

ANNEXURE: *(insert number)*

SERVICE SCHEDULE NUMBER: *(insert number)*

SCHEDULE: *(insert number as above)*

ANNEXURE - VODACOM BUSINESS INTERNET 5G

between

VODACOM (PTY) LTD

and

(insert Customer's full name)

INITIAL PERIOD:

ANNEXURE: (insert number)

SERVICE SCHEDULE NUMBER: (insert number)

SECTION A – ANNEXURE – VODACOM BUSINESS INTERNET 5G

1. SERVICE ELEMENTS

- 1.1. Vodacom will provide the Customer with a Service referred to herein as Business Internet 5G.
- 1.2. The Customer will receive access to the internet over the 5G network and CPE device(s) will be provided by Vodacom as part of the Service.
- 1.3. Vodacom shall provide the Service, limited to the Coverage Areas as published by Vodacom from time to time. The premises identified by the Customer at the Activation of the Service is deemed the primary premises for the provision thereof, and the Customer acknowledges that the provision of the Service is subject to the aforementioned premises being situated in the Coverage Area.
- 1.4. A coverage check will be performed prior to the quote being generated to the customer. Should there be no coverage, the customer will not be able to receive the 5G offering.
- 1.5. The customer will be able to select any of the following product offerings:

Package	Line Speed	Soft Cap FUP	>FUP (Hard Lock)
BI 5G 25mpbs	Up to 25mbps	Usage from 1TB to 1.5TB will be at a speed of 4mbps	From 1.5TB, hard lock imposed
BI 5G 50mbps	Up to 50mbps	Usage from 1TB to 1.5TB will be at a speed of 4mbps	From 1.5TB, hard lock imposed
BI 5G 100mbps	Up to 100mbps	Usage from 2TB to 2.5TB will be at a speed of 4mbps	From 2.5TB, hard lock imposed
BI 5G Best Effort	Best Effort	Usage from 2TB to 2.5TB will be at a speed of 4mbps	From 2.5TB, hard lock imposed

- 1.5.1. Internet browsing speed and the Fair Usage Policy (FUP) thresholds are indicated in the purchased product offering in the table above. Once the Customer has reached the FUP limit, browsing speed will be throttled to the speed indicated above, for a set additional allocation of data (Soft Cap FUP). Once the Soft Cap FUP allocation has been reached, the Customer will be subject to a Hard Lock and data usage shall no longer continue. Should the Customer wish to continue usage, the Customer may purchase a TopUp data bundle.
- 1.5.2. Fair Usage Policy:
 - 1.5.2.1. Vodacom reserves the right to enforce and give effect to a Fair Usage Policy for purposes of managing and moderating the usage of the Vodacom Broadband Electronic Communications Network, and to ensure that the functional integrity of the Electronic Communications Network renders acceptable levels of subscriber experience for all of our subscribers.
 - 1.5.2.2. Vodacom reserves the right to amend, vary and/or adjust the Fair Usage Policy from time to time for Vodacom Business Internet Services, including the right to manage, protect and preserve the functional integrity and security of the Vodacom Broadband Electronic Communications Network. Accordingly, Vodacom may take reasonable measures to optimize the efficacy and performance of the Vodacom Broadband Electronic Communications Network for all Vodacom Business Internet Services subscribers, including, where reasonably necessary, proactively control each subscriber's bandwidth usage, transmission line-speed and overall functional experience of the Vodacom Business Internet Broadband Services.
- 1.5.3. Should 5G signal strength drop or become unavailable at any point in time, the Service will fall back to LTE/4G browsing speeds.
- 1.6. Further to the product offerings the customer may elect a self-installation Service or installation assistance Service.
- 1.7. Installation Parameters are set out in Appendix A of this document.
- 1.8. The following options can be considered as add-on services:
 - 1.8.1. VoIP
 - 1.8.2. Wi-Fi Extenders and UPS devices
 - 1.8.3. TopUp bundles

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SECTION B – SERVICE TERMS AND CONDITIONS

2. COMMENCEMENT AND DURATION

- 2.1. The Customer has an option of a 24 (twenty-four) month, or 36 (thirty-six) month term and this Service Schedule shall remain in force for the term as specified in the Service Order (“**Initial Period**”). The Service will continue indefinitely on a month-to-month basis, until termination by the Customer on a Month’s / 30 (thirty) days’ notice.

3. SERVICE UPGRADES AND DOWNGRADES

- 3.1. The Customer may request an upgrade to a higher Service offering or downgrade to a lower Service offering, within the Initial Period. The Customer agrees that these requests may result in a higher or lower monthly recurring charge.
- 3.2. For any upgrades or downgrades a 30(thirty) days’ written notice is required.

SECTION C - COMMERCIAL TERMS AND CONDITIONS

4. PAYMENT TERMS AND CHARGES

- 4.1. Vodacom will issue a monthly invoice to the Customer.
- 4.2. All Charges will be invoiced in advance unless otherwise indicated.
- 4.3. The Customer will pay the following Charges within 30 (thirty) days of the date on any invoice:
- 4.3.1. **Self-Installation Option:**
- 4.3.1.1. Service Charge
- 4.3.2. **Installation Option:**
- 4.3.2.1. Service Charge; and
- 4.3.2.2. Installation Charge.
- 4.4. Installation Charge will exclude the following:
- 4.4.1. Fibre Cabling;
- 4.4.2. Any Civils, cherry pickers and specialist climbing equipment;
- 4.4.3. The cost assumes that all Access Point locations can be reached with a standard 3-meter ladder;
- 4.4.4. The cost of wiring cabinets and/or brush panels and associated power points;
- 4.4.5. After-hours work
- 4.5. In the event the Customer logs a Problem and/or Incident ticket with Vodacom and it is determined that the root cause of the Problem and/or Incident is due to the Customer’s infrastructure, network, and/or equipment, the Customer will be liable for a support call out fee and costs incurred by Vodacom in respect of the call out.

SECTION C – DEFINITIONS

5G	means fifth generation of cellular networks
FUP	means fair usage policy. FUP is implemented to limit the usage of call minutes or internet speed
Initial Period	defined in section 2.1 of this document
Coverage Area	means the primary Service area with 5G coverage

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APPENDIX 1

1. INSTALLATION PARAMETERS

- 1.1. Vodacom shall install the CPE at the site(s) identified by the Customer. The mounting will comply with all appropriate Vodacom regulations and requirements to install the Indoor and outdoor CPE. The Customer's preference and/or aesthetic regulation of the mount location will be considered as long as the written request does not present additional labour and costs to Vodacom, in Vodacom's sole discretion. In the event that the Customer preference results in additional costs, such additional costs will be discussed, and a proposal will be signed prior to installation. In such cases, the installation is deemed as a non-standard installation and Customer will be responsible for ensuring that the Customer preferred conditions for installation are met. Invoicing will be updated once the installation is completed as accepted by the Customer. The scenarios for this are provided under the non-standard installation described below:
- 1.2. Standard Installation:
 - 1.2.1. All site preparations will be performed by Vodacom. If any preparations are required by subcontracting or use of local facilities personnel, this shall not be classified as a standard installation.
 - 1.2.2. The Site for installation is within 250 (two hundred and fifty) km of the nearest Vodacom regional warehouse.
 - 1.2.3. The installation location is not more than 2 (two) stories off the ground (e.g., ground floor and the next level).
 - 1.2.4. That wall mounts shall only be mounted to surfaces or building materials that can support the wall mount (the following are examples of non-acceptable surfaces: stucco, aluminium, vinyl siding).
 - 1.2.5. Where there is drilling from 1 (one) exterior point of entry or 1 (one) interior point of entry, only 1 (one) wall jack will be installed at the indoor distribution unit and the Customer's computer location.
 - 1.2.6. Grounding according to Vodacom specifications.
 - 1.2.7. Installation of weather seals for all cable points of entry.
 - 1.2.8. In the event that the Customer premises is a rental property, landlord approval will be the sole responsibility of the Customer and is required prior to the installation commencing.
 - 1.2.9. Vodacom shall activate and commission the CPE, as well as conduct tests, to verify the Service as operational. Vodacom shall demonstrate to the Customer that the Business Internet 5G Service is operational by connecting to the Internet via one wired connection and/or one Wi-Fi connection.
 - 1.2.10. The Customer shall sign a Project Completion Certificate, after Vodacom demonstrates that the Service is operational by way of Acceptance Testing.
- 1.3. Non-standard installation:
 - 1.3.1. When cable length between the Wireless Subscriber Unit and the Broadband Router is in excess of 20 (twenty) metres;
 - 1.3.2. Drilling is required through more than 2 (two) outer walls.
 - 1.3.3. Installations required to be conducted at Sites which are in high-rise buildings (which is above 2 (two) stories), buildings that require different reticulation, mounts, site revisits and/or site surveys.
 - 1.3.4. Where the Site is on a rental property and the Customer's landlord has strict requirements to meet, in order to receive approval for the installation of CPE, for example, requires renegotiation of lease in order to install the CPE or specialized installation to meet landlord approval. Landlord approval will be the sole responsibility of the Customer and is required prior to the installation commencing.
 - 1.3.5. Where the type of building limits options for location of Wireless CPE and related installation material, for example, the building's age and/or the construction of the building may not allow for properly securing the CPE, including but not limited to; the Outdoor Antennae and/or the Business Internet Router; or if fabricated mounts are required.
 - 1.3.6. The following are examples of non- standard installations: structurally reinforcing walls and/or roofs, landscaping, tree removal, excavation into concrete, roadways, paving and/or pavements for cable conduit, or ducting, roof penetrations, or restricted site of roof access requiring lifts, cranes and/or helicopters.

2. ON-SITE SUPPORT

- 2.1. Within the first year of activation of the Service, the Customer can receive a single on-site support visit by Vodacom, at no cost to the Customer.
- 2.2. Any further on-site support visits shall be charged the standard call out rates for an on-site support request, save for instances where such further on-site support is required and agreed by Vodacom.
- 2.3. Should the initial on-site support visit not be utilised within the first year following activation of the Service, an on-site support visit shall then become chargeable, and the Customer shall be charged the standard call out rate for an on-site support request.

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DULY AUTHORISED REPRESENTATIVE OF THE CUSTOMER	DULY AUTHORISED REPRESENTATIVE OF VODACOM
By:	By:
Name:	Name:
Title:	Title:
Date:	Date: