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Systems  
Design**  
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## Service Specification Sheet

Service Name: **Mobile Data for Routers, Dongles, Tablets and Cell Phones.**  
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Description: GSM Mobile Data for Routers, Dongles, Tablets and Cell phones.

ZSD have targeted this service for customers who require a backup internet connection for their ZLS servers at times when ADSL, or other primary Internet Access service, fails.

It also provides an attractive option for users with cell phones with MTN contract sim cards who require GSM data services.

This data is provided by means of a dedicated, data only sim card, or it can be enabled on an existing MTN contract sim card. A dedicated APN (“yourmobile”) must be configured in the device in order to connect via this service.

Data is provided over the MTN South Africa GSM network, which has wide coverage through many parts of South Africa.

The services supports LTE (“4G”), 3G and GPRS protocols, which provide service at a range of speeds. Speeds attained depend on the capabilities of the device used and the type and quality of the GSM signal available.

Dedicated data sim cards provided by ZSD are LTE enabled. If the service is provided by the clients MTN contract sim card, this needs to support LTE in order to provide a high speed LTE service.

All data is provided on a month to month basis. There are no contracts with ZSD. Data cap is “rolled over” for the current month plus 3 months, in the manner as described below.

Clients must complete a “RICA” documentation process before the service can be supplied.

**Pricing:****Re-curing Monthly Bandwidth:**

<b>ZSD Service Code</b>	<b>Recurring Monthly cap GBytes/month</b>	<b>Price (Including VAT) Monthly</b>
lte05	0.5	R 52
lte1	1	R 104
lte2	2	R 143
lte3	3	R 210
lte4	4	R 275
lte5	5	R 355
lte6	6	R 420
lte8	8	R 555
lte10	10	R 690
lte12	12	R 825
lte16	16	R 1090
lte20	20	R 1335
lte24	24	R 1630

**Ad Hoc, Once off Top-Up Bandwidth:**

<b>ZSD Service Code</b>	<b>Ad Hoc Top up Bandwidth GBytes</b>	<b>Price (Including VAT)</b>
lte05	0.5	R 59
lte1	1	R 118
lte2	2	R 236
lte3	3	R 354
lte4	4	R 472
lte5	5	R 590
lte6	6	R 708
lte8	8	R 944
lte10	10	R 1180
lte12	12	R 1416
lte16	16	R 1888
lte20	20	R 2360
lte24	24	R 2832

**Once off Sim cards, and hardware options:**

ZSD Service Code	Hardware	Prices (Including VAT) Once Off
Itesim	LTE data sim card	R 40
	Huawei B593 LTE Router	R 2265.75*

\* Note indicative price only. Router prices vary with exchange rate etc. Prices and technical specification and are subject to confirmation at time of order

#### Router Rentals (subject to availability):

ZSD Service Code	Hardware	Prices (Including VAT) Once Off
hwirent	Huawei B593 LTE Router Router Rental (when available)	R 285 per month 1st 2 months (pro-rata)
hwrent	Huawei B593 LTE Router Router Rental (when available)	R 190 per month Additional months

#### Support Information:

APN: yourmobile  
Coverage Map: <https://www.mtn.co.za/pages/coverage-map.aspx>  
Usage Statistics: <https://www.youradsl.co.za/index.php>  
Contact ZSD for Username and Password  
SMTP Relay server: smtp.internet.co.za  
DNS Servers: Use server assigned DNS servers.

#### Service Conditions:

- 1. Service Limitations:**
  - 1.1. The service is provided with a publicly addressable IP address from a predefined range. Thus it will support all protocols, including “ipsec” and “gre”. The IP address is publicly accessible and there are no restrictions on any incoming TCP/IP “ports”. Note the public address may change from time to time when a new GSM session is established.
  - 1.2. If the service falls into arrears, the sim card will be automatically cancelled. A new sim card must be issued to restore the service. This requires a new RICA process and costs for the new sim card.
- 2. Service speed:**
  - 2.1. No artificial restrictions on the speed of this service will be applied by ZSD.
  - 2.2. Speeds of up to 20 Mbit/sec are attainable.
  - 2.3. Actual speed attained will depend on the signal available and network load.
  - 2.4. Speeds will also be limited to the maximum speed supported by the clients device and sim card.
- 3. Bandwidth Usage Policy**
  - 3.1. ZSD will make available to the Customer, either directly or through its partners, a website that will allow the Customer to monitor usage of the Service, but the Parties agree that this is a complimentary offering and ZSD will not be liable for any damages arising from any statement of the Customer's data usage on such website.
  - 3.2. It is the Customer’s responsibility to monitor bandwidth usage, and to ensure that it does not exceed its usage cap during a particular period.

### 3.3. Roll over bandwidth:

3.3.1. Bandwidth “rolls over” for 3 months. Bandwidth usages is allocated as per the following rules:

This graphic for the current month of November illustrates how roll over bandwidth is allocated and consumed for prior months.



3.3.1.1. First the current month's bandwidth allocated must be exhausted before any prior month roll over bandwidth is used. (ie November in the above example)

3.3.1.2. Then unused bandwidth from current minus 3 months is used (August above).

3.3.1.3. Then unused bandwidth from current minus 2 months is used (September above).

3.3.1.4. Then unused bandwidth from current minus 1 months is used (October above).

### 3.4. Top Up Bandwidth

3.4.1. If a customer requires more bandwidth than their nominal monthly allocation, they may purchase ad-hoc “top up” cap.

3.4.2. This top up cap can be ordered from ZSD telephonically, by e-mail or by SMS, during business hours.

### 4. RICA

4.1. Customers who purchase this service must be verified as required by “RICA” legislation which is enforced on all GSM services. The following documents are required:

#### 4.2. For Individuals:

4.2.1. The Individual's Identity must be verified by one of:

- Green bar-coded SA ID book
- Temporary ID document.
- New bar-coded ID card or
- SA Password

Note drivers licences are NOT acceptable.

4.2.2. The Individual' Residential Address must be verified by one of (not less than 3 months old):

- Bank Statement
- Municipal Account
- Telephone Account
- TV License
- Insurance Policy or
- Retail Account

#### 4.3. For Companies:

- 4.3.1. Both the Legal Entity and a nominated Individual representing the Company must be verified.
- The Company must issue a letter or affidavit confirming that the nominated individual is authorized to represent the company.
- 4.3.2. Company name etc must then be verified by one of:
- Registration Documents
  - Founding Statement
  - SARS Document or
  - Other Government issued document
- 4.3.3. Company address verified by one of (not less than 3 months old):
- Bank Statement
  - Municipal Account
  - TV License or
  - Supplier Account
- 4.3.4. The Representative's Identity must be verified by one of:
- Green bar-coded SA ID book
  - Temporary ID document.
  - New bar-coded ID card or
  - SA Password
- Note drivers licences are NOT acceptable.
- 4.3.5. The Representatives Residential Address must be verified by one of (not less than 3 months old):
- Bank Statement
  - Municipal Account
  - Telephone Account
  - TV License
  - Insurance Policy or
  - Retail Account

#### **4.4. RICA Procedure:**

- 4.4.1. RICA verification will take place at ZSD's offices in Claremont.
- 4.4.2. Individuals or nominated representatives must bring original documentation as listed above.
- 4.4.3. ZSD will verify the identity of the individual, check documentation and make copies for records purposes.
- 4.4.4. Sim Cards can only be released after completion of the RICA Procedure.
- 4.4.5. Legislation requires that documentation is kept for 5 years.
- 4.4.6. Penalties for not adhering to the legislation can be as high as a R2 Million fine or 10 years imprisonment.

#### **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.
- 5.2.1. The service will be invoiced in whole calendar months only. No pro-rata discount of fees for initial and final periods of less than a calendar month will apply.
- 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, signal quality, distance of the Customer's location to the Provider's cell phone tower.
- 6.3. The Service provides access to the internet, which is subject to bandwidth constraints, system failures and all manner of other factors, out of ZSD's control, that may impact on the Customer's access.
- 6.4. 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.
- 7.3. For the avoidance of doubt, support will not include anything which is out of the reasonable control of ZSD including without limitation:
  - 7.3.1. faults in the Customer's hardware such as its computer or modem;
  - 7.3.2. faults with the Customer's telecommunication service provider's system or equipment; and
  - 7.3.3. faults in ZSD's service providers' networks or equipment.
- 7.4. Should the fault lie with another party, ZSD will make reasonable efforts to advise that other party of the fault.
- 7.5. 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.