

SMB Dedicated/ Direct Internet Solution

Dedicated Internet is uncapped, symmetrical internet and comes in two variants: Enterprise Internet (EI) and BCX DI formerly known as TI-DIS. Dedicated internet is enabled via MetroLink, MetroLAN, Multi-tenant and Managed LAN for hosted solutions in our data centres.

Dedicated internet services, BCX DI (aka TI-DIS) and Enterprise Internet (EI) offer enterprise grade internet breakout via leased fibre (Metrolink) connectivity from VPN, LAN or data centre locations. They are designed with zero contention across both access and internet and offer symmetrical bandwidth for users and for bandwidth intensive applications hosted either in South Africa or overseas.

Key differentiators to the dedicated/direct internet are underlying redundancy on both local and international points of presence built into the product, solution design support to help customers design the most appropriate network and internet configurations for their business needs, pre-existent access fibre footprint across most of the metropolitan areas in South Africa, and minimal overhead and zero sharing of bandwidth into Telkom ISP and the world-wide-web. Customers enjoy protection from peak international demand as the product leverages Telkom ISP caching and peering relationships.

EI is focussed more to small and medium businesses whereas BCX-DI on large businesses. EI is aimed at more cost-conscious customers who want an affordable Internet service without a premium price tag as all services gets aggregated in the Data Centre where bandwidth and infrastructure gets shared with subsequent price benefit passed on to the customer.

SMB Dedicated Internet Components

Enterprise Internet (EI) and TI-DIS/BCX-DI connect customers to internet from their office premises while Hosted Internet Access (HIA) connect customers to internet from Data Centres. Below are the components that make up dedicated internet solution.

Speed

Speeds from 1Mbps up-to 1Gbps

- i. 1 – 120 Increments of 1Mbps,
- ii. 125 – 600 in increments of 5Mbps,
- iii. 700 – 1Gbps increments of 100Mbps

Scheduling (up-to double the bandwidth)

- i. None – no double-up (Default)
- ii. After hours (6pm – 6am)

Static IP addresses

- i. Default 8 IPs (5 usable)
- ii. Additional IPs (32, 64, 128 and 256 blocks)

Data

Unlimited Data, Unshaped, Unthrottled & 1:1 Contention

Five options to choose from with 100 % local included

- i. **Local:** Local bandwidth and access to Telkom's peering partners.
- ii. **Blended:** 10/20% min. guaranteed International bandwidth.
- iii. **Bronze:** 16.67% min. guaranteed international bandwidth.
- iv. **Silver:** 33.33% min. guaranteed international bandwidth.
- v. **Gold:** 100% international bandwidth.

Equipment

Cisco routers are used for these internet services.

- i. Cisco 867<=5Mbps
- ii. Cisco 881<=10Mbps
- iii. Cisco 887<=10Mbps
- iv. Cisco 892<=15Mbps
- v. Cisco 1941<=25Mbps
- vi. Cisco 2901<=25Mbps
- vii. Cisco 2911<=35Mbps
- viii. Cisco 2921<=50Mbps
- ix. Cisco 2951<=75Mbps
- x. Cisco 3925<=100Mbps
- xi. Cisco 3945<=150Mbps

Access (Availability dependent)

- i. ME via Direct Fibre (MetroLink)
- ii. ME via Microwave
- iii. ME via GPON Fibre
- iv. ME via Multitenant
- v. ME via Satellite
- vi. ME via VDSL

SLAs

Availability SLAs

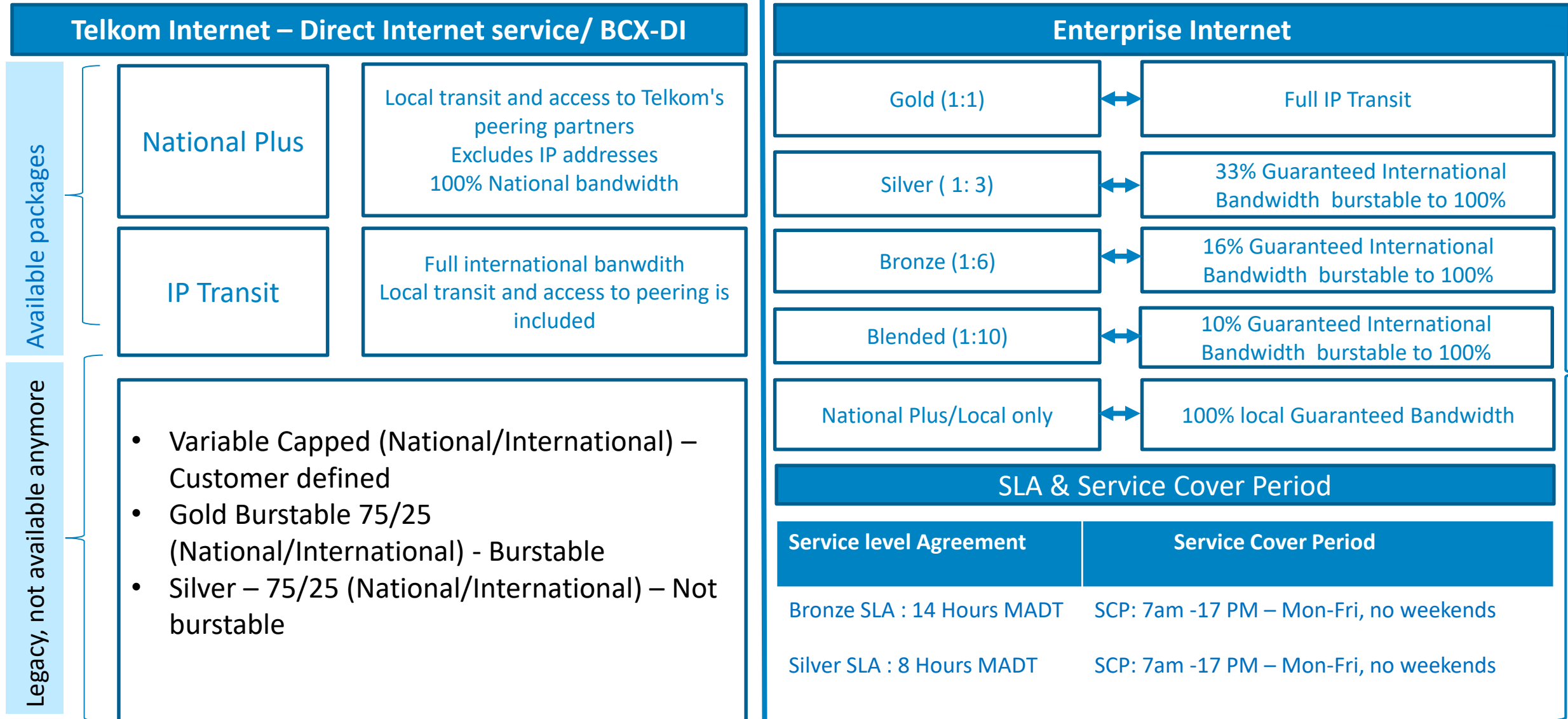
- i. **On premise customers** (MetroLink access standard SLAs will be provided)
 - **Bronze SLA:** 14 hours maximum accumulated down time (MADT) and Standard Service Cover Period (SCP) 7am – 17pm, Monday to Friday and no weekends
 - **Silver SLA:** 8 hours MADT and Standard Service Cover Period (SCP) 7am – 17pm, Monday to Friday and no weekends
- ii. **Hosting customers**
 - **Cybernest DCO Solution SLA:** Availability 99.5% and all 5 services cover periods to choose from.

Service Portal

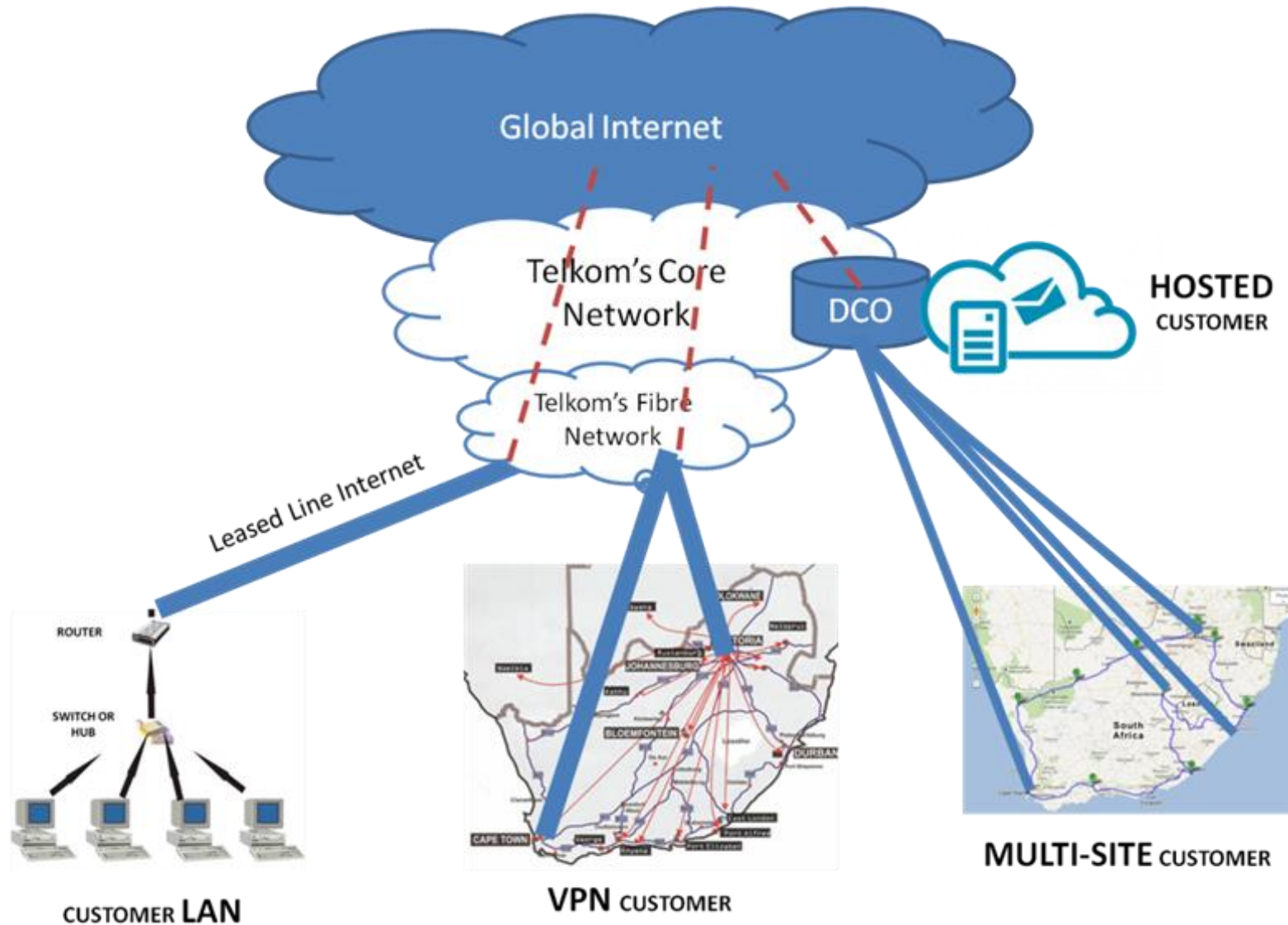
Self-care Portal with:

- i. Reporting
 - Front end graphs
 - Capacity/ Bandwidth usage
 - Near real-time view
 - Monthly summary
 - ii. Traffic prioritization including Protocol level prioritization
 - General (Default)
 - Retail voice
 - Video (streaming)
 - Http
 - Email
 - RDP (Remote Desktop protocol)
- VAS
- i. Set reversed DNS
 - ii. SMTP Relay
 - iii. Caching DNS

Dedicated Internet Service (TI-DIS)/BCX-DI vs EI Product



Customer Architecture for Dedicated/Direct Internet



The direct internet portfolio extends across the following configurations (design will be based on below architecture):

- **Premises-based Enterprise Internet:** Offered for breakout for your standalone LAN, from 1 to 1Gbps, over multiple year-term contracts.
- **VPN breakout:** Secure Internet breakout next to any of your MPLS WAN ports, even from our data centres, offering you the benefit of solution based pricing.
- **Hosting breakout using HIA:** Internet breakout for your hosted applications (e.g. exchange, webservers, managed hosting) from any of our data centres in Centurion and Bellville. This product variant is called EI hosted.