

## **Section 2 - Formal Submission**

Question	Explanation
Proposed start date	Specify week in 2015 for start of project  <b>2 April 2015</b>
Period of roll out	Outline major project milestones and timelines  <b>2 April 2015 - financing commence</b> <b>end May 2015 - financing end</b> <b>1 June 2015 - start trenching</b> <b>15 June 2015 - first household live</b> <b>31st July 2015 - 100 households*</b> <b>End November 2015 - 400 households</b> <b>End June 2016 - 90% covered</b>  <b>*Approximately 100 households a month, about 4 a day</b>
Proposed life date	Specify exact date of first household going “live”  <b>15 June 2015</b>
Proposed lifetime	Specify exact date of 100th, 1000th household and 90% of Constantia being connected.  <b>100th household - 30th September 2015</b> <b>1000th household - 1 February 2016</b> <b>90% - End June 2016</b>
Specification Cable	Outline for which part of network buried or aerial fibre cable will be used e.g. resident/business->road->street cabinet->access nodes->distribution node->area router->data centre->backhaul  resident/business->road = retractable undergroup passive cable road->street cabinet = retractable undergroup passive cable street cabinet->access nodes = retractable undergroup passive cable access nodes->distribution node = Ring distribution node->area router = Start Ring / End Ring / Microwave area router->data centre = Neotel fibre to Neotel DC data centre->backhaul = Neotel DC in Diep River to Tata / Seacom / WACS / etc.

Open Access	<p>Specify which parts (cable, equipment) of the network will be open access.</p> <ul style="list-style-type: none"> <li>● <b>Four 110mm ducs will be installed - extra ducs are there should more than one provider wish to lay infrastructure.</b></li> <li>● <b>The area router will allow multiple providers.</b></li> <li>● <b>Cross connects in Neotel DC at Diep River.</b></li> </ul>
Pricing and Quality	<p>Specify pricing and quality (including speeds, where relevant) for individual components of the service to be provided. Include contract terms. If a large number of options available, provide low/medium/high usage rates/prices and add detailed price/quality overview in section III. Point out contention ratio and other quality determination factors.</p> <ul style="list-style-type: none"> <li>● <b>Initial contract 1 year, thereafter month to month</b></li> <li>● <b>10:1 contention</b></li> <li>● <b>Price range from R 399 to R 2 099</b> <ul style="list-style-type: none"> <li>○ <b>Uncapped R 399, 4Mbps</b></li> <li>○ <b>50GB Capped FTTH R 319, 4Mbps</b></li> <li>○ <b>100GB Capped FTTH R 899, 50Mbps</b></li> <li>○ <b>300GB Capped FTTH R 1 199, 50Mbps</b></li> <li>○ <b>300GB Capped FTTH R 1 499, 100Mbps</b></li> <li>○ <b>500GB Capped FTTH R 2 099, 1 Gbps</b></li> </ul> </li> </ul>
Symmetric Product	<p>Specify production definition e.g. symmetrical vs. asymmetrical product.</p> <p><b>Both symmetrical and asymmetrical products will be offered. Symmetrical bandwidth is great for business hosting and off site CCTV solutions, whereas a typical household does not need asymmetrical bandwidth. A symmetrical product is envisioned as a high end solution.</b></p>
Price Stability	<p>Outline mechanism to liaison with community with regards to price increases or quality reductions.</p> <p><b>Bandwidth is in a continuous deflationary environment so no price increases are expected. However, pricing and packaging will be communicated as follows:</b></p> <ul style="list-style-type: none"> <li>● <b>WordPress Website (internal, cloud users group)</b></li> <li>● <b>WordPress Website (external)</b></li> <li>● <b>Facebook Group (invite only)</b></li> <li>● <b>Email list</b></li> </ul>

	<p><b>Quality will be maintained on a continuous basis. A transparent system based on SNMP will be used with a private UI (accessible to Constantia clients) where quality parameters are displayed.</b></p>
Profitability	<p>Will the Constantia project be a profit making one or a loss leader to kick off other projects? Simple yes/no - detailed financial projections in part III.</p> <p><b>Profit making</b></p>
Funding	<p>How do you intend to fund the purchase of equipment, and the installation cost? Are you able to commit existing capital to this project or how long would it take to raise capital? Yes/no - timeline.</p> <p><b>We intend to fund 25% ourselves, raise 25% through private equity, and the rest through Standard Bank Asset finance.</b></p> <p><b>We expect this to take 2 months.</b></p>
QoS	<p>Provide network uptime guarantee and summary of SLA including mean time to respond/restore to outages.</p> <p><b>Fibre break on ring - 4 hours, 7 days a week</b>  <b>Fibre break at house - next working day</b>  <b>Overall 99.8% uptime guarantee</b></p>
Redundancy	<p>Which ISP(s) are you proposing to use, and outline redundancies via various network equipment/layers from resident point to major ISP backbone.</p> <ul style="list-style-type: none"> <li>● <b>Neotel, Tata, Seacom, WACS, Snowball, Kingsley</b></li> <li>● <b>A ring is built around Constantia with diverse routes</b></li> <li>● <b>At Price Drive we have existing microwave redundancy</b></li> </ul>
Call Center	<p>Availability, numbers of seats, languages spoken. Online helpdesk?</p> <p><b>Yes we have two call centres available:</b>  <b>1 x Diep River call centre opposite Neotel DC</b>  <b>1 x Stellenbosch call centre in Technopark</b></p> <p><b>Diep River: 6 seats in the day, 1 seat at night</b>  <b>Stellenbosch: 15 seats in the day, 2 seats at night</b></p>

	<p>Afrikaans English Xhosa (Diep River only) German (Diep River only)</p> <p>Online systems:</p> <p>Website ticket logging: <a href="https://www.snowball.co.za/support/support@snowball.co.za">https://www.snowball.co.za/support/support@snowball.co.za</a> Call centre escalation 24 hours +27 (0)21 880-2228</p>
Upgrades	<p>Technology upgrade time (e.g. every X years) per major network segment</p> <p><b>Every 5 years</b></p>
Installation cost	<p>Per resident household / business. How do you deal with estates or body corporate complexes (townhouses, apartments)?</p> <p><b>Same passive retractable technology, 20% cost reduction</b></p>
Customer premise equipment	<p>Which CPE will be installed at residents. Provide cost (if any) and link to technical specification.</p> <p><b>Zhone nNID 2400 Series</b> <a href="http://www.zhone.com/products/ZNID-GE-24xx/">http://www.zhone.com/products/ZNID-GE-24xx/</a> <b>R 1750 (including VAT)</b></p>
Minimum uptake	<p>What is your minimum threshold for the project to commence as in number of residents signing up?</p> <p><b>1000</b></p>
Collection	<p>How do you manage collection of subscription and service fees?</p> <ul style="list-style-type: none"> <li>● <b>Using our billing system WHMCS</b></li> <li>● <b>Service applications and recurring billing items</b></li> <li>● <b>Debit order, credit card, and EFT</b></li> </ul>
Network Architecture	<p>Active (AON) or passive optical network (PON)</p> <p><b>PON</b></p>
Service Delivery Platform	<p>Which platform do you intend to use for end users, network operators and service providers?</p>

	<b>Ticketing system in WHMCS</b>
Additional Services	<p>List additional services such as VoIP, VPN, ...etc. Detailed description in part III.</p> <ul style="list-style-type: none"> <li>● <b>VoIP</b></li> <li>● <b>Public IP Address</b></li> <li>● <b>Hotspot</b></li> </ul>
DAS	<p>Are you providing support for cell phone mini points.</p> <p><b>Yes</b></p>
CCTV	<p>Are you willing to support the community neighbourhood organisation with free installation of fibre to camera points (avg. 3 cam/point) as well as unlimited bandwidth. Currently approximately 80 camera points with 200 CCTV in operation.</p> <p><b>Yes</b></p>
Control Room	<p>Would you be able to provide (at no extra cost) connection and connectivity to the community control room located at Bergvliet (Cnr Hiddingh and Childrens Way)?</p> <p><b>Yes</b></p>
Coverage	<p>Are you able to service the full Constantia area as outlined on the Map published on our website? Are you able to extend the project to neighbouring suburbs such as Tokai, Bergvliet, Doordrift and Meadowridge?</p> <p><b>Constantia only as we require bigger uptake in neighbouring areas (&gt; 1000)</b></p>
Wayleave	<p>Explain mechanism to liaise with community and council with regards to construction and reinstatement of verges, city power permissions etc.</p> <p><b>Facebook group, direct contact, email database</b></p>
Dependencies and risk	<p>List tangible dependencies and risk of the project if awarded to you</p> <p><b>None</b></p>