

<u>Question</u>	<u>Explanation</u>
<u>Proposed start date</u>	
<u>Period of Roll out</u>	
<u>Proposed Live Date</u>	
<u>Proposed Live Time</u>	
<u>Specification Cable</u>	<u>The complete network will be Fibre entirely</u>
<u>Open Access</u>	<u>All of the network will be on the Open access system</u>
<u>Pricing and Quality</u>	<u>See attached mock up application form</u>
<u>Symmetric Product</u>	<u>symmetrical</u>
<u>Price Stability</u>	<u>Price increases are released annually electronically via our CRM department. Notice of General Technical concerns are communicated via our sms notification system</u>
<u>Profitability</u>	<u>Profitable as Smart Village already hold a wealth of experience in the FTTH industry and are the only registered Qaurda-play company in South Africa</u>
<u>Funding</u>	<u>Backed by Multichoice</u>
<u>QoS</u>	<u>98% availability of distribution network on quarterly rolling average subject to SLA details provided in part one of proposal.</u>
<u>Redundancy</u>	<u>Full redundancy provided by Smart Village via 2 Fibre links provisioned.</u>
<u>Call Centre</u>	<u>Technical support is available 24 hours a day, 7 days a week via a contact centre and after hours technical support agents. Contact centre is operational from 07:00 to 20:00 Monday to Friday. Saturday from 08:00 to 13:00. After which fully pledged after hours support is available for</u>



	<u>telephonic assistance and call out bookings.</u>
<u>Upgrades</u>	<u>Smart Village firmly believe in keeping with the times and this is especially true when it comes to the ever fast growing and evolving IT / Technology industry therefore upgrades are done as frequently as required to render the fibre network as up to date as necessary.</u>
<u>Installation Cost</u>	<u>Std once off installation rates would apply for all business and residential dwellings. Client internal network cost would be subject to requirement and quote if they want Smart Village to render that service to them. An affordable monthly availability charge would be billed to the home owners directly by Smart Village.</u>
<u>Customer Premises Equipment</u>	<u>GTU for DSTV and CISCO router for all other services and ROS</u>
<u>Minimum Uptake</u>	
<u>Collection</u>	<u>Smart Village have a live on line billing platform as well as an accounts team to assist with queries and conduct debt collection.</u>
<u>Network Architecture</u>	<u>GPON</u>
<u>Service Delivery Platform</u>	<u>FTTH – Fibre to the Home</u>
<u>Additional Services</u>	<u>VOIP, ROS Internet, VPN, Access Control, Free Constantia calling in terms of free on net calls to all connected dwellings and a Free Community Portal</u>
<u>DAS</u>	<u>Via Open Access - yes</u>
<u>CCTV</u>	<u>Yes – on net</u>
<u>Control Room</u>	<u>Yes – on net</u>
<u>Coverage</u>	<u>Yes</u>
<u>Wayleave</u>	<u>Smart Village is fully registered with Council as a registered FTTH Provider whom has full access to wayleaves and familiar and compliant with bylaws and laws.</u>
<u>Dependencies and Risk</u>	



