

SMB Dedicated/ Direct Internet Solution

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

Dedicated internet services, Telkom DI/BCX DI (aka TI-DIS) and Enterprise Internet (EI) offer uncontended enterprise grade uncapped internet using leased Metro Ethernet 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 the business 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.

Enterprise Internet (EI) is focused more on small and medium businesses whereas Telkom DI/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 a Data Centre where bandwidth and infrastructure gets shared with subsequent price benefits passed on to the customer.

SMB Dedicated Internet Components

Enterprise Internet (EI) and Telkom DI/BCX-DI (TI-DIS) 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 EI options to choose from with 100 % local included

- i. **Blended:** 10% min. guaranteed International bandwidth.
- ii. **Blended:** 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 (TDI/BDI only option).

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

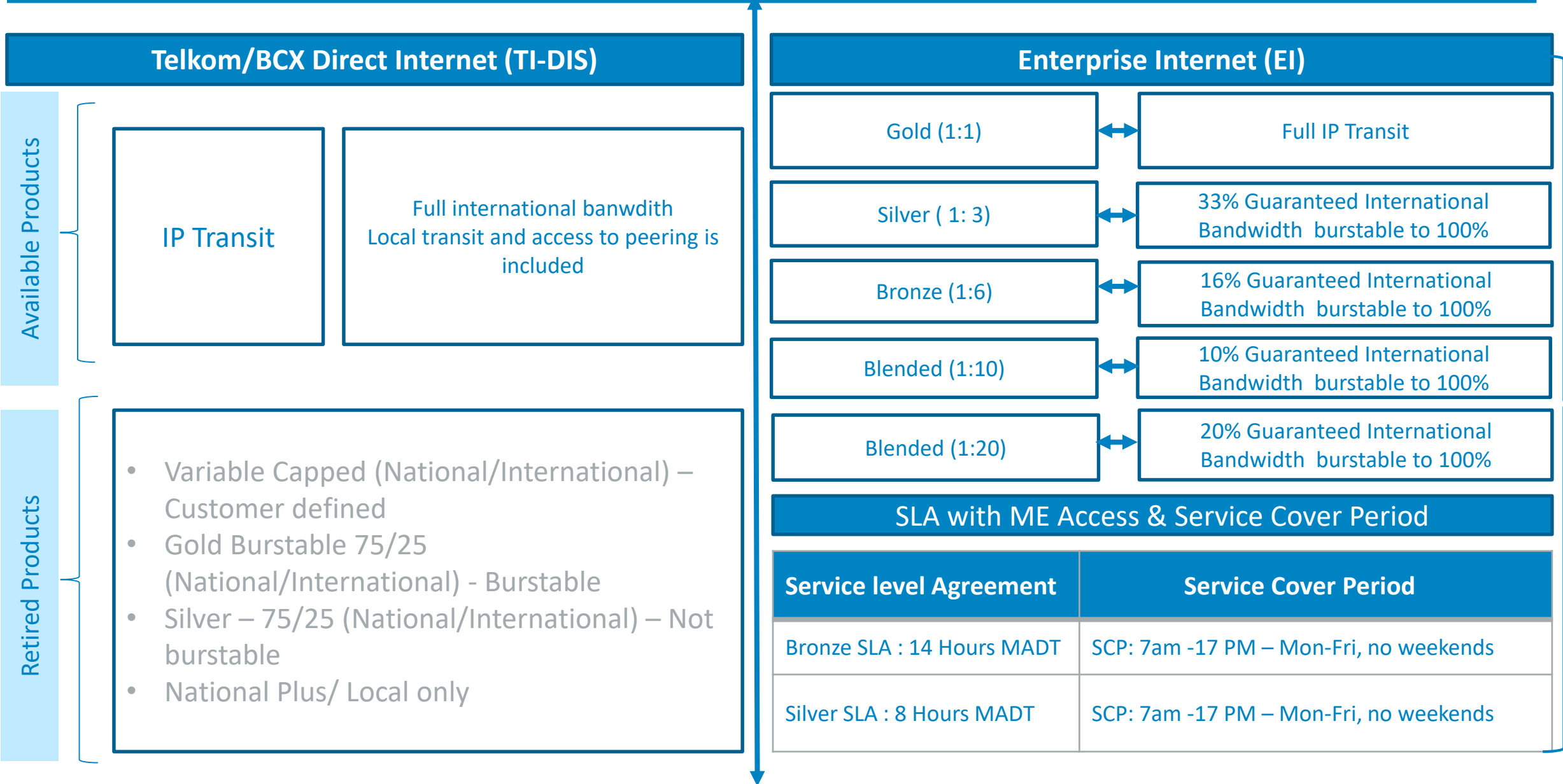
- i. **On premise customers** (MetroLink access standard SLAs will be provided)
 - **Bronze SLA:** 14 hours maximum accumulated down time (MADT) and Standard Service Cover Period (SCP) 7am – 17pm, Monday to Friday and no weekends
 - **Silver SLA:** 8 hours MADT and Standard Service Cover Period (SCP) 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

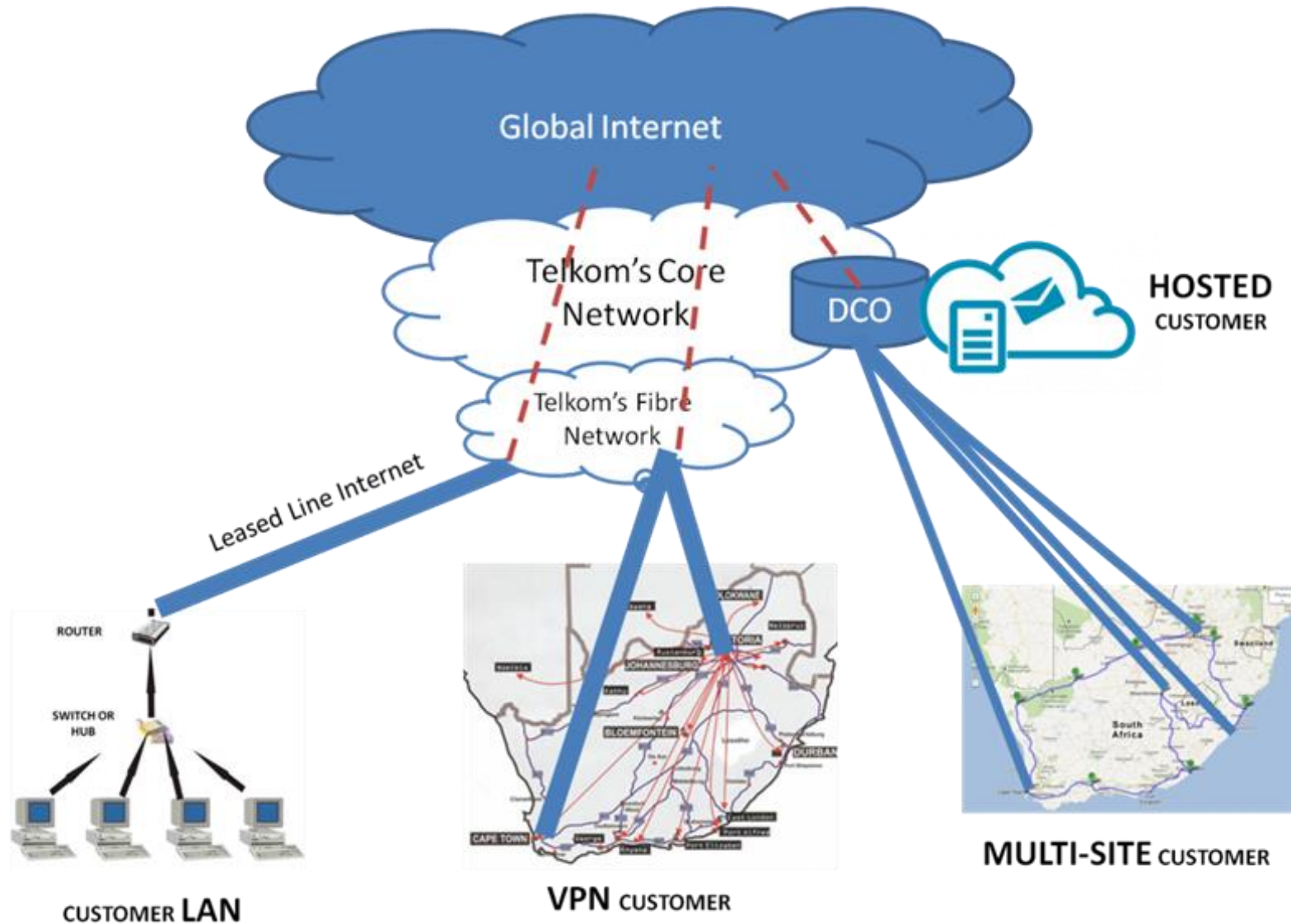
Self-care Portal with:

- 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 Portfolio Overview



Customer Architecture for Dedicated/Direct Internet

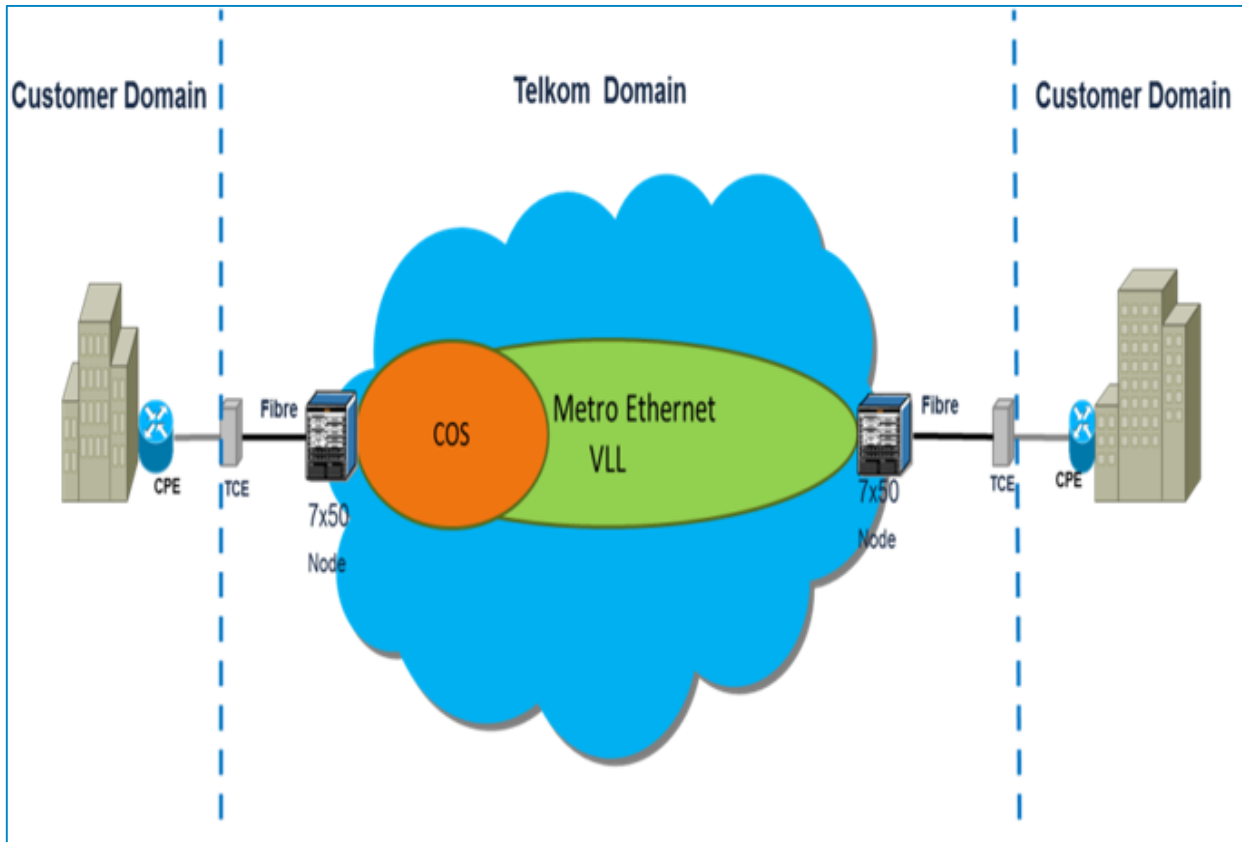


The direct internet portfolio extends across the following configurations (design will be based on below architecture):

- **Premises-based Enterprise Internet:** Offered for breakout for your standalone LAN, from 1Mbps 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, web servers, managed hosting) from any of our data centres in Centurion and Bellville. This product variant is called EI hosted.

Metro Ethernet Access Technology Overview

- A cost effective, non-distance based product for connectivity within and between different cities.
- Metro Ethernet provides higher speeds with SLAs, reliability of communication and enhanced security.
- Available in two options: MetroLan (Point to Multipoint) and MetroLink (Point to Point)



Metro Ethernet can be accessed across a range of **connectivity mediums**, with package speed options of up to a 1,000Mbps.

