



The terms below shall be deemed to be incorporated within the Vocall Business Internet Service Schedule therein by reference.

**1 DEFINITIONS**

1.1 For the purposes of this Contract, the following terms shall have the meanings assigned to them below: -

1.1.1. **“Capped Internet Access”** means Internet access that is provided on a metered usage basis and imposes a limit with regards to the amount of data that can be downloaded for the line speed offered;

1.1.2. **“Coverage Area”** means the primary Service area with LTE coverage;

1.1.3. **“LTE”** means Long Term Evolution and is a standard for wireless communication of high-speed data for mobile phones and data terminals. LTE is also referred to as 4G;

1.1.4. **“Mobile Router”** means a portable routing device enabling the Client to access the Service anywhere;

1.1.5. **“Router”** means the routing device placed on the Client’s premises to provide the Client with access to the Service;

1.1.6. **“SIM”** means the Subscriber Identity Module card allocated to the Client to enable the Client to gain access to the Vocall Network;

1.1.7. **“the Service”** as described in Clause 3 of this document;

1.1.8. **“Vocall”** means Vocall Networx (Pty) Ltd with company registration number 2015/026642/07.

**2. PROVISION OF THE SERVICE**

2.1. Vocall shall make the Service available to the Client throughout the duration of the Contract save for circumstances beyond the control of Vocall and subject to the terms and conditions herein contained, read together with the Master Services Agreement.

2.2. The Client shall be allowed access to the Service by means of an LTE enabled SIM card, which is inserted into the CPE device.

2.3. The Client acknowledges and agrees that the Service is provided on a best-effort basis and Vocall provides no warranty that the aforementioned will be available at all times.

2.4. Vocall shall endeavour to ensure the availability of the Service at any location within South Africa, limited to the Coverage Areas only as published by Vocall from time to time.

2.5. The premises identified by the Client at the Activation of the Service is deemed the primary premises for the provision thereof, and the Client acknowledges that the provisions of the Service is subject to the aforementioned premises being situated in the Coverage Area.

2.6. Should the Client move the CPE from the primary premises as described above, Vocall cannot guarantee availability and/or operation of the Service at all times.

2.7. Should the Client move the CPE from the primary premises as described above, Vocall cannot guarantee availability and/or operation of the Service.

2.8. Bundle information and further parameters applicable to the Service are further detailed in Appendix 1 hereto.

**3. SERVICE DESCRIPTION**

3.1. Vocall will provide the Client with a Service referred to herein as Business Internet LTE which encompasses the provision of Capped Internet Access, by means of a Router, Mobile Router and SIM card with LTE capabilities.

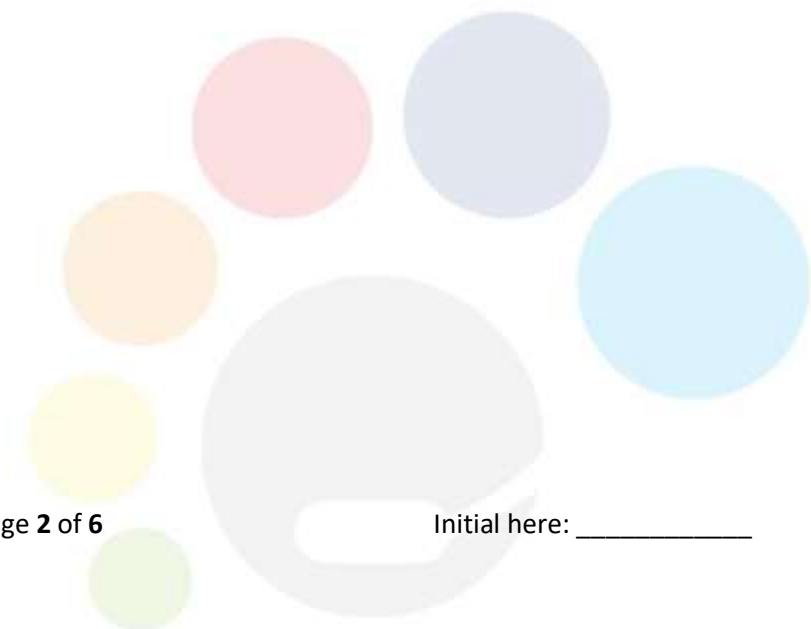
3.2. The Client will have the option of utilising the above-mentioned Service on a Capped data allocation basis, as further set out in Appendix 1 below.

**4. CHARGES AND FEES AND PAYMENT TERMS**

4.1. The Client shall be liable to pay to Vocall a once-off installation and Activation fee which shall be billed and invoiced to the Client together with the Monthly Service Charge due for the first month following Activation.

4.2. The Monthly Service Charge shall be invoiced monthly in advance and the Client shall pay all amounts due and so invoiced within 30 (thirty) days of date of the applicable invoice.

4.3. In the event the Client orders a Top-Up Bundle, the charge for such bundle shall be reflected on the invoice in the month subsequent to the bundle being ordered.





**ANNEXURE 1**

**1. Service Plans**

- 1.1. Business Internet LTE is made available on a 12- or 24-month contract term.
- 1.2. The service plan can be chosen either with a broadband service of 10mbps, 20mbps or a best effort/unrestricted service.
- 1.3. The 10mbps and 20mbps are capped at those maximum speeds, meaning the Client will receive a service up to those speeds which is dependent on network congestion.
- 1.4. The night owl bundle that is allocated is available, for utilization during 12am to 5am any day during the week.
- 1.5. The Client shall have the option to select one of the following service plans in order to utilise the Service: -

Product Name	Monthly Anytime Data Allocation	Monthly Night Owl Data Allocation (12-5am)	Max Bandwidth	Product Description
Business Internet LTE 5GB	5GB	5GB	Unrestricted Speed	Unrestricted speed based on network congestion with a data allocation cap of 5GB
Business Internet LTE 10GB	10GB	10GB		Unrestricted speed based on network congestion with a data allocation cap of 10GB
Business Internet LTE 20GB	20GB	20GB		Unrestricted speed based on network congestion with a data allocation cap of 20GB
Business Internet LTE 10mbps 50GB	50GB	50GB	10mbps	Maximum speed of up to 10mbps with 50GB Anytime data and 50GB of night owl data
Business Internet LTE 20mbps 50GB			20mbps	Maximum speed of up to 20mbps with 50GB of anytime data and 50GB of night owl data
Business Internet LTE 50GB			Unrestricted Speed	Unrestricted speed based on network congestion, with 50GB of anytime data and 50GB of night data
Business Internet LTE 10mbps 100GB	100GB	100GB	10mbps	Maximum speed of up to 10mbps with 100GB Anytime data and 100GB of night owl data
Business Internet LTE			20mbps	Maximum speed of up to 20mbps with 100GB of anytime data and 100GB of night owl data

Product Name	Monthly Anytime Data Allocation	Monthly Night Owl Data Allocation (12-5am)	Max Bandwidth	Product Description
20mbps 100GB				
Business Internet LTE 100GB				
Business Internet LTE 10mbps 200GB	200GB	200GB	10mbps	Maximum speed of up to 10mbps with 200GB Anytime data and 200GB of night owl data
Business Internet LTE 20mbps 200GB			20mbps	Maximum speed of up to 20mbps with 200GB of anytime data and 200GB of night owl data
Business Internet LTE 200GB			Unrestricted Speed	Unrestricted speed based on network congestion, with 200GB of anytime data and 200GB of night data
Business Internet LTE 10mbps 300GB	300GB	300GB	10mbps	Maximum speed of up to 10mbps with 300GB Anytime data and 300GB of night owl data
Business Internet LTE 20mbps 300GB			20mbps	Maximum speed of up to 20mbps with 300GB of anytime data and 300GB of night owl data
Business Internet LTE 300GB			Unrestricted Speed	Unrestricted speed based on network congestion, with 300GB of anytime data and 300GB of night data

**2. Top Up BUNDLES**

The Client shall have the option to select one of the following Bundles once their allocated data from their service plan has been utilised: -

Bundle	Business Internet LTE Service
1GB	Business Internet access with a maximum limit of 1 Gigabits
5 GB	Business Internet access with a maximum limit of 5 Gigabits

<b>Bundle</b>	<b>Business Internet LTE Service</b>
20GB	Business Internet access with a maximum limit of 20 Gigabits
50GB	Business Internet access with a maximum limit of 50 Gigabits
100GB	Business Internet access with a maximum limit of 100 Gigabits
150GB	Business Internet access with a maximum limit of 150 Gigabits
200GB	Business Internet access with a maximum limit of 200 Gigabits
300GB	Business Internet access with a maximum limit of 300 Gigabits
500GB	Business Internet access with a maximum limit of 500 Gigabits
1000GB	Business Internet access with a maximum limit of 1000 Gigabits

**3. USAGE PARAMETERS**

- 3.1. The usage parameters set out in this document are designed to assist in protecting the Vocall Network, the Service, Clients s and the Internet community as a whole from improper and/or illegal activity over the Internet, to improve service and to improve service offerings.
- 3.2. As stipulated in the Acceptable Use Policy, Vocall reserves the right to monitor usage and apply certain restrictions.
- 3.3. Any stated speeds and uninterrupted use of the Service are not guaranteed and actual speeds vary based on the amount of traffic on the internet, content on the particular website, or by the overall performance and configuration of the computer connected to the Service and will likely be lower than the speeds indicated during peak hours.
- 3.4. This document is not intended to replace or supersede the Acceptable Use Policy.
- 3.5. Some protocols will receive priority over the Vocall Business network and are seen as business-critical applications. These protocols include: -
  - HTTP
  - HTTPS
  - SMTP and POP3
  - IMAP
  - FTP
  - TELNET
  - SSH

3.6. The following protocols are deemed non-mission critical and shall receive the lowest priority on the Vocall network: -

- Peer-to-Peer
- BitTorrent
- Gaming

**4. INSTALLATION PARAMETERS**

4.1. Upon purchase of the Service, the CPE which in this Service, includes but is not limited to, a Router and/or Mobile Router and SIM card shall be shipped to the premises as identified by the Client.

4.2. The CPE is delivered pre-configured and upon connection to a power source by the Client, the CPE shall automatically connect to the Service

**5. SUPPORT PARAMETERS**

Notwithstanding anything detailed in the General SLD, Vocall shall provide the Client with access to the Technical Call Centre.

**6. ON-SITE SUPPORT**

6.1. Within the first year of Activation of the Service, the Client is entitled to a single on-site support visit by Vocall at no cost to the Client. Vocall may provide assistance with CPE installation or technical troubleshooting should the Service not be operating correctly.

6.2. The initial on-site support visit shall be at no cost to the Client; however, any further on-site support visits shall be charged at the standard call out rates for an on-site support request, save for instances where such further on-site support is required as a result of Vocall's failure to deliver on its obligations contained herein.

6.3. Should the initial on-site support visit not be utilized within the first year following Activation of the Service, an on-site support visit shall then become chargeable and the Client shall be charged the standard call out rate for an on-site support request.

