

2. Section II

Question	Explanation
Proposed Start Date	We have taken 1 May as “contract award date” and we estimated four (4) weeks in for contract negotiations (it may be less).
Proposed Roll Out	Included a snapshot a generic project plan taking into account that we will be feeding off an existing OLT and 1372 customer connections required is attached as a JPEG.
Proposed Live Date	<p>Summary:</p> <ul style="list-style-type: none"> • Survey & Design start : 01/06/2015 • ROW Application Start Date (30 days duration): 16/07/2015 • Build Start Distribution Network: 28/08/2015 • First Customer Connect: 08/01/2016 • 100th Customer Connect: 14/01/2016 • 1000th Customer Connect: 17/03/2016 • 90% Customer Connected (3150): 16/08/2016 <p>Above timelines dependant on:</p> <ul style="list-style-type: none"> • Site survey and design dependent • Location of OLT • Location of closest zone to OLT with highest/required take-up • ROW approvals • Size of community • Methodology - Normal Trenching, Micro trenching, Arial • Network Freeze period 4 Dec 15 -8 Jan 16 • First Customer Connection date was assumed that Distribution network is 100% complete before First Customer can be connected – but this date can be move forward once Contantia area is divided into zones after the survey/design and distribution network is rolled out in a zoned approach. Customers can then be connected as the zone builds are completed.
Proposed Live Time	<p>Summary:</p> <ul style="list-style-type: none"> • Survey & Design start : 01/06/2015 • ROW Application Start Date (30 days duration): 16/07/2015 • Build Start Distribution Network: 28/08/2015 • First Customer Connect: 08/01/2016 • 100th Customer Connect: 14/01/2016 • 1000th Customer Connect: 17/03/2016 • 90% Customer Connected (3150): 16/08/2016 <p>Above timelines dependant on:</p> <ul style="list-style-type: none"> • Site survey and design dependent • Location of OLT • Location of closest zone to OLT with highest/required take-up

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Specification Cable	<p>Aerial and/or micro-trenching can be used subject to what the Home Owners Association and local authority will allow. Passive Optical Network to be deployed. Active network (MPLS) in portions where dedicated services are required.</p>
Open Access	<p>Model can be bitstream and/or dark fibre managed by Vodacom</p>
Pricing and Quality	<p>Vodacom Currently offers the following:</p> <p>20Mbps Internet Line with 50GB Data R799*</p> <p>40Mbps Internet Line with 100GB Data R1199*</p> <p>100Mbps Internet line with 200GB Data R1799*</p> <p>Top up bundles: R7/GB (Maximum unit cost based on the bundles purchased)</p> <p><i>*All the packages include Free- Wi-Fi Enabled (CPE) Router +free installation for the residents if they sign-up whilst Vodacom is still on site doing the installation within Constantia. All packgaes are 24 month contracts.</i></p> <p>Additional Costs</p> <p>Installation costs: R899</p> <p>Fixed Voice: R32 (Once-off setup fee) *</p> <p>Security and home entertainment: Set-top box for video services; DSTV subscription for Live TV and other subscriptions of your choice, all additional home automation devices, i.e. surveillance</p> <p><i>*Fixed Voice rates to apply</i></p> <p>Vodacom’s uncapped offering will be available in the near future as well as a 12 month contract option.</p>
Symmetric Product	<p>Vodacom is capable of offering symmetrical or asymmetrical subject to configuration of the GPON system.</p>

Price Stability	Vodacom's pricing for the various packages will be fixed for the duration of the contracts; any pricing decreases will be communicated to the customers an affected.						
Profitability	No the Constantia Project will not be a profit making project.						
Funding	Vodacom will self-fund this project and the relevant funds are immediately available.						
QoS	<p>Vodacom will provide the following service levels:</p> <table border="1"> <tr> <td>Network uptime</td> <td>95%</td> </tr> <tr> <td>Time to respond</td> <td>4 hours</td> </tr> <tr> <td>Time to restore outages</td> <td>48 hours</td> </tr> </table>	Network uptime	95%	Time to respond	4 hours	Time to restore outages	48 hours
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Time to restore outages	48 hours						
Redundancy	SLA for FTTH needs to be reviewed but SLA with ALU managed services will dictate SLA with customers.						
Call Centre	<p>Vodacom has a dedicated Call Centre for Fibre to the Home 082155; call centre operates 24/7 365days and has 60 dedicated agents. Currently we are only able to assist in English. In addition we have an online helpdesk facility available.</p> <ul style="list-style-type: none"> • We have 3 Technical call centres • We have 1 Admin and service [operating hours – 24/7] • We have Sales call centre in Durban [operating hours – 08h00 to 22h00 (Mon-Sun)] 						
Upgrades	Next upgrade most probably in 18 months to TWDM where "sharing" can be managed more efficiently.						
Installation Cost	All the packages include Free- Wi-Fi Enabled (CPE) Router +free installation for the residents if they sign-up whilst Vodacom is still on site doing the installation within the community or estate. If installation is required once Vodacom has left site the cost to each customer will be R899.						
Customer Premises Equipment	ONT plus Hauwei HG659 router; specification as per the attached. Cost of the CPE is approximately R2000.						

Minimum Uptake	Vodacom Requires a minimum uptake of 40%
Collection	Subscription fees will be collected monthly in arrears from the customers in the form of a debit order.
Network Architecture	PON
Service Delivery Platform	ISAM7360 GPON
Additional Services	Fixed Voice; Education Portal; Cloud Backup and Storage; Linear TV & Video on Demand; Home Monitoring and Interactive Security.
DAS	Intention is not to deploy DAS but rather small cells.
CCTV	<p>Could be provided but details of required connectivity to be discussed.</p> <p>The following additional information will be required to fully meet the requirements of Constantia:</p> <ul style="list-style-type: none"> • Quantity of cameras to be installed • Planned location of the cameras • Bandwidth requirements for the cameras
Control Room	Constantia 1FCP (1st Fibre concentration point) is collocated in an existing BTS site (High Constantia House MC1)
Coverage	Deployment footprint is ROW dependent so will be dictated by City Of Cape Town.
Wayleave	Current ROW process engaging the City of Cape Town will also apply to this area.
Dependencies and Risk	Major dependency is the result of the detailed site survey; ROW and methodology allowed to be used when deploying the network.