



# Fibre internet, data bundles & subscriptions

Confused about data bundles and subscriptions? Here's what you need to know

**Ready?**



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# Fibre internet, data bundles & subscription FAQ

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## What is capped and uncapped internet?

Vodacom Fibre Broadband currently offers capped internet. Capped internet will allocate a fixed bundle size to you every month. Should you run out of data, you can purchase a Top Up data bundle. Uncapped internet allows you an amount of data, with a fair usage cap.

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## What is a soft cap?

Your speed for capped monthly allocation will be reduced to 2Mbps when you deplete the monthly data allocation. You can load a top up bundle to restore your speed.

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## What is the Fair Usage Policy?

The Fair Usage Policy (FUP) refers to monitoring of data usage, and a reduced speed is applied to the customer's bandwidth when a specific data cap is reached. When the Fair Usage Policy limit is reached, the speed will be reduced to 2Mbps.

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## What happens if I deplete my Vodacom Fibre Broadband data bundle before the end of the month?

Should you subscribe to a capped package, you will receive data usage notifications to help you manage your account. In particular, you will receive a low data remaining and data depleted notifications. Once you have depleted your data bundle, your service will be throttled to a slower speed until the following month or until a Top Up bundle is purchased.

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## What is the validity of Top Up data bundles?

The Top Up data bundles are valid for 30 days from purchase.

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## Can I upgrade or downgrade my existing Vodacom Fibre Broadband price plan during the course of my contract?

Yes, you can migrate upward or downward from your existing price plan in the initial contract period. All upgrades are free of charge whilst downgrades will be charged R250 (incl VAT) once-off. Please contact customer care on 082 1904 for assistance.

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## Can I purchase additional data bundles for my Vodacom Fibre Broadband subscription?

Additional Top Up data bundles are available when you exceed your bundle limit. Please phone customer care on 082 1904 to buy Top Up data bundles.

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## Does Vodacom Fibre Broadband have an out-of-bundle rate?

No, Vodacom Fibre Broadband does not have an out-of-bundle rate. Please refer to the soft cap and Fair Usage Policy.

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## What happens to the Vodacom Fibre Broadband bundle balance if I don't deplete it before the end of the month?

The monthly recurring Vodacom Fibre Broadband data bundles will be valid for the month in which it was allocated. You will forfeit any unused data.

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## What is the Vodacom Fibre Broadband order of consumption?

The bundle that finishes first will be depleted first. Thus if you have a once-off bundle that has a validity

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## Where can I log a service request?

Please contact customer care on 082 1904 to log a service request.

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## What are your customer care call centre hours?

Our customer care call centre operates 24 hours a day, 7 days a week.



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