# MTN Business Uncapped 5G Solutions

## Product Portfolio & Pricing Guide

### Executive Summary

MTN Business Uncapped 5G Solutions deliver enterprise-grade connectivity with guaranteed speeds and generous Fair Usage Policies (FUP). These solutions are ideal for businesses requiring reliable, high-speed internet without traditional fixed-line infrastructure limitations.

## Product Range Overview

### Available Packages

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Package Tier | Speed | FUP Data | Monthly Cost (ex VAT) | Monthly Cost (incl VAT) | Target Use Case |
| **5G Essential** | 35 Mbps | 500GB | R390.43 | R449.00 | Small offices, retail outlets |
| **5G Professional** | 60 Mbps | 800GB | R564.35 | R649.00 | Medium businesses, multi-user environments |
| **5G Enterprise** | Best Effort\* | 1.5TB | R825.22 | R949.00 | Large offices, data-intensive operations |

\*Best Effort speeds typically range from 100-300 Mbps depending on network conditions

## Detailed Product Specifications

### 1. MTN Business Uncapped 5G 35Mbps

**Deal Codes**: 202501EBU2013 (SIM Only) | 202504EBU9916 (With Router)

#### Features:

* **Guaranteed Download Speed**: 35 Mbps
* **Fair Usage Policy**: 500GB premium data
* **Post-FUP Speed**: Reduced to 2 Mbps (unlimited)
* **Contract Term**: 24 months
* **Static IP**: Available (free)
* **Installation**: Self-install or professional installation available

#### Ideal For:

* Small branch offices (5-10 users)
* Retail stores with POS systems
* Remote work locations
* Backup connectivity for critical systems

#### Technical Specifications:

* **Latency**: 20-30ms typical
* **Uptime SLA**: 99.5% network availability
* **Support**: Business hours technical support
* **Network Priority**: Business-grade QoS

### 2. MTN Business Uncapped 5G 60Mbps

**Deal Codes**: 202501EBU2012 (SIM Only) | 202504EBU9918 (With Router)

#### Features:

* **Guaranteed Download Speed**: 60 Mbps
* **Fair Usage Policy**: 800GB premium data
* **Post-FUP Speed**: Reduced to 2 Mbps (unlimited)
* **Contract Term**: 24 months
* **Static IP**: Available (free)
* **Installation**: Self-install or professional installation available

#### Ideal For:

* Medium-sized offices (15-25 users)
* Businesses with cloud-based applications
* Video conferencing requirements
* Multiple concurrent users

#### Technical Specifications:

* **Latency**: 15-25ms typical
* **Uptime SLA**: 99.5% network availability
* **Support**: Business hours technical support
* **Network Priority**: Business-grade QoS

### 3. MTN Business Uncapped 5G Best Effort

**Deal Codes**: 202501EBU2014 (SIM Only) | 202504EBU9919 (With Router)

#### Features:

* **Download Speed**: Best effort (typically 100-300 Mbps)
* **Fair Usage Policy**: 1.5TB premium data
* **Post-FUP Speed**: Reduced to 5 Mbps (unlimited)
* **Contract Term**: 24 months
* **Static IP**: Available (free)
* **Installation**: Self-install or professional installation available

#### Ideal For:

* Large offices (30+ users)
* Data centres and server hosting
* Content creation teams
* Businesses with heavy data requirements

#### Technical Specifications:

* **Latency**: 10-20ms typical
* **Uptime SLA**: 99.5% network availability
* **Support**: Priority business support available
* **Network Priority**: Premium business-grade QoS

## Hardware Options

### 1. Bring Your Own Device (BYOD)

* Use existing 5G-capable router
* No additional hardware costs
* Full compatibility list available

### 2. Huawei H155-382 5G CPE

* **Cost Model**: Free-to-use (remains MTN property)
* **Specifications**:
  + WiFi 6 support
  + 4x Gigabit LAN ports
  + Up to 64 concurrent WiFi connections
  + External antenna support
  + Remote management capable

### 3. Compatible Third-Party Routers

* Tozed ZLT X100 Pro 5G CPE
* ZTE MC801A
* Huawei 5G CPE Pro 2

## Value-Added Features

### Standard Inclusions (All Packages):

✓ **Static IP Address** - Enable remote access and management  
✓ **Business-Grade Support** - Dedicated business support line  
✓ **Network Priority** - Priority over consumer traffic  
✓ **Flexible Upgrades** - Upgrade package during contract term  
✓ **Online Portal** - Usage monitoring and account management  
✓ **Multi-SIM Options** - Available for redundancy

### Optional Add-Ons:

* **Managed Router Service**: R150/month
* **Extended Support Hours**: R250/month
* **Backup SIM Card**: R100/month
* **Public IP Block** (/29): R500/month
* **Enhanced SLA** (99.9% uptime): R350/month

## Coverage & Availability

### 5G Coverage Areas:

* **Major Metros**: Johannesburg, Cape Town, Durban, Pretoria
* **Secondary Cities**: Port Elizabeth, Bloemfontein, East London
* **Coverage Check**: Available via MTN coverage map
* **Fallback**: Automatic 4G/LTE fallback in non-5G areas

### Installation Requirements:

1. 5G network coverage at installation address
2. Line-of-sight to 5G tower (optimal)
3. Power source for router
4. Indoor/outdoor installation options

## Commercial Terms

### Contract Details:

* **Minimum Term**: 24 months
* **Billing**: Monthly in advance
* **Payment Terms**: Debit order or invoice (30 days)
* **Early Termination**: Penalty applies (remaining months x 75%)
* **Price Protection**: Fixed pricing for contract duration

### Promotional Period:

* **Start Date**: 1 February 2025
* **End Date**: 7 September 2025
* **Terms**: Subject to stock availability

### Fair Usage Policy (FUP):

* Premium speed data allocation as specified
* After FUP limit: Speed reduction applied
* FUP resets on monthly billing cycle
* No hard cap - truly uncapped service

## Business Benefits

### Why Choose MTN 5G Solutions:

1. **No Infrastructure Required**
   * No trenching or cable installation
   * Rapid deployment (same day possible)
   * Portable - take connectivity when relocating
2. **Cost-Effective**
   * No installation fees
   * Predictable monthly costs
   * Lower than equivalent fibre solutions
3. **Reliable Performance**
   * Business-grade SLA
   * Automatic failover to 4G/LTE
   * Network redundancy built-in
4. **Scalability**
   * Easy upgrades/downgrades
   * Add locations quickly
   * Flexible contract options

## Support & Management

### Technical Support:

* **Business Hours**: 08:00 - 17:00 Monday-Friday
* **Contact**: Dedicated business support line
* **Response Time**: 4 hours (business hours)
* **On-site Support**: Available (charges apply)

### Remote Management:

* Static IP enables full remote access
* Router configuration via web interface
* Centralised management options available
* API integration for monitoring systems

## Ordering Process

### How to Order:

1. **Coverage Check** - Verify 5G availability at location
2. **Package Selection** - Choose speed/data requirement
3. **Hardware Decision** - BYOD or MTN-supplied router
4. **Documentation** - Company registration, FICA documents
5. **Installation** - Self-install or professional service
6. **Activation** - Typically within 24-48 hours

### Required Documentation:

* Company registration certificate
* VAT certificate (if applicable)
* Proof of address (not older than 3 months)
* Authorised signatory ID
* Bank account details (for debit order)

## Frequently Asked Questions

**Q: What happens after I reach my FUP limit?** A: Service continues at reduced speed. No additional charges or service interruption.

**Q: Can I upgrade my package during the contract?** A: Yes, upgrades are allowed anytime. Downgrades possible at contract renewal.

**Q: Is the static IP permanent?** A: Yes, the IP remains assigned for the contract duration.

**Q: What speeds can I expect in real-world conditions?** A: Guaranteed minimum speeds as per package. Actual speeds often exceed minimums.

**Q: Can I use my own router?** A: Yes, any compatible 5G router can be used with SIM-only packages.

## Contact Information

### Sales Enquiries:

**Merglin Rama**  
Third Party Administrator - Franchise Management  
Mobile: +27 81 558 1181  
Email: Merglin.Rama@mtn.com

### Account Management:

**Sanele Msweli**  
Retail Account Manager – EBU KZN  
Mobile: +27 83 200 8821  
Email: Sanele.Msweli@mtn.com

### NewGen Group (Authorised Reseller):

**Jeffrey De Wee**  
Group Chief Operating Officer  
Mobile: +27 73 728 8016  
Email: jeffrey@newgengroup.co.za

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