



Pouplaw CC t/a Neotek

Computer Service, Sales, Repairs & Networking

Reg. No. 2002/074386/23 Vat No. 4950205080
Tel: (035) 7721480 Cell No. 0721084190 (Brett) Fax: (086) 6061403
Email: brettp@neotek.co.za
P O Box 203, Empangeni, 3880

Fixed LTE T's & C's

How long will it take for my Fixed LTE to be delivered?

Within 7 business days, provided payment has cleared (stock dependant)

Do I need to RICA my SIM card?

Yes. You will need to have your original barcoded Identity Document, as well as a valid proof of residence. You will also be required to have a copy of your ID and proof of residence available when your SIM is delivered, and you (the account holder) must sign for it in person.

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. Should you have trouble connecting after 30 minutes, please reboot your device and try to connect again.

Which devices can I use with this service?

MTN can only allow devices which have been network approved by MTN. This range of devices includes: Huawei B525, Huawei B612, Huawei B618, ZTE MF286

How much will I save on hardware costs?

Sign up now and get up to R1500 off your hardware costs, but only while stocks last!

How many wireless devices can I connect to my Wi-Fi router?

You can connect up to 64 wireless devices on the routers supplied by Neotek.

Can I use this 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.

Am I prioritised on the tower?

The MTN Fixed LTE coverage map is generated specifically based on capacity and network availability, so although you'll be sharing the network with mobile LTE subscribers within the Fixed LTE coverage area, you won't be impacted by congestion issues. If you get your router from Neotek, we can ensure that it has the correct firmware configuration to allow MTN to make the most efficient use of spectrum which does not get allocated to mobile LTE subscribers.

What happens if I move to a new house?

You can request to have your Fixed LTE service moved to another location once a year.

What if I move and my new area has no coverage?

Our MTN Fixed LTE services can only be used in areas with coverage. If you're moving to an area without coverage, our cancellations process is quite simple and easy.

Can I have multiple MTN Fixed LTE services?

Yes, as long as they're used at the addresses where the application for each is placed.

Can I have a SIM only package?

It is always preferred that you use a router from us to ensure it has the correct firmware configuration for our network, but we won't stop you from taking a SIM-only package from us and using a router which we have approved for use on our network.

Do I need to sign up for a contract?

We don't like contracts. Which is why our MTN Fixed LTE services are offered on a month-to-month basis.

What happens if I get fibre coverage in my area?

Call us and we'll get you connected on one of our fibre services in no time!

Can I top-up?

Yes, top-ups are available in the Client Control Panel.

Do I need to change my APN settings?

If you order the LTE Router and SIM, we will preconfigure the LTE device that is shipped with your MTN Fixed LTE SIM - so you will not need to change any APN settings. If you order the SIM only, then you'll need to change your [APN settings](#) using the details included in your welcome email.

Is the IP private or public?

MTN Fixed LTE will only provide a public dynamic IP address for their Fixed LTE service.

Can I upgrade or downgrade my service?

Yes. All Fixed LTE packages can be upgraded or downgraded via your Client Control Panel. Note that package changes will only be effective on the 1st of the following month, regardless of when in the month the request is made or whether it is an upgrade or downgrade. This is a restriction from our provider.

What happens if I sign up in the middle of the month?

All Fixed LTE packages are charged pro-rata. So, if you sign up halfway through the month you will pay half the monthly fee and receive half the data for the rest of the month.

Does unused data roll over at the end of the month?

In-bundle Anytime data will roll over for up to 60 days within a Calendar Month. Unused Night Time data and Bonus Data does not roll over.

How do I view my data usage?

You can easily check your data usage at any time via your Client Control Panel

Is there a cancellation policy?

Yes, should you cancel your Fixed LTE package (with Subsidised Router) in less than 6 months from signup date, or your account falls into arrears, you will automatically be charged a cancellation fee of R1500. Should you decide to cancel your SIM Only package, a calendar months' notice is required.

Signed at _____ this ____ day of _____ 20__

Client Signature

Client full names