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Systems
Design**
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Service Specification Sheet

Service Name: **Openserve Fibre Broadband Access**

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Description: Rental of a Fibre service, provisioned by Openserve (Telkom's wholesale division), to a home or business premises. A fixed monthly fee is payable, depending of the speed of the service provided. Data is supplied via a separate contract.

Pricing:

Monthly recurring charges:

ZSD Service Code	Max download Speed	Nominal upload speed	Monthly Rental (Inc 15% VAT)		
			Payment via Debit Order	Monthly on Invoice	Annually in advance
FBARent25	25 Mbit/sec	25 Mbit/sec	R 590 pm	R 640 pm	R 7080 pa
FBARent50	50 Mbit/sec	25 Mbit/sec	R 705 pm	R 765 pm	R 8460 pa
FBARent100	100 Mbit/sec	50 Mbit/sec	R 860 pm	R 905 pm	R 10320 pa
FBARent200	200 Mbit/sec	100 Mbit/sec	R 995 pm	R 1045 pm	R 11940 pa

Installation Charges:

Item	Once off charge (inc 15% VAT)	Notes
Installation Fee: For installing fibre onto user's property:	R 2765	Includes up to 8 meters of trenching. (Special offer free installation until 30 September 2021. Subject to 12 month term).
Fibre Connection Fee:	R 695	Payable for all connections, new or existing.
Fibre Router:	R 645	Budget price, subject to confirmation on order
Additional trenching:	poa	Client will be advised if required.

Ad Hoc Charges:

Service	Once off Charge (Including VAT)
Service speed change fee:	R 145
Unnecessary Call Out Fee:	R 2160

Support Information:

Encapsulation: PPPoE

Service Conditions:

1. Service speed:

- 1.1. The above indicated speeds are the maximum download speed supported for each service.
- 1.2. The service is an “asynchronous” service designed to allow download at faster speeds than uploading. Nominal upload speeds are also indicated above.
- 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.
- 1.5. As a result, ZSD can only provide the Service on a “reasonable effort” basis and makes no warranties as regards to quality of the Service, including data throughput and availability of the Service.
- 1.6. The upstream infrastructure is shared by multiple users. The speed of the Service will fluctuate depending on 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. Trenching:

- 2.1. The standard installation charge assumes that existing conduit used for routing existing copper based services from the border of the property to the building, are suitable for use with the new fibre. It also allows for up to 8m of new conduit or trenching.
- 2.2. Where existing services are provided by overhead cables, the new fibre will be routed on existing overhead poles.
- 2.3. If the conduits are full, blocked, damaged or otherwise unsuitable for use with new fibre cables and more than 8m of new conduit or trenching is required, ZSD will provide a quote for the additional work required. This will be based on the prices indicated under “Optional Services” above. The client will then have the option to:
 - 2.3.1. Accept the quote for additional work.
 - 2.3.2. Contract their own 3rd party to perform the additional work. Or
 - 2.3.3. Cancel the service completely.

3. Power:

- 3.1. The fibre service will terminate with an “Optical Network Terminator” (ONT) device. This must be plugged into a mains power source. Customers must provide a dedicated wall socket within 1.5m of the desired termination point before installation.
- 3.2. Note the service will not work during power failures.

4. Cable Router or Firewall Requirement:

- 4.1. The customer must also provide an ICASA approved cable router or firewall to use this service. This may purchased from ZSD as a separate sales transaction.
- 4.2. The router will be connected to the ONT device with a CAT5 ethernet cable and must be programmed with a PPPOE username and password.
- 4.3. ZSD will provide the PPPOE username and password as part of a separate data contract.

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. There is no minimum initial contract period, the service is provided on a month to month basis.
- 5.3. The Service will be provided indefinitely until terminated as per the Standard Terms or as

per this document.

- 5.4. 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 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 to 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:
 - 7.2.1.1. Faults in the Customer's hardware such as its computer or modem;
 - 7.2.1.2. Faults with the Customer's telecommunication service provider's system or equipment; and
 - 7.2.1.3. 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.