

Imagine LTE-A FAQ and RICA Information

LTE-A FAQ:

Q: LTE-A?

A: LTE-Advanced or LTE-A is a 4G network and is typically 2 to 3 times faster than current LTE standards.

Q: Is the LTE-A service available anywhere?

A: As long as you are in a coverage area then yes. LTE-A is coverage dependent.

Q: What download speeds can I expect:

A: Obtainable speeds will vary based on signal strength as well as the number of connected devices. Expected speeds will be anywhere between 10Mbps to 50Mbps and is coverage dependent.

Q: Do I need to RICA the SIM card?

A: Yes, You will need valid proof of residence as well as your green barcoded ID document.

Q: Once I have received my LTE-A delivery how long does it take to activate the service?

A: The service will be activated within 30 minutes of inserting the SIM card.

Q: Can I use the LTE-A router for ADSL?

A: No, ADSL is not supported. You can use the router for Fibre as well as LTE

Q: Will the router support Voice over IP?

A: Yes, You can connect a standard analogue phone as well as an IP enabled phone for telephone services. This requires an additional VoIP account, call charges and line rental will be applicable.

Q: Is this contract based?

A: No, This is a month to month service.

Q: Will you bill pro rata if I sign up mid-month?

A: Yes, You will be billed pro rata and receive half the data for that month.

Q: Can I upgrade or downgrade the package I have chosen?

A: Yes it is possible to upgrade or downgrade, changes will become effective as of the 1st of the following month.

Q: Will my data rollover into the new month?

A: No, data will expire each month unfortunately.

Q: Can I view my usage?

A: Yes, You can view your usage via the Imagine control panel



Q: If I run out of data can I top up and does that expire?

A: Yes you can top up via the Imagine control panel and yes top up data will expire 30 days from purchase. Any unused bundles will be forfeited.

Q: Can I collect my router and SIM?

A: Yes. You can collect it from Imagines offices. Please remember to bring with you your valid proof of residence as well as your green barcoded ID document.

RICA Information:

Once you have selected your package you will be asked to provide your delivery address. Please provide the correct information to ensure hassle free delivery.

You will receive a confirmation email of the information you have entered.

Please ensure you have valid proof of residence as well as valid identification on hand when receiving your delivery.

An example of valid proof of residence:

1. Cellphone or retail account not older than 3 months.
2. Bank statement or Water and Lights account not older than 3 months.
3. TV License document that includes your name and address valid for the current year

An example of a valid identity document:

1. Smart ID
2. Passport
3. Green Barcoded ID (A drivers license is not an acceptable form of ID)

Q: Can I use someone else's ID or proof of residence?

A: No, only the documents of the person who ordered the service will be accepted.

Q: What if I am not available?

A: If you are not available then the person accepting delivery will need to RICA the service using their own valid proof of residence and valid ID. Alternatively please arrange to reschedule the delivery prior to the delivery date. Unsuccessful deliveries that have not been rescheduled will be billed for.

Q: Do you need the original documents?

A: We are only able to accept photocopies if the originals documents are available for verification.

Q: What If I do not have them available?

A: Then you will need to reschedule the delivery until such time that you have the required documents.

Q: Do I give the documents to the courier?

A: Yes, Please hand over the documents to the courier, Please ensure you have the required documents on hand and that the person who ordered the service is available to accept delivery.



Please chat to our sales team if you would like any clarification or assistance by calling our offices on 011 214 7600 or sending us an email to sales@imagine.co.za

Thank you for choosing Imagine

Thanks
The Imagine Team

