

## FAQ: Long-term Data Access from Wits University in partnership with Vodacom

QUESTION	ANSWER
1) Can I make phone calls with the new SIM?	The data provided by Wits only covers data-bundles. However, you can add airtime at your own cost and make phone calls.
2) When does the night-time data apply?	Between 24h00 and 05h00.
3) How do I connect to the Wits Network?	Open the Cisco AnyConnect Secure Mobility Client app, enter your normal student login details, browse to an approved URL. Please see additional guides for your device on the Wits website
4) What URLs will I be able to access whilst on the Wits Network	Wits has identified sites that are applicable. Please find the full list on the Wits website. Social Media sites will not be accessible.
5) What if I need to visit other URLs / sites that have not been approved?	<p><b>The offer only covers the URLs approved by the University. Social media sites are not included in this list. The data is provided for teaching and learning, and any sites that you access from the approved URL list will deplete data from the 10Gb bundle.</b></p> <p><b>You will be liable for any costs in using the data for browsing or applications outside of the approved URLs on Wits' network.</b></p>
6) What happens when I fully deplete my free bundle allocation?	You will be required to top up your data if you are a Top Up or Prepaid customer by dialling *135# or visiting the MyVodacomApp. Please note credit card payment options are available for all data bundle purchases on the MyVodacom app.
7) If I provide my existing Vodacom number, how will this affect my existing contract in terms of data usage, phone calls, balances, costs etc?	<p>If the student/staff member has fully used up the Edubundle and they have airtime or data available, they can use this for internet access. There will be no change to your personal contract, airtime, or bundle balances. You are merely receiving an additional data bundle from Wits for online learning. All other price plan features and bundles do not change.</p> <p>You will still be able to utilise your contract airtime and data (e.g. for WhatsApp)</p> <p>When the access from Wits is discontinued, services will continue as per your contract with Vodacom.</p>
8) Will I be notified if I reach my data bundle allocation?	Vodacom will send you SMS notifications informing you at 50%, 80%, 95% and 100% of your data bundle intervals in order for you to monitor your usage and stay connected by topping up.
9) Will my subsidised data be allocated every month?	Your data bundle will be allocated to you on the 1 <sup>st</sup> of every month with the first month being pro-rated
10) Where can I view my data bundle balances?	To view your balance please dial *135# option 1, or download or click on the MyVodacomApp home page for detailed balance.
11) If I opt not to receive the data provided by the university, will they credit me the same amount of money in my account equal to the amount of data?	No this is a data transaction aimed to promote and aid learning and teaching ; it is not meant for financial gain for any individual
12) Will Wits continue to load data for users as it did in April?	No, from 5 June data will be provided only through the Vodacom SIMS, for numbers that have been provided by staff and students through the survey forms.
13) Will students who register, and staff who take up employment, later in the year be provided with data?	Yes. While the arrangement is in effect, all new staff and students will be eligible to receive the data.

14) I haven't received any data?	Staff and students must have submitted accurate details on the surveys in order to receive the data. The data is processed internally and then forwarded to Vodacom for provisioning. Delays in submitting the information on the survey will result in delays in receiving the data. If you completed the survey more than two days ago and have not received the data, please contact <a href="mailto:datahelp@wits.ac.za">datahelp@wits.ac.za</a> .
15) I have received the data but I cannot access the internet	Please check that you a) Have a positive data-balance b) Have accessed the Wits Network by running the Cisco AnyConnect Secure Mobility Client. This will require you to log in with your student/staff number and usual password. c) Are browsing to an approved URL. Only selected sites are available (see question 4) If you are still not able to access an approved site, please forward your query to <a href="mailto:datahelp@wits.ac.za">datahelp@wits.ac.za</a> .
16) The URLs I need for teaching and learning are not on the list of approved URLs	Requests for additional URLs must be directed to the Head of School / Dean.
17) I have received the data but cannot access Teams	Both Staff and Student need to connect via VPN on <a href="https://mobileconnect.wits.ac.za">mobileconnect.wits.ac.za</a> to utilize Teams and it will utilize data from the 10gb bundle. It is suggested that you switch off video function as this is very data intensive