

ANNEXURE: *(insert number)*
SERVICE SCHEDULE NUMBER: *(insert number)*

SCHEDULE: *(insert number as above)*

ANNEXURE - VODACOM BUSINESS INTERNET LTE

between

VODACOM (PTY) LTD

and

(insert Customer's full name)

INITIAL PERIOD:

SERVICE ELEMENTS:

SCHEDULE INDEX

SECTION A – ANNEXURE - VODACOM BUSINESS INTERNET LTE

1. SERVICE ELEMENTS

- 1.1. Vodacom will provide the Customer with a Service referred to herein as Business Internet LTE,.
- 1.2. Access to the Service will be enabled by means of an LTE enabled SIM card, of which SIM card will be provisioned and should only be used with the CPE device(s) provided by Vodacom as part of the Service.
- 1.3. Vodacom shall endeavour to ensure the availability of the Service at any location within South Africa, limited to the Coverage Areas only 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 provisions of the Service is subject to the aforementioned premises being situated in the Coverage Area.
- 1.4. The Customer will have the option of utilizing the Service as per the service plans, set out in Appendix 1.
- 1.5. If the Customer requires the Service and / or Equipment to be moved, either to a new building or premises (“Outdoor Transfer”) or within the same building (“Indoor Transfer”), the Customer is required to provide Vodacom with 30 (thirty) days written notice prior to the requirement been carried out.
 - 1.5.1.1. If after the Outdoor Transfer occurs and based on tests carried out by Vodacom, the Customer agrees that the Service may not be available or operate, in that case the Customer may cancel the Service.
- 1.6. Bundle information and further parameters applicable to the Service are detailed in Appendix 1.

SECTION B – COMMERCIAL TERMS AND CONDITIONS

2. PAYMENT TERMS AND CHARGES

- 2.1. Vodacom will issue a monthly invoice to the Customer.
- 2.2. All Charges will be invoiced in advance unless otherwise indicated.
- 2.3. The Customer will pay the following Charges within 30 (thirty) days of the date on any invoice:
 - 2.3.1. Service Charge;
 - 2.3.2. Equipment Charges;
- 2.4. 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, Customer’s Local Area 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

| | |
|------------------------------|---|
| Service Coverage Area | means the primary Service area with LTE coverage |
| 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 |
| SIM | means the Subscriber Identity Module card allocated to the Customer to enable the Customer to gain access to the Vodacom Network. |

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APPENDIX 1

1. SERVICE PLANS

1.1. The Customer has an option to select one of the following service plans

1.1.1. Capped Internet Access

1.1.1.1. Business Internet LTE is available on a 12 (twelve), 24 (twenty-four) and 36 (thirty six) month contract term.

1.1.1.2. The service plan can be chosen either with a Business Internet service of 10mbps, 20mbps or a best effort/unrestricted service.

1.1.1.3. The 10mbps and 20mbps are capped at those maximum speeds, meaning the Customer will receive a service up to those speeds which is dependent on network congestion.

1.1.1.4. The Customer will have the option of selecting a service plan that is available with either the BizDay service offering or the Night Owl service offering.

1.1.1.5. The following service plans are offered, wherein the Customer will receive their chosen calendar monthly anytime data allocation and an additional calendar monthly data allocation ("BizDay"), if selected, which is only available for usage between 8:00 and 17:00 SAT daily.

| Business Internet LTE (GB) | Monthly Anytime (Data Allocation) (GB) | BizDay Bundle (Data Allocation) (GB) | Maximum Bandwidth |
|----------------------------|--|--------------------------------------|--|
| 5 | 5 | 5 | Unrestricted Speed up to 100Mbps based on Congestion |
| 10 | 10 | 10 | Unrestricted Speed up to 100Mbps based on Congestion |
| 20 | 20 | 20 | Unrestricted Speed up to 100Mbps based on Congestion |
| 50 | 50 | 50 | Unrestricted Speed up to 100Mbps based on Congestion |
| 100* | 100 | 100 | Unrestricted Speed up to 100Mbps based on Congestion |
| 200* | 200 | 100 | Unrestricted Speed up to 100Mbps based on Congestion |
| 300* | 300 | 200 | Unrestricted Speed up to 100Mbps based on Congestion |
| 500* | 500 | 500 | 20Mbps |

1.1.1.6. The following service plans are offered, wherein the Customer will receive their chosen calendar monthly anytime data allocation and an additional calendar monthly data allocation ("Night Owl"), if selected, which is only available for usage between 00:00 to 5:00 SAT daily.

| Business Internet LTE | Monthly Anytime (Data Allocation) (GB) | Monthly Night Owl Data Allocation (GB) | Maximum Bandwidth |
|-----------------------|--|--|--|
| 5GB | 5 | 5 | Unrestricted Speed up to 100Mbps based on Congestion |
| 10GB | 10 | 10 | Unrestricted Speed up to 100Mbps based on Congestion |

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| | | | |
|--------------|-----|-----|--|
| 20GB | 20 | 20 | Unrestricted Speed up to 100Mbps based on Congestion |
| 10mbps 50GB | 50 | 50 | 10mbps |
| 20mbps 50GB | 50 | 50 | 20mbps |
| 50GB | 50 | 50 | Unrestricted Speed up to 100Mbps based on Congestion |
| 10mbps 100GB | 100 | 100 | 10mbps |
| 20mbps 100GB | 100 | 100 | 20mbps |
| 100GB | 100 | 100 | Unrestricted Speed up to 100Mbps based on Congestion |
| 10mbps 200GB | 200 | 200 | 10mbps |
| 20mbps 200GB | 200 | 200 | 20mbps |
| 200GB | 200 | 200 | Unrestricted Speed up to 100Mbps based on Congestion |
| 10mbps 300GB | 300 | 300 | 10mbps |
| 20mbps 300GB | 300 | 300 | 20mbps |
| 300GB | 300 | 300 | Unrestricted Speed up to 100Mbps based on Congestion |

1.1.2. Uncapped Internet Access

1.1.2.1. Business Internet LTE is available on a 24 (twenty-four) and 36 (thirty six) month contract term.

1.1.2.2. The service plan can be chosen either with a Business Internet service of 10mbps, 20mbps or 30mbps.

1.1.2.3. Uncapped Internet Access has a data allocation whereby a Fair Use Policy (FUP) shall apply.

1.1.2.4. In the event that the Customer reaches the FUP , the speeds shall be throttled as per the below table.

1.1.2.5. There shall be no carry over of data.

| Busine Internet (BI) LTE Uncapped Service Plans | | | |
|--|-----------------------|----------|---------------|
| Service Plan | Data Allocation (FUP) | Throttle | Max Bandwidth |
| BI LTE Uncapped 10mbps | 400GB | 2mbps | Up to 10mbps |
| BI LTE Uncapped 20mbps | 600GB | 4mbps | Up to 20mbps |
| BI LTE Uncapped 30mbps | 700GB | 4mbps | Up to 30mbps |

1.1.3. *SIM only plan

1.1.3.1. The plan is offered on BI LTE Bizday plans on a 24 (twenty-four) and 36 (thirty-six) month term;

1.1.3.2. The plan will be offer with a SIM card and will include monthly data;

1.1.3.3. In terms of the plan, Vodacom will provide the Customer with a list of pre-certified Equipment that are compatible with the Vodacom Business Internet LTE service. The Customer may elect

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to purchase new devices from Vodacom, or alternatively, the option of Bring Your Own Device ("BYOD") provided the Customer device is certified as per the aforementioned list.

1.1.3.4. The device used on a BI LTE sim only service, shall not be supported within the Vodacom Business support channels, as the service purchased is a sim only service.

1.1.3.5. The SIM card allocated to this service shall be locked to the pre-certified devices that are compatible with Vodacom. As a result, the Customer will not be able to use the allocated SIM card in another device.

1.1.3.6. The Customer may not elect to migrate from a device service plan to a SIM only plan;

1.2. The Customer shall have the option to select 1 (one) of the following Top Up Bundles once their allocated data from their service plan has been utilized:

| Top Up Bundle (GB) |
|--------------------|
| 1 |
| 5 |
| 20 |
| 50 |
| 100 |
| 150 |
| 200 |
| 300 |
| 500 |
| 1000 |

2. USAGE PARAMETERS

2.1. The usage parameters set out in this document are designed to assist in protecting the Vodacom Network, the Service, Customers and the Internet community as a whole from improper and/or illegal activity over the Internet.

2.2. As stipulated in the Acceptable Use Policy, Vodacom reserves the right to monitor usage and apply certain restrictions.

2.3. 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.

2.4. Some protocols will receive priority over the Vodacom Business network and are seen as business-critical applications.

2.5. These protocols include:

- 2.5.1.1. HTTP
- 2.5.1.2. HTTPS
- 2.5.1.3. SMTP and POP3
- 2.5.1.4. IMAP
- 2.5.1.5. FTP
- 2.5.1.6. TELNET
- 2.5.1.7. SSH

2.5.2. The following protocols are deemed non-business critical and shall receive the lowest priority on the Vodacom network:

- 2.5.2.1. Peer-to-Peer
- 2.5.2.2. BitTorrent
- 2.5.2.3. Gaming

**DULY AUTHORISED REPRESENTATIVE OF
THE CUSTOMER**

**DULY AUTHORISED REPRESENTATIVE
OF VODACOM**

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| | |
|--------|--------|
| By: | By: |
| Name: | Name: |
| Title: | Title: |
| Date: | Date: |