



Section II – Formal Submission

MTN SA Response to required detail

No.	Question	MTN Response
1	Proposed Start Date	Comply, Kindly refer to Annexure 3
2	Period of roll out	Comply, Kindly refer to Annexure 3
	Proposed Life date	Comply, Kindly refer to Annexure 3
	Proposed Life time	Comply, Kindly refer to Annexure 3
	Specification Cable	100% traditional trenching. Micro Trenching technology has been place on hold by the City of Cape Town.
	Open Access	MTN supports Open Access. Residents can choose any ISP that has an agreement with MTN to purchase their ISP services.
	Pricing and Quality	<p><u>24-month Contract</u></p> <ul style="list-style-type: none"> ○ Line Access Fee 20 Mbps – R649.00 ○ Line Access Fee 50 Mbps – R749.00 ○ Line Access Fee 100 Mbps – R949.00 ○ Data (Low) 20GB – R90.00 ○ Data (Medium) 100GB – R385.00 ○ Data (High) 500GB – R1500.00 ○ Device Fee – R55.00 for 24 months ○ Device Fee – R1,150.00 once-off ○ Installation – R0.00 <p><u>No Contract (Month-to-month)</u></p> <ul style="list-style-type: none"> ○ Line Access Fee 20 Mbps – R579.00 ○ Line Access Fee 50 Mbps – R679.00 ○ Line Access Fee 100 Mbps – R879.00 ○ Data (Low) 20GB – R90.00 ○ Data (Medium) 100GB – R385.00 ○ Data (High) 500GB – R1500.00 ○ Device Fee & Installation – R3,000.00 <p><u>Contention Ratio</u> MTN applies statistical multiplexing to manage allocation of speeds per user.</p>





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	Symmetric Product	All residential and business FTTH products are symmetrical, i.e. Upload speeds are the same as download speeds.
	Price Stability	MTN will implement annual price increases in line with inflation; this will be communicated to the residents directly. MTN has no intention of reducing quality. In the event that quality is affected negatively due to capacity, MTN will upgrade the network to ensure that the residents of Constantia receive a quality product.
	Profitability	Yes it will be profitable at an uptake greater than 50% uptake and No at an uptake less than 30%. MTN cannot at this point share its financial projections.
	Funding	MTN SA has successfully presented its business case to MTN Group and as a result, has secured funding and resources for the rollout, implementation, operation and maintenance of a national deployment of FTTH networks. MTN SA will fully fund, implement and manage the FTTH network as an extension to its current fibre network spanning over 16,000km's of fibre
	QoS	Monthly guaranteed availability will be set at 99.95% and does not include period of degradation. Measurements are based on the MTN trouble ticket system only and do not include time covered by exclusions under clause 7 on the SLA doc. MTTR is calculated as a monthly average of the time taken to repair all service outages and should not exceed 21.9 minutes in a month.
	Redundancy	End to End Carrier grade design, resilient Fibre Ring design, Carrier grade equipment, dual power, dual line cards.
	Call Centre	MTN has a 24 hour call centre dedicated for





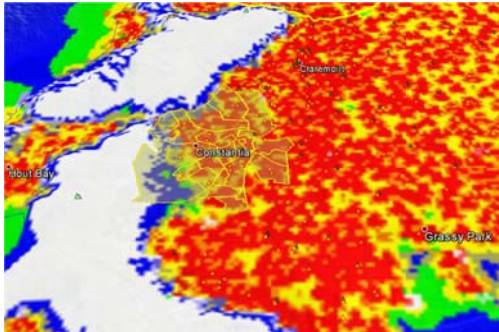
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No.	Question	MTN Response
		<p>FTTH support.</p> <ul style="list-style-type: none"> o Currently 10 seats o English and Afrikaans o Online Helpdesk to be available in second quarter 2015. o Call Centre number: 083 123 5360 <p>Email: broadband@mtn.co.za</p>
	Upgrades	<p>GPON Equipment: All Equipment is future proof and can be upgraded by software or line card swop out using existing Chassis.</p> <p>ONT: all Customer Premise Equipment equipment is capable of 1Gbps.</p> <p>Please see Annexure 4 on Road map to xGPON.</p>
	Installation Cost	<p>MTN breaks down the installation cost into 2 categories:</p> <ol style="list-style-type: none"> 1. Common cost to build in an Estate or Suburb and the cost to build between the boundary box and the individual home. On all 24 month contract products, the cost of the installation between the boundary box and the home is included in the subscription. The common cost is the investment that MTN makes in the Estate or Suburb. 2. Home Owners Associations or Body Corporates are managed independently i.e. MTN contacts the Estate manager, schedules an appointment with the Board, presents the MTN Value proposition for FTTH, and finally delivers MTN's Technical Infrastructure Agreement (TIA) for the Board to review in lieu of signing. Once the TIA is signed, MTN extends its fibre network into the Estate and actively markets via Open Days to drive uptake.
	Customer premise equipment	ZTE ONU/CPE/ONT Annexure 4





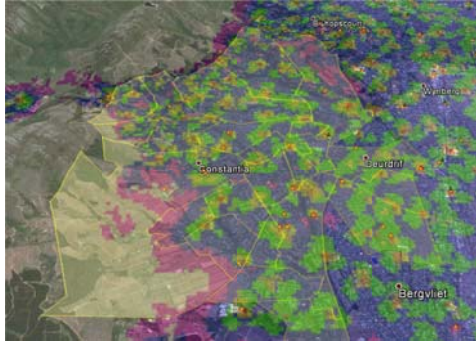
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	Minimum uptake	MTN has an approved FTTH Build program. MTN does not stipulate a minimum uptake percentage however MTN structures its build program to where the highest demand is. MTN is confident that there exists a high appetite for high-speed, high reliable internet access in areas such as Constantia.
	Collection of subscription fees	MTN has updated its billing platforms to cater for FTTH type products. Collection of subscription fees will be done via online channels, debit orders or at more than 300 MTN stores nationwide.
	Network Architect AON/PON	GPON fully upgradeable to Next Gen xGPON
	Service Delivery Platform	<ul style="list-style-type: none"> o MTN has a 24/7 Customer Network Operation Center that will be supporting FTTH services. The team consist of 5 Engineers. o 1 Engineer per shift. o English o CNOC Service Management : 083 869 0685 o Email:CNOC_service_management@mtn.co.za
	Additional Services; VOIP, VPN	<p>MTN will provide services such as:</p> <ul style="list-style-type: none"> o CCTV Backhaul o VOIP
	DAS	<p>Comply:</p> 





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No.	Question	MTN Response
		 <p>Mobile/DAS Coverage GSM900 Proposed U900 Voice + LTE Coverage (Proposed Roll out)</p>
	CCTV	<p>MTN will make available the fibre network to backhaul CCTV footage to a control room within the Constantia Area. MTN will need to evaluate the precise camera requirements from the Constantia community to determine Operational costs associated with the backhaul of the camera footage. This is primarily based on the different Service Level Agreements associated with camera backhaul versus residential.</p>
	Control room	Comply
	Coverage to neighbouring Suburbs	<p>Comply</p> <p>http://www.google.com/earth/download/ge/</p> <p>Kindly refer to Annexure 7</p>
	Wayleave	Annexure 5
	Dependencies	Annexure 3

