



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

Unit D11,
Clareview Business Park
236 Lansdowne Rd

info@zsd.co.za
http://www.zsd.co.za

P.O. Box 46827
Glosderry, 7702
South Africa

+27-21-683-1388
+27-21-674-1106

Service Specification Sheet

Service Name: **MTN “Fixed” LTE Data.**
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Description: LTE Data for Routers that connect to a single cell phone mast.

This is an alternative to ADSL and FTTH connections. It is a wireless solution which enables rapid deployment, particularly in areas that have limited fixed line coverage. Service stability may be less than that of a fixed line solution.

This data is provided by means of a dedicated, data only SIM card. A bundled router option is available.

This service is restricted to a nominated end user address, serviced by a single (or limited) cell phone towers. If the user relocates the service must be reconfigured for a new address – (there is a limit on how frequently this can be done). Note ZSD offer a separate MTN Mobile data service, suitable for use with mobile devices.

Data is provided over the MTN South Africa LTE network. Speeds attained depend on the capabilities of the device used and the type and quality of the signal available. Users should forward their physical address to ZSD to check if coverage is available before ordering the service.

The service requires the use of a router that supports “LTE Cat 6”. Note many current generation LTE do not support this standard. ZSD can provide a list of routers makes and models which are known to work with the service. Alternately the service can be ordered with a bundled, supported, router.

All data is provided on a month to month basis. There are no contracts with ZSD. Unused data cap is “rolled over” for 1 month. A calendar months notice is required for cancellation. However if the bundled router contract is terminated within 6 months, early termination penalties may be payable.

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

Pricing:

Two packages are available with this service:

- Sim card only. The client will have to supply a supported Cat6 LTE router.
- Sim card and router bundle special. Discounted Huawei B525 Router, with LTE Cat 6 support, bundled with a slightly higher data tariff. (Special offer subject to confirmation at time of order)

Recurring Monthly Bandwidth (Prices include VAT):

Data Cap GBytes/month	ZSD Service Code	Price per Month (SIM card only)	ZSD Service Code	Price per Month (Router and SIM card bundle)
30	MTNFL30	R 233	MTNFLB30	R 295
60	MTNFL60	R 412	MTNFLB60	R 474
100	MTNFL100	R 649	MTNFLB100	R 712
150	MTNFL150	R 887	MTNFLB150	R 949

Ad Hoc, Once off Top-Up Bandwidth (Prices include VAT):

ZSD Service Code	Ad Hoc Top up Bandwidth GBytes	Once Off Price
MTNTu1	1	R 12
MTNTu2	2	R 22
MTNTu5	5	R 53
MTNTu10	10	R 83
MTNTu25	25	R 178
MTNTu50	50	R 357
MTNTu100	100	R 713

Once off prices. Sim cards, and hardware bundle options (Prices include VAT):

ZSD Service Code	Hardware	One Off Price
MTNFLSIM	LTE data SIM card	R 40
MTNFLbun	Supported router + SIM card	R 2409.60*

* Subject to confirmation at time of order. Includes delivery to customer site and RICA documentation verification at time of delivery.

Support Information:

Coverage Map: https://www.mtn.co.za/Pages/Coverage_Map.aspx (Fixed LTE service)
Please forward your physical address to ZSD to confirm coverage before ordering.

Usage Statistics: <https://www.youradsl.co.za/index.php>
Contact ZSD for Username and Password

Service Conditions:

1. Service Limitations:

1.1. 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. Actual speed attained will depend on the signal available and network load.

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. Unused bandwidth "rolls over" for 1 months.

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 Passport

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.