



4.5G LTE

1. **What is 4.5G LTE?**

Long-Term Evolution is a standard for high speed wireless communications for mobile phones and data terminals.

2. **What is the difference between 3G and 4.5G LTE?**

The main difference between 3G and 4.5G is speed. 4.5G offers you speed of broadband right on your mobile phone and/or other internet enabled devices. 4.5G network can be as much as ten times faster than 3G.

3. **What do I get with solution specifically?**

- A Wi-Fi enabled modem with a capability of connecting up to 32 users.
- Modem also has 4 LAN/Ethernet ports for connecting computers which have no Wi-Fi capability, or for connecting to a Switch for further distribution into a local area network.

4. **What are the key benefits?**

- Customers can now have access to super high speed internet in their homes or offices.
- Customers get to save on mobile data bundles by switching to 4.5G LTE with the aid of a modem whenever they are home.

5. **What subscription packages are on Zamtel's 4.5G LTE?**

- 10GB at K250
- 20GB at K450
- 50GB at K600
- 100GB at K1,080
- 200GB at K1,299
- 500GB at K1, 599

6. **What is the validity of the packages?**

All bundles are valid for 30 days.

7. **Can I purchase another package before my current package expires?**

No. You first have to finish/deplete your current bundle in order to purchase another.

8. **Can I share the bundles on 4.5G LTE?**

No. The bundles on the LTE package cannot be shared.

9. **How can I check for my bundle balance?**

- Using the Zamtel Self-care portal on our website www.zamtel.zm.
- By visiting a Retail outlet.
- Through the Customer Care Center on 111/SMS 111 OR
- Through WhatsApp (0955000155).

10. **Can I access Zamtel's /4.5G on my mobile phone?**

Yes if the phone is Wi-Fi enabled with the AID of an LTE modem or router.

11. **How many devices can be connected on the same network?**

You can connect up to 32 devices on the same network.

12. **Can 2G/3G enabled devices access the 4.5G LTE?**

Not, directly. Zamtel's 4.5G LTE can only be accessed on devices that are 4.5G enabled/4.5G capable.

However, if the device has Wi-Fi capability, it can connect to an LTE modem via Wi-Fi.

13. **Can any Zamtel SIM card be used in the LTE Modems or Routers?**

Specific SIM Cards that have been provisioned for the service can be purchased from any retail outlet in a 4.5G area.

14. **Is Zamtel's 4.5G LTE available everywhere?**

The places that currently have Zamtel 4.5G LTE are:

PROVINCE	TOWN
COPPERBELT	KITWE (Kitwe Post Office, Zesco Nkana East, Mpelembe, Riverside, Parklands, Mindolo Exchange, Chimwemwe, Jambo Drive, Ndeke, Wusakile Police)

	CHILILABOMBWE (Town Centre Area and part of Kamenza residential)
	CHAMBISHI
	MUFULIRA (Town Centre Area)
	SOLWEZI
	KALULUSHI
	CHINGOLA (Town Centre Area, Kabundi, Nchanga Mine)
CENTRAL PROVINCE	MUKUSHI TOWN AND FARM BLOCK
SOUTHERN PROVINCE	SIAVONGA
LUSAKA PROVINCE	SIMONGA
SOUTHERN PROVINCE	CHIKANKATA (Turn-off Area)