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Systems
Design**
(CK1997/001363/23) trading as ZSD

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Service Specification Sheet

Service Name: **ADSL Line Rental**

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Description: Rental of an ADSL or VDSL port to be supplied over an existing Telkom POTS voice service. A fixed monthly fee is payable, depending of the speed of the service provided.

Pricing:

ZSD Service Code	Max download Speed	Notes	Prices (Including VAT)		
			Payment via Debit Order	Monthly on Invoice	Annually in advance
ADSLRent5	5 Mbit/sec		R210 pm	R230 pm	R2520 pa
ADSLRent10	10 Mbit/sec		R320 pm	R350 pm	R3840 pa
ADSLRent20	20 Mbit/sec	Requires VDSL router. Certain areas only.	R490 pm	R530 pm	R5880 pa
VDSLRent40	40 Mbit/sec		R555 pm	R600 pm	R6660 pa

Support Information:

Encapsulation: PPPoE
Multiplex: LLC
VPI: 8
VCI: 35

Service Conditions:

1. Service speed:

- 1.1. The above indicated speeds are the maximum download speed supported for each service.
- 1.2. Upload speeds will be slower as ADSL is an "asynchronous" service designed to allow download at faster speeds than uploading.
- 1.3. ZSD makes use of upstream providers to provide the Service, and consequently service levels are subject to the performance of such upstream providers.
- 1.4. Other factors may also impact the quality of the Service, including network availability, distance of the Customer's location to the local exchange and line copper quality.
- 1.5. The sync speed of the line may be set to a slower speed than the theoretical maximum listed above if this is necessary to achieve a stable service.
- 1.6. As a result, ZSD can only provide the Service on a "reasonable effort" basis and makes no warranties as regards quality of the Service, including data throughput and availability of the Service.
- 1.7. The upstream infrastructure is shared by multiple users. The speed of the Service will

fluctuate depending the number of active users at any given moment. This will depend upon the time of day and other factors. The Customer accepts that due to this the throughput on the Service will rarely reach the maximum theoretical level.

2. POTS Line Requirement:

- 2.1. The customer must rent a POTS voice line service from Telkom before this ADSL Line Rental service can be provided.
- 2.2. The POTS line must be rented directly from Telkom. This service cannot be contracted through ZSD.
- 2.3. The customer must make details of the Telkom POTS line service available to ZSD in order for ZSD to provide the ADSL Line Rental service.

3. ADSL/VDSL Modem Requirements:

- 3.1. The customer must also provide an ICASA approved ADSL or VDSL modem to use this service. This may purchased from ZSD as a separate sales transaction.
- 3.2. An approved “POTS” filter must be installed on each voice device, eg handset, fax machine or dial-up modem, connected to the POTS service that is used to provide the ADSL or VDSL service.
- 3.3. The customer is advised to install suitable lightning protection to protect their ADSL or VDSL modem.

4. VDSL Requirements (20 Mbit/s and 40 Mbit/s services):

- 4.1. VDSL is only available in limited areas. Please contact ZSD to determine if it is available in your location. Note:
 - 4.1.1. The Telkom exchange must support the VDSL service.
 - 4.1.2. The length and quality of copper wiring to the user's site must support the VDSL service. Speed may be limited by the copper circuit.
- 4.2. VDSL requires the use of a VDSL compatible modem or router. ADSL devices will operate but will be limited to ADSL speeds.
- 4.3. VDSL is an a “asynchronous” service. Uploads speeds are lower than download speeds.

5. Commercial Terms:

- 5.1. ZSD Standard Terms, including definitions and rules of interpretation contained in it will apply to this service, except where stated otherwise in this document.
- 5.2. The Service will be provided indefinitely until terminated as per the Standard Terms or as per this document.
- 5.3. ZSD uses an upstream Supplier to provide the Services to the Customer, and can terminate this Agreement immediately if its agreement with that upstream Supplier is terminated.

6. Service Levels:

- 6.1. ZSD makes use of upstream providers to itself provide the Service, and consequently service levels are subject to the performance of such upstream providers.
- 6.2. Other factors may also impact the quality of the Service, including network availability, distance of the Customer’s location to the local exchange, line copper quality and line sync speed limitations.
- 6.3. As a result of the above, ZSD can only provide the Service on a “reasonable effort” basis and makes no warranties as regards quality of the Service, including data throughput and availability of the Service.

7. Support

- 7.1. The Customer will be responsible for reporting faults in the Service to ZSD.
- 7.2. ZSD will provide support for the Service during Business Hours either telephonically or as per the ZSD Website, and will resolve faults relating to the ZSD System on a reasonable

effort basis.

- 7.2.1. For the avoidance of doubt, support will not include anything which is out of the reasonable control of ZSD including without limitation:
- 7.2.2. Faults in the Customer's hardware such as its computer or modem;
- 7.2.3. Faults with the Customer's telecommunication service provider's system or equipment;
and
- 7.2.4. Faults in ZSD's service providers' networks or equipment.
- 7.3. Should the fault lie with another party, ZSD will make reasonable efforts to advise that other party of the fault.
- 7.4. Should ZSD attend at the Customer's premises to repair a fault and find that the fault is not the responsibility of ZSD, it will charge the Customer at its Time and Materials Rate for the time so spent.