FirstNet
Broadband Services

Fibre—Wireless—Satellite—-FTTH

FirstNet offers customer a choice of various broadband mediums and packages to suit every business and consumer need. We have partnered with the best Tier1 internet service providers in South Africa to give our customers business grade broadband services. FirstNet offers end-to-end customer support for all service issues, so you won't have to deal with multiple vendors and service providers. All broadband services are "best effort" with variable levels of reliability and stability.

Our FirstNet Broadband product suite is made up of various products and services, that will suit businesses of all sizes. We currently offer the following broadband services:

Broadband Fibre up to 100Mbps

Small or medium businesses can now have the technology to grow without restricting limitations. Broadband Fibre is uncapped and unshaped allowing unmatched Internet speeds.

Fibre is Symmetrical- providing similar upload and download speeds.
Low Contention Ratio- Contention Ratio refers to the number of users sharing, or contending for the same data capacity. Broadband Fibre allows up to 10 broadband customers on the same capacity at any given time, a ratio that is substantially lower than most competitive broadband offerings.
Broadband Fibre service is flexible and can be upgraded to a higher line speed (or downgraded) in minutes. T&Cs apply. Customers who are on our NeoBroadband 1,2,5 and 10Mbps packages have the option to boost their service when required, for a short period when needed. A time and bandwidth based service fee will be applicable.

A fully configure router is Included in the monthly rental (24 month contract).

Wireless Broadband

Allow your small or medium business' technology infrastructure to grow without restricting limitations

FirstNet offers customers across South Africa access to the internet using the most appropriate fixed wireless medium available, including Microwave, LTE, WiMax and other wireless access technologies.

Fibre to the Home (FTTH)

FirstNet currently offers customers the Telkom FTTH service, which is an asymmetrical fibre service between 10- 100Mbps. Telkom's ever expanding FTTH footprint means that this service will allow small businesses and consumers to drastically increase broadband access.

Together with the monthly fibre rental, customers will need to subscribe to an internet service provider, such as FirstNet for a broadband data package or account. Let us quote you!

Subject to a 24 month contract

FirstSAT Broadband

FirstNet provides satellite-based broadband services designed for the small enterprise market. FirstSat is an effective alternative for terrestrial broadband solutions, where location and coverage has limitations. The key advantages are coverage and reach of sub-Saharan Africa and fast and flexible service deployment.

Designed for two-way communications, the various FirstSat packages enables Internet access for anyone operating from remote areas without access to terrestrial infrastructure.

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| Enterprise Cloud | Cloud Continuity | Colocation | Cloud Protection | Cloud Backup |

FirstNet
Technology Services

Work is what you do, not where you are

www.firstnet.co.za

ADSL Internet access packages

FirstNet's business and consumer Broadband product range offers capped and uncapped internet usage at various speeds, thresholds and prices to suit your customer's needs.

Business Uncapped DSL

The Business DSL Cruiser range provides business with a superb browsing experience to meet this challenge at a fixed monthly rate.

BDSL Cruiser Lite:
- Uncapped product that is tailored for users of pure business applications by disallowing certain traffic categories entirely.
- Incorporates a moderated Fair Use Policy, all business traffic is allowed whilst traffic like Peer-to-Peer, One-Click Hosting, Newgroups (NTTP) and torrents, etc. are completely disallowed.
- Included in this service are 5 Public IP addresses.

BDSL Cruiser
- Uncapped, unshaped, high performance and cost effective internet connectivity solution without the need to monitor capacity usage.
- Included in this service are 5 Public IP addresses.

BDSL Cruiser Gold
- This product is similar to the BDSL Cruiser above, however with better/lower contention and better provision for international cable redundancy.

Extreme Range
BDSL Extreme:
- Unshaped and capped DSL solutions for businesses that have predictable usage requirements.
- Once the threshold is reached, users will be rate-limited to 128kbps or "Top Ups" can be purchased
- Included in this service are 5 Public IP addresses.

Consumer Capped Accounts

We have multiple options for Capped Account Services to meet the end users' needs and wallet. These services will adjust to any DSL line speed.

Hard Capped Accounts
- Unshaped blended (International and local) access.
- Service is hard-capped once threshold is reached

Single Session Hard Capped
- Unshaped blended (International and local) access with larger caps. Cap values range from 50GB to 300GB.
- Service is hard-capped once threshold is reached
- These accounts allow for only one session.

One + One
- Unshaped blended (International and local) with an equal portion of local traffic. The blended access is consumed first and then the free local access. The service is initially soft-capped and then hard-capped after the local portion is consumed.

One + Nine
- Unshaped blended (International and local) with a large portion of local traffic. The blended access is consumed first and then the free local access. The service is initially soft-capped and then hard-capped after the local portion is consumed

Consumer Uncapped DSL

Consumer packages offer a unique management option, allowing them to function on various speeds. This means that the Peak Information Rate (PIR) will be managed according to the product type and DSL line speeds, allowing for improved flexibility for the subscriber. Available speeds range from 384kbps to 10240kbps depending on the specific product set. Users are managed by a fair usage adaptive rolling "X" day policy and not a monthly limit.

Home Connect
- This uncapped service provides no limit on data usage.
- Usage is monitored on a rolling ten day period and does not reset at the beginning of each month.
- This service allows two concurrent connections per account.
- If used concurrently, the Peak Information Rate will be halved between the two connections.

Consumer Connect
- This uncapped internet service provides no limit on data usage.
- Usage is monitored on a rolling ten day period and does not reset at the beginning of each month.
- Usage that occurs between midnight and 6a.m does not contribute to the calculation of the usage/FUP mentioned above.
- This service allows two concurrent connections per account. If used concurrently, the Peak Information Rate will be halved between the two connections.
- Complimentary AlwaysOn Wi-Fi data is included on all packages. A 384kbps account will be allocated 384MB of Wi-Fi data, a 512kbps account will have 512MB and all accounts from 1mbps and above will be allocated 1 GB of Wi-Fi data.

Uncapped@work
- Offers a business optimised service as well as a consumer service in a single account.
- On weekdays, between 6am and 5pm, the service is optimised for use of business tools (email, collaboration tools, hosted applications). On weekdays, between 6pm and midnight, the service may open entirely depending on network load. Between midnight and 6am on weekdays, as well as all weekend, the service is opened up entirely, for use of any and all applications.
- A complimentary 1GB of AlwaysOn Wi-Fi data is included on all packages

Xpress Uncapped
- Offered in 384, 512 and 1024 kbps and carries a threshold of 5, 10 and 20 GB respectively. Should a product threshold be exceeded within a 10 day rolling window, then the PIR for the respective service will be halved from 8 am and 8 pm during weekdays.
- For the period outside of this time zone, the PIR will be restored to up to 10 Mbps speed