

An illustration of a modern office desk setup. On the left, a desk lamp hangs over the desk, casting a green glow. On the desk, there is a computer monitor, a calendar, a clock, a stack of papers, and a framed photo. In the center, a white office chair is positioned. On the right, another white office chair is positioned. To the right of the second chair, a white wireless router with two antennas is on the desk. Below the desk, a power strip is visible with a green cord plugged into it. The background is a solid green color.

Openserve Office Connect

Scale, Speed, Reliability, Flexibility

Every partner needs a connection

When choosing a Business Broadband connection for your customer, there are four criteria we believe are the most important:



As SA's national connectivity leader, Openserve meets these criteria and so much more.



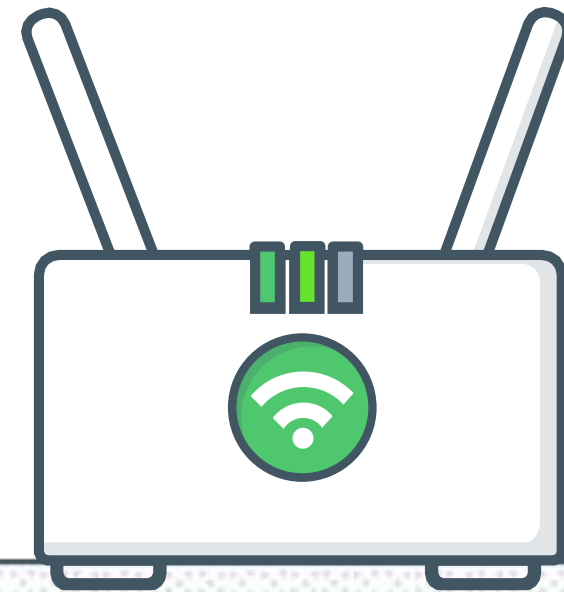
Committed to our connections

Our business is all about building your business, no long-term contracts, easy month-to-month arrangements with tools that provide you with everything you need to manage and grow your customers base.

Our product offerings in Openserve Office Connect (OOC) are engineered to bring you greater flexibility and a variety of complementary services.

Get your customer connected to SA's most experienced infrastructure provider.

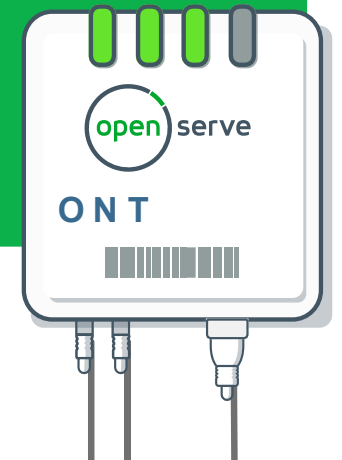
Openserve actively monitors market trends, and our product range is subject to speed and other changes in accordance to these trends.



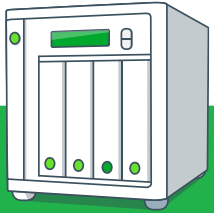
A connection for every purpose

Openserve Office Connect (OOC) is an open access, premium wholesale broadband product that includes Uncapped Internet, a Repair Time service level agreement (SLA) and QoS enabled voice capabilities.

- Suitable for business applications and solutions
- Speeds of between 50Mbps and 500Mbps
- Symmetrical services (300Mbps and 500Mbps asymmetrical)
- Monthly rental includes a Wi-Fi enabled device in customer's premises
- Includes an Openserve uncapped data package
- 8 business hour Repair Time service level agreement
- Very low contention ratios
- Backhaul via Metro Ethernet network
- Month-to-month contracts only

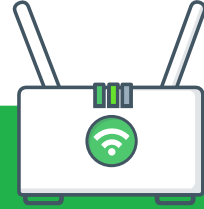


Broadband Ecosystem



End-to-End Fibre Access

- Multiple symmetrical speed options available from 25Mbps up to 200Mbps
- 500Mbps also available, but as an asymmetrical service with 250Mbps upload speed



Internet

- No need for additional Openserve Broad Connect bandwidth purchases
- All services will come with an Openserve uncapped data package (AUP may be enforced)



Customer Premises Equipment

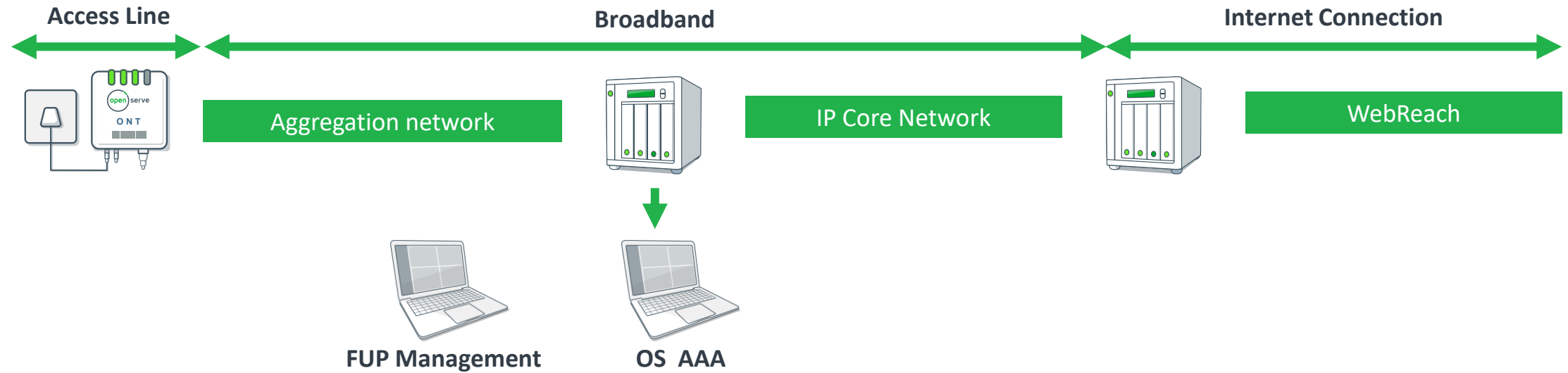
A Wifi enabled device will be provisioned with each install, eliminating the need for a router/modem at the premises

Possible value-added services to offer your customer

- IP delivery to the business
- Business content streaming
- Virtual private networks
- Facilitates legacy to IP voice migration
- Remote video surveillance
- Smart-business automation
- Remote teaching (bundled educational material)



Network Topology



SLA Rules

1. The proposed SLA will endeavour to repair a fault within 8 business hours.
2. Openserve will provide a pro-rated rebate based on the outage time exceeding 8 business hours, equalling X 1.5 of the rental for said period
3. The total penalty for any month will be limited to a maximum of 100% of one months rental
4. All repair codes that currently attract a UCOC charge will nullify the payment of any penalty
5. No penalties will be payable due to outages of “force majeure”
6. No penalties will be payable due to end customer unavailability
7. Speed and latency related tickets are specifically excluded

Notes:

- Latency and Speed related tickets to be handled as admin query
- Internet Round Trip Delay (RTD) and slow responses or the inability to reach a content destination/URL will specifically be excluded – Best Effort Service



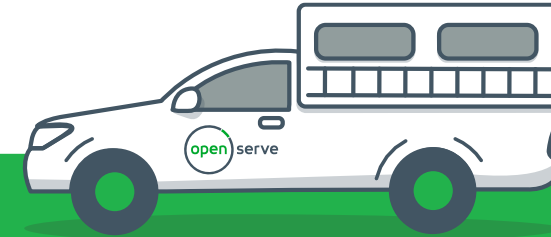
Openserve Office Connect Pricing Elements



Service Activation fee will apply

In instances where the Fibre and the correct ONT exists in the end-user premises and no truck roll is required to install the service.

In instances where end-users change their OWC service from one Service Provider to another and no truck roll is required to install the service.



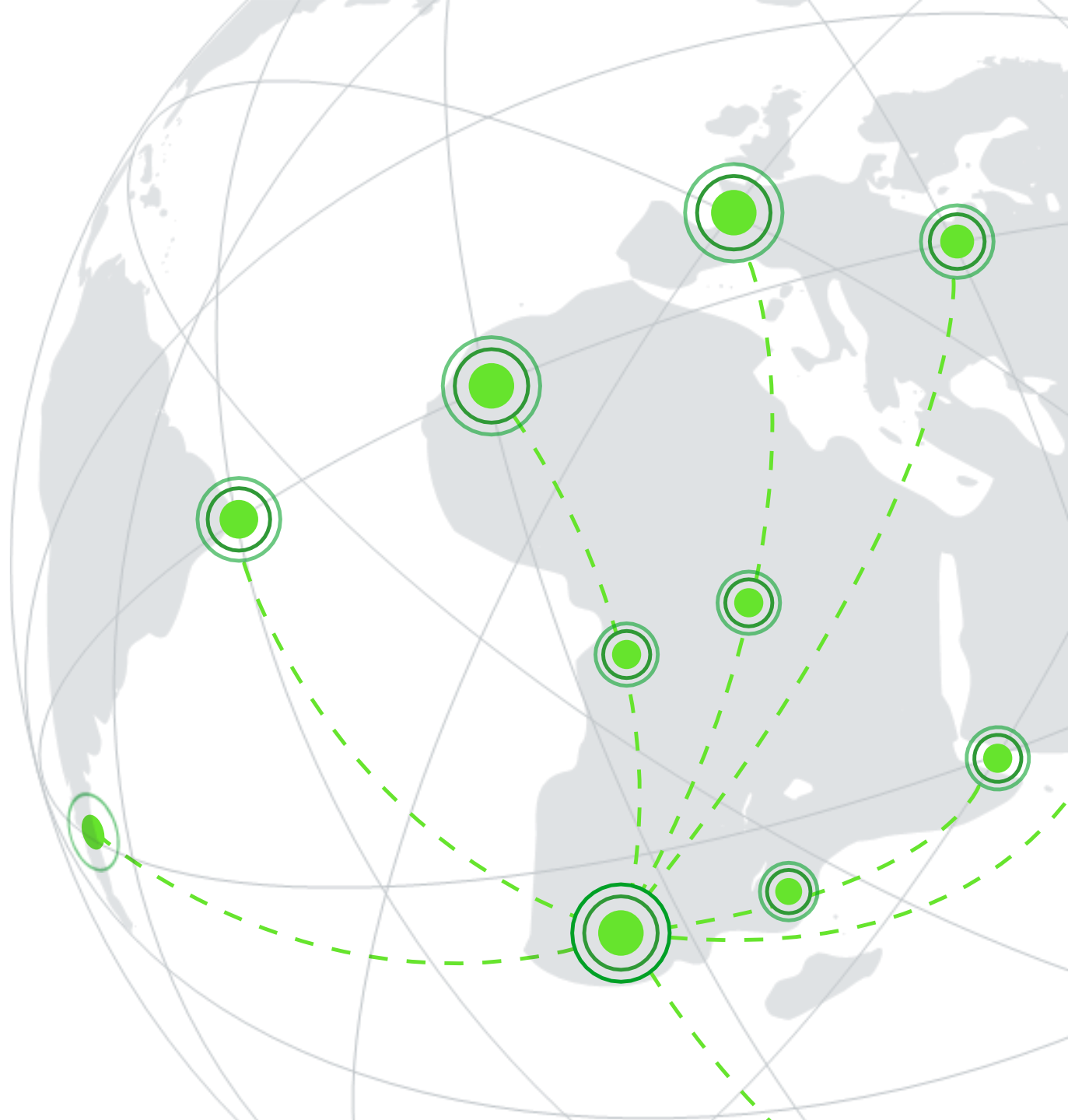
Call Out Fee will apply

In all instances where the Service Provider has requested Openserve to attend to a fault beyond the Fibre pick-up Point, including the ONT/TCE.

The charge will be waived if the fault was deemed to be an Openserve network or technology issue

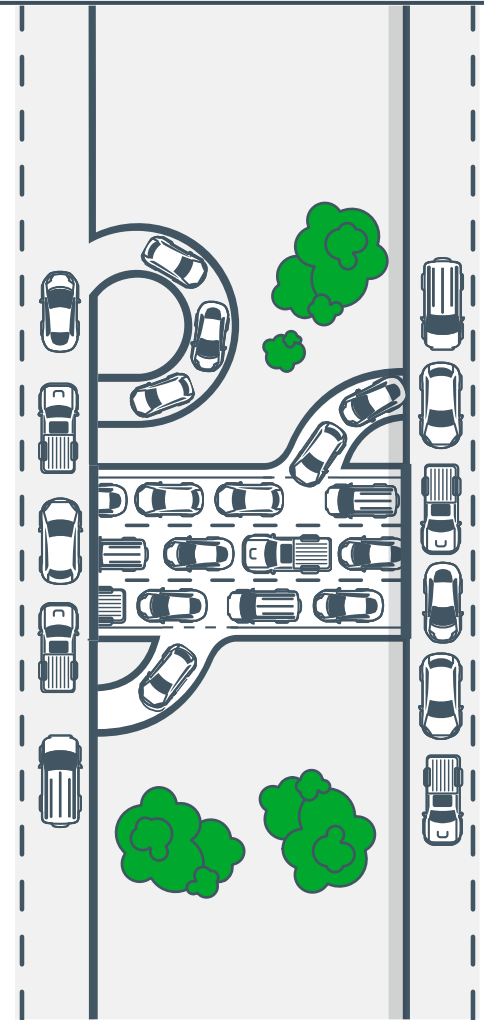


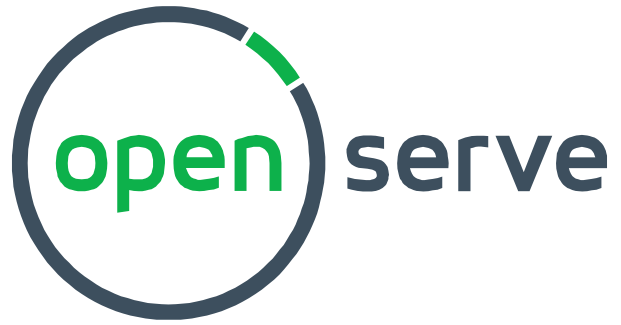
Openserve Connect



Connecting every mile

- The Openserve Connect (OC) product is a complementary solution exclusively available to Openserve clients who on-sell the Openserve Office Connect (OOC) product to their end-customers.
- The installation of the service includes 8m of trenching/unblocking of pipes.
- Distances greater than 8m will be levied at a p/m rate.
- Openserve can also provide device set-up (includes first hour of set-up)
- Additional set-up will be levied at a per hour rate (over and above the first hour, up to a maximum of 200 hours)





- Connect your customers to the Scale, Speed, Reliability and Flexibility of Openserve Web Connect.
- For more information and pricing, please contact your dedicated Account Manager.

