



This Service Schedule for **Connectivity Services v8.0** (the “Service”) replaces all previously signed / incorporated version(s) of the Service Schedule(s) for Connectivity Services (if any) and forms part of the Master Services Agreement and Master Services Schedule. Its provisions are an integral part of the Master Services Agreement. Words and expressions defined in the General Conditions and Master Services Schedule shall (unless otherwise defined in this Services Schedule) bear the same meanings where used in this Service Schedule. In this Service Schedule the following words and phrases shall have the following meanings unless the context otherwise requires:

1. Interpretation

- 1.1. “**ADSL Line**” means an Asymmetric Digital Subscriber Line;
- 1.2. “**Contention Ratio**” means the total capacity sold to subscribers versus the total capacity the Internet Service Provider has made available to subscribers;
- 1.3. “**GB**” means gigabyte;
- 1.4. “**Kbps**” means kilobits per second;
- 1.5. “**Local only data**” means the type of data (or bandwidth) that only allows access to South African locally hosted websites and content;
- 1.6. “**Mbps**” means megabits per second;
- 1.7. “**MB**” means megabyte;
- 1.8. “**Migration**” means moving to a package of the same technology of a higher or lower subscription value;
- 1.9. “**Off-peak**” refers to any other time not defined as Peak;
- 1.10. “**Peak**” means 06h00 – 17h59 on weekdays;
- 1.11. “**POP**” means an aggregation point of presence;
- 1.12. “**Shaped**” means certain services are prioritised over others;
- 1.13. “**Telcos**” means Telkom, Neotel, Internet Solutions, Metro Fibre, SEACOM, VO Connect and other upstream providers through whom SP provides the Service;
- 1.14. “**Throttling**” means selectively reducing the speed of certain services in order to comply with Telco’s fair access policy once a limit has been reached;
- 1.15. “**Unshaped Internet Access**” means that the traffic is not prioritised and channelled in a specific order;
- 1.16. “**Usage**” is the amount of data sent and received;

2. Service Overview

- 2.1. SP, via a number of upstream Telcos, will provide the Customer with on-line access to the collection of local area networks that all use the same protocol (namely TCP/IP) to form a seamless, packet-switched network known colloquially as the “Internet”. Such access is gained via:
 - 2.1.1. Dedicated layer 2 access services provided by Telco directly to data centre
 - 2.1.2. Broadband services, layer 3 internet access services

3. ADSL Options

- 3.1. **Online Direct ADSL**
 - 3.1.1. Online Direct Business Uncapped ADSL is a fixed line connection allowing uncapped data usage.
 - 3.1.2. Online Direct offers a variety of Business Uncapped plans to suit all business types and specific business requirements.
 - 3.1.3. A fixed bill is provided and with fair access to ensure abusers don't impact on the experience.
 - 3.1.4. Online Direct Business Uncapped is uncapped and unshaped.
 - 3.1.5. Online Direct Business Uncapped is specifically designed to support business protocols only.
 - 3.1.6. Online Direct Business Uncapped is subject to Online Directs prevailing business rules and terms and conditions.



4. Fibre, Wireless, Diginet Options

4.1. NeoBroadband – Fibre Broadband BB Connect

- 4.1.1. NeoBroadband, powered by Neotel, is a broadband internet service designed specifically for small to medium businesses.
- 4.1.2. Neotel's fibre infrastructure connects directly to a Customer's building (if configuration requirements deem it necessary, wireless infrastructure may also be used).
- 4.1.3. NeoBroadband is an uncapped access service. It can be upgraded as and when Customer requires.
- 4.1.4. Access packages are configured to suite business requirements from 1 Mbps all the way up to 100 Mbps (peak download and upload speeds). The bandwidth, which is symmetrical on fibre/microwave is burstable for all internet traffic (both local and international) up to the purchased port speed (depending on network availability).
- 4.1.5. It is a best effort, contended, broadband internet service.
- 4.1.6. NeoBroadband fibre has a contention ratio of 1:10 and is subject to Neotel's fair use policy.
- 4.1.7. Neotel does not offer an SLA or SMTP relay with this product offering.
- 4.1.8. Not recommended for voice services

4.2. MetroFibre Business Broadband – Fibre Metro Broadband

- 4.2.1. MetroFibre Business Broadband, is an IP Layer 3 service that is delivered via Ethernet handoff delivered
- 4.2.2. MetroFibre Solutions' fibre infrastructure connects directly to a Customer's building (if configuration requirements deem it necessary, wireless infrastructure may also be used).
- 4.2.3. Business Broadband™ is an On-Net "Fibre Business Broadband Connection" with 1-to-2Mbps Committed to an Information Rate (CIR) burstable up to 100Mbps
- 4.2.4. An On-Net 5Mbps 200mbps synchronous fibre Business Broadband Connection with 1-to-2Mbps committed to and information rate (CIR) burstable up to 5Mbps – 200mbps dependant on package choice, for voice, video, data and office business cloud applications that require minimal guarantee and where cost per Mbps is the key requirement
- 4.2.5. It is an uncapped access service with 1 (one) static IP address. Additional static public IP addresses are optionally available.
- 4.2.6. Access packages are configured to suite business requirements from 1 Mbps all the way up to 200 Mbps (peak download and upload speeds). The bandwidth, which is symmetrical on fibre/microwave is burstable for all internet traffic (both local and international) up to the purchased port speed (depending on network availability).
- 4.2.7. It is a best effort, contended, broadband internet service.
- 4.2.8. It has a contention ratio of 1:10 and is subject to a fair use policy.
- 4.2.9. It is subject to MetroFibre Solutions prevailing business rules and terms and conditions.
- 4.2.10. Dedicated Voice VLAN available – additional charge Terms and conditions apply

4.3. SEACOM – Fibre Broadband FIA and FIA Extend

- 4.3.1. SEACOM broadband Fibre plans up to 1Gbps speeds.
- 4.3.2. Symmetrical: Upload and Download speeds are at chosen line rate.
- 4.3.3. Uncapped, unlimited data usage
- 4.3.4. Unshaped: No rate-limiting of any protocols, which ensures maximum usage at all time
- 4.3.5. Customer Premises Device: Included (remains the property of SEACOM)
- 4.3.6. IP Address: /29 for IPv4 (8 addresses) & /56 for IPv6 (virtually unlimited addresses)
- 4.3.7. Bandwidth: 25, 50, 100 & 200, 500 and 1024 Mbps plans
- 4.3.8. Contention: Low contention ratio ensures high speed even during peak times
- 4.3.9. Contracts: 12* & 24 month (*12 month option only in defined SEACOM precincts)
- 4.3.10. SLA – Availability -Standard (99.9%)
- 4.3.11. Dedicated Voice VLAN available – extra charge Terms and conditions apply

Master Services Agreement:

Annexure F: Service Schedule – Connectivity Services v8.0.0



4.4. **Broadlink WDSL – Wireless Business Broadband**

- 4.4.1. WDSL broadband wireless plans up to 30mbps speeds.
- 4.4.2. Symmetrical: Upload and Download speeds are at chosen line rate.
- 4.4.3. Uncapped, unlimited data usage – Fair usage policy
- 4.4.4. Unshaped: No rate-limiting of any protocols, which ensures maximum usage at all time
- 4.4.5. Customer Premises Device: Included (remains the property of SEACOM)
- 4.4.6. Bandwidth: 2, 5, 10, 20 and 30 Mbps plans
- 4.4.7. Contention: Low contention ratio ensures high speed even during peak times
- 4.4.8. Contracts: 24 month
- 4.4.9. SLA – Availability -Standard (99.5%)
- 4.4.10. Dedicated Voice VLAN available – QOS included Terms and conditions apply

4.5. **VO Connect – Wireless Premium / Dedicated**

- 4.5.1. VO Connect dedicated Wireless plans up to 100mbps speeds.
- 4.5.2. Symmetrical: Upload and Download speeds are at chosen line rate.
- 4.5.3. Uncapped, unlimited data usage
- 4.5.4. Unshaped: No rate-limiting of any protocols, which ensures maximum usage at all time
- 4.5.5. Customer Premises Device excluded – PPPOE device required, quoted separately
- 4.5.6. Bandwidth: 2, 5, 10, 15, 20, 50 and 100 Mbps plans
- 4.5.7. Contention: 1:1
- 4.5.8. Contracts: 24 month
- 4.5.9. SLA – Availability -Standard (99.9%)
- 4.5.10. Dedicated Voice VLAN available – Included

4.6. **Telkom – Diginet VOIP Connect**

- 4.6.1. Telkom dedicated diginet plans up to 1024k and 2048k
- 4.6.2. Symmetrical: Upload and Download speeds are at chosen line rate.
- 4.6.3. Uncapped, unlimited data usage – local only VOIP usage
- 4.6.4. Unshaped: No rate-limiting of any protocols, which ensures maximum usage at all time
- 4.6.5. Customer Premises Device included– (remains the property of Online Direct)
- 4.6.6. Contention: 1:1 local only
- 4.6.7. Contracts: 12 month
- 4.6.8. SLA – Availability -Standard (99.9%)
- 4.6.9. Service dedicated for voice services – 85 concurrent calls 1mb and 150 concurrent calls 2mb (VIBE device required)

4.7. **Telkom – Metro Fibre**

- 4.7.1. Telkom Dedicated Fibre 5mbps – 1Gbps speeds
- 4.7.2. Symmetrical: Upload and Download speeds are at chosen line rate.
- 4.7.3. Uncapped, unlimited data usage
- 4.7.4. Unshaped: No rate-limiting of any protocols, which ensures maximum usage at all time
- 4.7.5. Customer Premises Device: excluded
- 4.7.6. Contracts: 24 month and 36 month options available
- 4.7.7. SLA – Availability -Standard (99.9%)
- 4.7.8. Dedicated Voice VLAN available – extra charge Terms and conditions apply





5. Limitations of ADSL

5.1. Service Levels:

5.1.1. Telcos do not provide any guarantees or service levels for ADSL. This applies both to performance of the service, and support thereof. There is no guarantee regarding the amount of bandwidth, which Customer will obtain, or of any service levels for users reporting faults. SP, in providing the Service, is reliant on Telcos' support of the ADSL infrastructure, as well as the connection into their backbone, be it local or international.

5.2. Network Bottlenecks:

5.2.1. Telcos do not disclose the provisioning policy for ADSL. Some ADSL users have experienced degradation of their ADSL connections from time to time. These degradations appear to be dependent on the time of day, and appear to be specific to certain exchanges.

6. Equipment Rental

6.1. SP may, from time to time, provide equipment to Customer in order to access the Service.

6.2. All hardware routers, switches and firewalls supplied to client on a monthly rental basis remain the property of Online Direct and respective Telco's and must be returned when services are cancelled.

7. Dedicated Voice VLAN

7.1.1. SP provides options to connect to the Online Direct Voice cloud

7.1.2. Unless expressly included Voice VLANS are not included in the cost

7.1.3. Additional fees may apply for Voice VLANS to Online Direct's or any third parties Voice services

7.1.4. Dedicated circuits are recommended for voice services

8. Failover Recommendations

8.1.1. Failover services will be recommended by service provider when signing up for a connectivity service

8.1.2. Implementation of failover is managed with an Online Direct Firewall service

8.1.3. Failover services do not imply that SP will deliver 100% uptime

8.1.4. Business critical services should always be implemented with a failover services

