

Pricing Structure

Our pricing structure consists of a combination of three aspects:
(Note: All prices are including VAT unless otherwise specified.)

INSTALLATION COSTS:

This is a once off cost to install the equipment needed for you to connect to our network. This could be a variety of items depending on the service(s) you require.

MONTHLY FIXED COSTS:

These are the fixed charges on our network - connection fees, line rentals, etcetera.

MONTHLY VARIABLE COSTS:

The data package you choose, additional data you use, telephone & fax calls, etcetera.
Please contact us at +2718 011 0411 if you need specific pricing or further information:

INSTALLATION COSTS

The basic installation to connect to our network:

In order to connect to our network, fixed wireless equipment has to be installed outside the buildings. This equipment is powered from the inside of the building where it also provides an Ethernet connection, also seen as a network point, to which any IP enabled network device can be connected. The fixed wireless connection includes a NAT router which provides the premises with its own private DHCP IP range. Connecting to this IP range routes all Internet traffic through our network.

Because our wireless system works on the principle of "line of sight" there are sometimes challenges with the installation. The best place to do the installation might not be close to where the services will be used, so additional equipment might have to be added. These potential additional costs can only be determined on site and will be quoted before installation will commence.

A basic installation can cost between R1500 - R2 500 depending on your location - please confirm the installation cost with our office.

To connect more than one computer on the IP network you will need a network switch: R 200 - R250.

To create a wireless "hot-spot" on the site in order to connect a laptop, iPad, Smart phone or any other Wi-Fi device you need a Wi-Fi router – they range from R740.

Telephone Installation

Option 1: From R900

Install a VOIP (Voice Over Internet Protocol) phone. It is a digital device and can only work on a VOIP system like ours and plugs into an IP network. These devices won't work on a normal analogue (like Telkom) line. Prices start at R 900.00 for a basic desktop phone, but there are other more sophisticated devices as well as cordless options available depending on the need. The quality of these phones are outstanding as they are made for the VOIP purpose.

Option 2: From R 860 depending on region

Install an ATA - "analogue telephone/terminal adapter" which converts the digital VOIP signal to an analogue signal.

You can use any telephone handset which worked on an analogue network (like Telkom). The device can also terminate either 1 or 2 telephone numbers. Costs for the ATA start from R 760.00.

We have a variety of telephone handsets which will work with option 2. We provide ordinary desktop phones as well as cordless options. They range from between R 300.00 and R 700.00.

We also offer PBX and "hosted" PBX systems. Prices for this have to be quoted.

Fax Installation to be able to send and receive faxes

TrueFax uses a dedicated ATA (Analogue Terminal Adapter) from Pangea that connects directly with the fax machine and converts the fax to a TIFF data file which it then transfers over the Internet to the Pangea server. The Pangea server will then physically make the fax call to the end destination and send a confirmation to the local fax machine and/or e-mail address.

With this solution you get a dedicated 087 fax number and access to a website to monitor and manage your faxes.

(Note that we can also port your existing geographical number if you have a dedicated fax number - see next section Number Porting.)

Also note that contrary to the traditional Telkom analogue network our telephone and fax solutions are two separate functions and need to be connected separately. Price of the TrueFax ATA is R 1530.00

Number Porting

R200 per number

- Any geographical number can be ported to another service provider. If you have an existing number that you want transferred to either TrueVoice or TrueFax we can accommodate that. The cost of number porting is R200 per number.
- When porting a number please note the following:
- Only geographical numbers (i.e. 011 / 014 / 018 / 053 etcetera - no 087 or 086 numbers) can be ported - and the number to port can only be used within the geographical area it was issued to be used in.
- The porting request takes about 2 weeks to complete. We submit the request to the service provider currently managing the number (i.e. Telkom) through our service provider. They process the request and if everything is in order they will reply with a porting date, which we will confirm.
- The following could result in a decline of the request: outstanding payments on the account, no active account on that number, a long term agreement has been entered into on that number. We will be informed of the reason for the decline.
- Also note that if the current provider is Telkom then all data services connected to that number will also be cancelled.
- Do not cancel the current service until the port has been completed.
- Some providers keep on billing the service even after no service exists – so please confirm the cancellation with the old service provider after the porting has completed.
- There is a two (2) month cool off period on the port in which a request for a port reversal can be submitted. After the 2 months a complete new process has to be entered into with the new service provider if the number needs to be moved.

MONTHLY FIXED COSTS

Description	Price
To be able to have an active connection to our network the basic connection fee needs to be paid. This enables all other services:	R100
Static Public IP (This is only needed for clients that want to login to devices like cameras or servers from outside our network or clients whom wish to have an IP which links directly to the internet)	R25
Additional "routing" to connect from or to other networks, tunnel protocols like EOIP and VPN, etcetera	Quoted additional
VOIP line rental	R80 / concurrent call
Fax line rental	R95
Annual domain registration	R250
Monthly email hosting, R10 per address with a minimum of 10 addresses	R100 minimum
Internal data streaming within our network (with a maximum of 4 AP hops)	R100 / Mbps / side

MONTHLY VARIABLE COSTS

Internet Access

Important terms to understand in order to choose a data package:

- **Queue:** In data traffic transit a queue refers to the router system where data grams or packets are queued in a router, when the exit speed from the router is slower than the speed of the traffic coming in. The hold-up or build-up of traffic waiting to exit is called a queue – similar to a queue in a banking line or at a fast foods outlet.
- **Priority:** Refers to how the router makes decisions on which data grams or packets in a queue to send out before others. Packets enter the queue in the order at which they arrive. Packets with similar priorities will take up position in the queue based on the position which they arrived in, however packets with higher priority markings will be placed ahead of packets with lower priority markings in the queue. Note that priority only becomes a factor when the exit speed is slower than the entry speed. To use the bank queue again, priority would mean that a high profile customer coming into the bank will be allowed to move directly to the front of the queue. This would obviously only benefit the customer if a queue has actually formed.
- **Contention:** An Internet connection of say 10Mbps shared by 20 users is considered uncontended when each user is assigned a maximum speed of 500Kbps, i.e. even if all users use their maximum capacity they will not exceed the 10Mbps allowed. However if each user is assigned a maximum speed of 1Mbps the system is considered contended – i.e. when each user tries to use their maximum speed all at once they will need more than the total network assignment of 10Mbps and the users contend with each other for the available bandwidth. The queuing and prioritising systems used will determine how the contended connections are managed.
- **SLA:** A Service Level Agreement refers to the guarantees given into uptime of a network, and downtime recovery times. If no SLA is specified then no guarantees are provided with the connection. The regulator allows, as a standard, 3 days for a fault reported by a customer to be cleared. Specified SLA's usually go hand in hand with addition remuneration.
- **Fair usage policy:** "Fair usage" is a term used to describe what we consider as fair use of every different uncapped account. The implementation of a fare usage policy is to regulate the potential abuse of cheaper uncapped accounts. The True Communications fair usage policy stipulates fair used data amounts within certain time frames, and will reduce the connection speed if these fair use amounts are exceeded. Typically a 4Mbps/5GB/5Day (4-2-1) account allows a user to fairly use 5GB of data calculated in the last 5 days of use. For every increment of 5GB used more in the last 5 days, the connection speed is reduced according to the figures in brackets.

The reason for these distinctions is because no network in SA connecting consumers has unlimited capacity. When the set capacity of a network is reached, the concepts above describe how the network will decide to distribute which priority to which traffic.

We make the following 3 basic distinctions in the way traffic receives priority exiting our network:

- Capped data traffic – this traffic will always receive the highest priority within our network, and leaving our network.
- High priority uncapped data traffic – this traffic will receive second priority behind capped traffic.
 - Low-priority uncapped data traffic – this traffic will receive the lowest priority.

We offer the following two services:

- Wireless Internet connections in all other areas we have coverage.
- Fibre Internet connections in selected areas in Ventersdorp and Lichtenburg.

Wireless Internet Data Bundles:

Capped data:

	Capped Packages:		
Capped 2	2 GB available	R 50.00 /extra GB Data Extra 1	R135.00
Capped 3	3 GB available	R 50.00 /extra GB Data Extra 1	R150.00
Capped 4	4 GB available	R 50.00 /extra GB Data Extra 1	R190.00
Capped 6	6 GB available	R 40.00 /extra GB Data Extra 2	R265.00
Capped 8	8 GB available	R 40.00 /extra GB Data Extra 2	R325.00
Capped 10	10 GB available	R 40.00 /extra GB Data Extra 2	R400.00
Capped 15	15 GB available	R 40.00 /extra GB Data Extra 2	R600.00
Capped 25	25 GB available	R 30.00 /extra GB Data Extra 3	R850.00
Capped 30	30 GB available	R 30.00 /extra GB Data Extra 3	R900.00
Capped 50	50 GB available	R 20.00 /extra GB Data Extra 4	R1 300.00
Capped 100	100 GB available	R 20.00 /extra GB Data Extra 4	R1 900.00

With the capped options you can decide whether you want to be stopped when you have reached your cap, or whether you want the system to add to your cap automatically.

Notifications – the standard for the system is to send an email once a day when you have reached 80% of your cap.

	Packages	Description / Usage Policy	Price
	Uncapped: (Low Priority)		
Uncapped1-1	(1 / 0.5)	10 GB/5days	R200.00
Uncapped2-1	(2 / 1 / 0.5)	10 GB/5days	R300.00
Uncapped3-1	(3 / 2 / 1)	10 GB/5days	R399.00
Uncapped6-1	(6 / 4 / 2 / 1)	10 GB/5days	R500.00
Uncapped6-2	(6 / 4 / 2 / 1)	15 GB/5days	R550.00
Uncapped6-3	(6 / 4 / 2 / 1)	20 GB/5days	R750.00
Uncapped6-4	(6 / 4 / 2 / 1)	25 GB/5days	R800.00
Uncapped8-2	(8 / 6 / 4 / 2)	30 GB/5days	R1 000.00
Uncapped8-4	(8 / 6 / 4 / 2)	35 GB/5days	R1 200.00
	Uncapped: (High Priority)		
UncappedHP2-2	(2 / 1)	30 GB/3days	R1 125.00
UncappedHP6-3	(6 / 4 / 2)	40 GB/4days	R2 050.00
UncappedHP6-6	(6 / 4 / 2)	50 GB/4days	R2 500.00
UncappedHP8-8	(8 / 6 / 4)	60 GB/4days	R3 000.00
Uncapped HP8-8-80	(8 / 6 / 4)	80 GB/4days	R3 200.00
Uncapped10-10	(10 / 8 / 6 / 4)	200 GB/4days	R5 000.00

Uncapped accounts

Our Uncapped packages do have a **Fair Usage Policy** - this is to ensure that bandwidth is shared as fairly and evenly as possible. Bandwidth is the amount of **data** that can be carried from one point to another in a given time period. Essentially it defines the speed of your connection.

To explain how the fair usage policy works:

- We refer to our most popular **Wireless Uncapped package** namely:
Uncapped6-1: 6/1Mbps/10GB/5days (6-4-2-1) this package specifies 6Mbps maximum download speed, 1Mbps maximum upload speed, with a fair usage policy of 10GB usage over 5 days, where speed will be reduced from 6Mbps to 4Mbps to 2Mbps to 1Mbps.

In this case, data usage is calculated from this very moment for 5 days back (today and the 4 days before) – the amount calculated is then evaluated as follows:

If the amount of data used is < 10GB – Speed stays at maximum speed – 6Mbps

If the amount of data used is > 10GB and less than 20GB – Maximum speed is reduced to 4Mbps

If the amount of data used is > 20GB and less than 30GB – Maximum speed is reduced to 2Mbps

If the amount of data used is > 30GB and less than 40GB – Maximum speed is reduced to 1Mbps



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1Mbps is the lowest the line speed will be reduced to, no matter how much data is used whilst throttled to 1Mbps.

2. We refer to our **Fiber Uncapped package** namely:

Uncap_Fiber20-2: 20/20Mbps/30GB/4days (20-10-5-2) this package specifies 20Mbps maximum download speed, 20Mbps maximum upload speed, with a fair usage policy of 30GB usage over 4 days, where speed will be reduced from 20Mbps to 10Mbps to 5Mbps to 2Mbps.

In this case, data usage is calculated from this very moment for 4 days back (today and the 3 days before) – the amount calculated is then evaluated as follows:

If the amount of data used is < 30GB – Speed stays at maximum speed – 20Mbps

If the amount of data used is > 30GB and less than 60GB – Maximum speed is reduced to 10Mbps

If the amount of data used is > 60GB and less than 90GB – Maximum speed is reduced to 5Mbps

If the amount of data used is > 90GB and less than 120GB – Maximum speed is reduced to 2Mbps

2Mbps is the lowest the line speed will be reduced to, no matter how much data is used whilst throttled to 2Mbps.

Note:

Our Uncapped Low Priority’s maximum speed are best effort. Uncapped low priority is designed primarily for large amounts of data download. We also cannot guarantee the full Download/Upload Mbps speed to clients whom connect over long distances in rural areas.

“Best of both worlds” bundle:

A combination of capped & uncapped, R 850 additional installation cost adding a router that can accommodate both products (some CPE installations have the functionality built in - in this case no added costs will be required). You are billed for one basic connection fee, plus the chosen uncapped bundle, and R 40/Gb for capped data usage – with the first R 60 as a fixed fee. With software on each individual computer so you can switch between capped and uncapped seamlessly.

Fibre Internet Bundles: (Only applicable to selected areas in Ventersdorp and Lichtenburg)

True Fiber Prices

	Packages	Description / Usage Policy	Price
	Capped: (Symmetrical)	High Speed - 20Mbps+	R10/GB
	Uncapped: (Symmetrical, Low Priority)		
Uncap_Fiber 6-1	6 / 4 / 2 / 1	20 GB / 4days	R400.00

Uncap_Fiber 10-1	10 / 5 / 2 / 1	20 GB / 4days	R500.00
Uncap_Fiber 10-2	10 / 5 / 2 / 1	30 GB / 4days	R600.00
Uncap_Fiber 10-3	10 / 5 / 2 / 1	40 GB / 4days	R700.00
Uncap_Fiber 10-4	10 / 5 / 2 / 1	50 GB / 4days	R800.00
Uncap_Fiber 10-5	10 / 5 / 2 / 1	60 GB / 4days	R900.00
Uncap_Fiber 10-6	10 / 5 / 2 / 1	70 GB / 4days	R1 000.00
Uncap_Fiber 20-1	20 / 10 / 5 / 2	20 GB / 4days	R700.00
Uncap_Fiber 20-2	20 / 10 / 5 / 2	30 GB / 4days	R800.00
Uncap_Fiber 20-3	20 / 10 / 5 / 2	40 GB / 4days	R900.00
Uncap_Fiber 20-4	20 / 10 / 5 / 2	50 GB / 4days	R1 000.00
Uncap_Fiber 20-5	20 / 10 / 5 / 2	60 GB / 4days	R1 100.00
Uncap_Fiber 20-6	20 / 10 / 5 / 2	70 GB / 4days	R1 200.00
Uncap_Fiber 20-7	20 / 10 / 5 / 2	100 GB / 4days	R1 500.00
Uncap_Fiber 40-1	40 / 20 / 5 / 3	20 GB / 4days	R800.00
Uncap_Fiber 40-2	40 / 20 / 5 / 3	40 GB / 4days	R1 000.00
Uncap_Fiber 40-3	40 / 20 / 5 / 3	60 GB / 4days	R1 200.00
Uncap_Fiber 40-4	40 / 20 / 5 / 3	80 GB / 4days	R1 400.00
Uncap_Fiber 40-5	40 / 20 / 5 / 3	100 GB / 4days	R1 600.00
Uncap_Fiber 40-6	40 / 20 / 5 / 3	140 GB / 4days	R1 900.00
Uncap_Fiber 60-1	60 / 30 / 15 / 4	40 GB / 4days	R1 200.00
Uncap_Fiber 60-2	60 / 30 / 15 / 4	60 GB / 4days	R1 400.00
Uncap_Fiber 60-3	60 / 30 / 15 / 4	80 GB / 4days	R1 600.00
Uncap_Fiber 60-4	60 / 30 / 15 / 4	120 GB / 4days	R1 800.00
Uncap_Fiber 60-5	60 / 30 / 15 / 4	180 GB / 4days	R2 300.00
Uncap_Fiber 60-6	60 / 30 / 15 / 4	240 GB / 4days	R2 800.00
Uncap_Fiber 100-1	100 / 50 / 20 / 4	50 GB / 4days	R1 500.00
Uncap_Fiber 100-2	100 / 50 / 20 / 4	100 GB / 4days	R2 000.00
Uncap_Fiber 100-3	100 / 50 / 20 / 4	200 GB / 4days	R3 000.00
Uncap_Fiber 100-4	100 / 50 / 20 / 4	300 GB / 4days	R4 000.00
Uncap_Fiber 100-5	100 / 50 / 20 / 4	400 GB / 4days	R5 000.00

	Uncapped: (Symmetrical, High Priority)		
Uncap_FiberHP 10-1	10 / 8 / 6	300 GB / 4days	R4 500.00
Uncap_FiberHP 10-2	10 / 8 / 6	350 GB / 4days	R5 000.00
Uncap_FiberHP 20-1	20 / 15 / 10	400 GB / 4days	R6 000.00
Uncap_FiberHP 20-2	20 / 15 / 10	450 GB / 4days	R6 500.00
Uncap_FiberHP 30-1	30 / 20 / 15	600 GB / 4days	R8 000.00
Uncap_FiberHP 30-2	30 / 20 / 15	650 GB / 4days	R8 500.00
Uncap_FiberHP 30-3	30 / 20 / 15	850 GB / 4days	R10 000.00
Uncap_FiberHP 30-4	30 / 20 / 15	1000 GB / 4days	R12 000.00

Carrier Grade Internet

R2500 per 1Mbps dedicated Internet access.

(Please note that CPE installation for this service will be different and needs to be quoted separately.)

Telephone Calls

All standard Telkom numbers in SA	R 0,395 per minute (billed per second) excl VAT
Vodacom, MTN, 8ta, CellC and Virgin	R 0.87 per minute (billed per second) excl VAT

International price list available upon request

All calls to any other user within the True Communications system is free – 24/7

Fax calls

SA Telkom Direct Fax	0880	R 0,90
SA Telkom Local	010	R 0,48
SA Telkom Local	011	R 0,48
SA Telkom MaxiCall	0861	R 0,78
SA Telkom National	01	R 0,60
SA Telkom National	02	R 0,60
SA Telkom National	03	R 0,60
SA Telkom National	04	R 0,60
SA Telkom National	05	R 0,60
SA Telkom PRS - Fax-2-Mail	0865	R 1,50
SA Telkom PRS - Fax-2-Mail	0866	R 1,50
SA Telkom Toll Free	080	R 0,00
SA Other	0	R 1,85



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