

SECTION II

Question	Answer
Proposed start date	19-20 Week (May 2015)
Period of roll out	<ol style="list-style-type: none"> 1. Sign contract with Association(s) 2. Sign service contracts with customers 3a. Install network and service equipment locally 3b. Link to Internet (International) and Local Internet (SA peering) 3c. Build core network routes and install split boxes 4. Install customers on the ready routes 5. Make everybody happy!
Proposed live date	June 15 th , 2015
Proposed live time	<p>If we are allowed to use poles for aerial fibre and some existing underground infrastructure:</p> <p>100th – June 29th, 2015</p> <p>1000th – August 31st, 2015</p> <p>90% - September, 2015</p> <p>If we are not allowed to use poles:</p> <p>Proposed date will be calculated after reviewing the site and it is dependent on the civil works.</p>
Specification Cable	<p>Aerial – resident/business link from split boxes; links between split boxes.</p> <p>Underground – core network routes, data centre backhaul.</p>
Open Access	<p>VLAN open access to other Service Providers (VOIP, IPTV, ISPs etc).</p> <p>Shared access to ducts where applicable and aerial cables.</p>
Pricing and Quality	<p>GIGABIT HOME – NO DATA CAPS</p> <ol style="list-style-type: none"> 1. Free Internet at current basic broadband speeds, up to 5mbps download, 1mbps upload, No contracts, R3600 once-off



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	<p>construction fee or 12xR300/pm. Ratio 1:32</p> <p>2. Gigabit Internet 10, up to 1 gigabit local/national download/upload, 10 mbps international download/upload, 12 months contract, R1500 construction fee, R799/pm. Ratio 1:16</p> <p>3. Gigabit Internet 100, up to 1 gigabit local/national download/upload, 100 mbps international download/upload, 12 months contract, R1500 construction fee, R1999/pm. Ratio 1:8</p> <p>GIGABIT BUSINESS – NO DATA CAPS</p> <p>1. BIZ Internet 50, up to 1 gigabit local/national download/upload, 50 mbps international download/upload, 12 months contract, R2500 construction fee, R1999/pm. Ratio 1:16</p> <p>2. BIZ Internet 100, up to 1 gigabit local/national download/upload, upto 100 mbps international download/upload, 12 months contract, R2500 construction fee, R2999/pm. Ratio 1:8</p> <p>No construction fee if 1 year commitment is prepaid or the building is already connected.</p> <p>The construction fee (if any) will be returned starting from the 2nd year of the contract on 12 even amounts decreasing the monthly payments.</p>
Symmetric Product	All plans are symmetric, excluding the Free Internet service
Price Stability	According to our vision, the price must decrease regularly (annually) based on the growing of the network, unless extreme situations occur like currency devaluation or high inflation
Profitability	<p>No: If below ~500 signed customers, but we want to invest in the community and use the area as a test field and demo to kick off the same service in the other areas in Cape Town and South Africa.</p> <p>Yes: We are all happy!</p>
Funding	Own funding. We already have the whole server and network equipment required, and 100% of the needed fibre cables are available in our warehouse in Durban. This means we can start



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	building the network and connect residents immediately.
QoS	Uptime SLA: 99.9% Restore outages depending on the cause: between 15min and 4hrs (in case of cable cut, physical damages etc)
Redundancy	International peering with major Tier 1 ISPs: Level 3, NTT, Cogent, AT&T etc. Local peering with NAP Africa/Teraco. Constant work on peering with “hard-to-peer” providers such as Telkom, Vodacom, IS etc.
Call Center	24hrs English language basic phone support, additional languages might be added upon interest Business hours – physical (on site) support
Upgrades	Depending on technology development, every 5 years, just by upgrading/replacing end-user equipment (ONU) and servers, network equipment (OLT). Server based additional services are constantly upgraded. Software and Hardware are updated/upgraded on a regular base. Hardware might be replaced every 4-5 years.
Installation cost	HOME, R1500 BUSINESS, R2500 No construction fee if 1 year commitment is prepaid or the building is already connected. The construction fee (if any) will be returned starting from the 2 nd year of the contract on 12 even amounts decreasing the monthly payments.
Customer premise equipment	1 port 1 gigabit ONU (network box) – R450 The ONU (Optical Networking Unit) is an IEEE 802.3-2005 standards compliant product. Carrier class QoS and security are implemented with a variety of classification and filtering rules. It's a Fanless ONU, ideal for home applications. When connecting with the OLT (Optical Line Terminal) it can offer 1Gbps symmetrical Ethernet transmission

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	<p>over an ODN (Optical Distribution Network).</p> <ul style="list-style-type: none"> • Complies with IEEE 802.3-2005& CTC 2.1 • IEEE 802.3-2005 compliant EPON ONU device • Up to 1.25Gbps for upstream/ downstream speed • Maximum transfer distance up to 20Km • Automatic discovery and authorization, plug and play • AES-128 encryption • Customized Quality of Service for assured SLA • IEEE 802.1p priority (SP/WRR/SP+WRR) • Advanced Layer2 switching features, IGMP Snooping, IEEE 802.1q VLAN, Rate Limitation, MAC Address management • Supports Dying Gasp function • Supports Triple churning • Remote management based on OAM, Local management through Web-based GUI • 1* SFF/SC PON port, 1* 10/100/1000Mbps auto-negotiation and auto-MDI/MDIX RJ45 LAN port <p>Optional WiFi/LAN router/firewall might be provided.</p> <p>Optional LAN solutions for easy in-house installation without additional drilling and/or other other construction works.</p>
Minimum Uptake	300-500 signed customers
Collection	EFT / Direct Debit
Network architecture	GEPON
Service Delivery Platform	Own developed CRM/ERP/Billing NAS/RAS provisioning platform (IPACCT)
Additional Services	VOIP, VPN, VPS/VM, Shared Hosting, Email IPTV (requires additional settop box), multimedia content, recorded



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	<p>TV channels, movies</p> <p>Additional advantages described in Section III.</p>
DAS	We may provide and support “small cell” technology to fill holes in their coverage and ease network congestion.
CCTV	Yes. We can provide free unlimited connection easily for up to 512 cameras immediately after the basic network is built.
Control Room	Yes.
Coverage	Yes. We will be glad to extend to neighbor areas and beyond.
Wayleave	<p>Without prejudice to the provisions of Section 22 of the Electronic Communication Act 36 of 2005, our company, as a licensed operator (ICASA CECS/CECNS), has all the rights to build its own network and provide services over it. Our company will apply and obtain the needed wayleaves from the City authorities.</p> <p>We take full responsibility and work in good will to do cleanly all the needed civil works, without disturbing the community residents and maintaining or improving the affected sidewalks, roads, poles etc.</p>
Dependencies and risk	Our company depends on itself. We have long term contracts and exclusive agreements with our network partners, equipment suppliers and fibre optic factory.