this broadband is the increase in speed, letting you watch videos, browse pages and play video games faster than ever. To find out if your area has live infrastructure, please drop us your physical address on our mail or automated chatbot then we will revert.

### **17. What is JustDSL?**

- It provides online services through the same network as that of telephone lines. Get in touch with us to get a tailor-made solution for you. Usually used for activities that do not require too much data on the internet.