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| <b>TEKSA Internet Provider cc</b><br>CK 96/03213/23 VAT# 4910159138<br>PO Box 15030, Secunda, 2302<br>Fax#: 086 610 8614<br>Support#: 08 INAFRIKA (08 46237452) | <br>support@inafrika.co.za | <b>Bank details for direct deposits:</b><br>ABSA Bank, Secunda, Chq Acc<br>Branch Code: 63-20-05<br>Account Number: 1510 149 625 |
|---|--|--|

**ADSL UNCAPPED INTERNET SUBSCRIPTION FORM**

|   |   |  |                     |            |
|---|---|--|---------------------|------------|
| <b>CONNECTION TYPE:</b>   | <b>PAYMENT METHOD</b><br>(excludes Telkom fee)                    |  |                     |            |
|   | by Debit Order; CC  |  | by Cash; EFT; other |            |
| <input type="checkbox"/> Installation Required?<br><input type="checkbox"/> Business ADSL UNCAPPED - traffic prioritisation | <input type="checkbox"/> I'll bring my PC to your office - R90.00 | <input type="checkbox"/> Please send someone out - R150.00 |                     |            |
| <input type="checkbox"/> ADSL 384Kb monthly   |   | R 549.00   |                     | R 604.00   |
| <input type="checkbox"/> ADSL 512Kb monthly   |   | R 769.00   |                     | R 846.00   |
| <input type="checkbox"/> ADSL 1Mb monthly   |   | R 1,099.00   |                     | R 1,209.00 |
| <input type="checkbox"/> ADSL 2Mb monthly   |   | R 1,649.00   |                     | R 1,814.00 |
| <input type="checkbox"/> ADSL 4Mb monthly   |   | R 2,749.00   |                     | R 2,886.00 |
| <input type="checkbox"/> ADSL 10Mb monthly  |   | R 6,599.00   |                     | R 6,929.00 |
| <b>NON DIAL-UP ACCOUNTS</b>   |   |  |                     |            |
| <input type="checkbox"/> Email-only Account (mailbox) per 50MB monthly  |   | R 25.00  |                     | R 28.00    |
| <input type="checkbox"/> Keep-4-Life Email Addr (@inafrika; @secunda...) need mailbox yearly                                |   | R 199.00   |                     | R 219.00   |

**INVOICE TO:** (if invoice is required)  **Business VAT#:**   
**Contact Name:**   
**PO Box:**  **City:**  **Postal Code:**   
**Current Email Address:**  @   

|                                     |                                      |                       |                                       |
|-------------------------------------|--------------------------------------|-----------------------|---------------------------------------|
| <b>Tel # (after hours)</b><br>( ) - | <b>Tel # (office hours)</b><br>( ) - | <b>Fax #</b><br>( ) - | <b>Cell #</b><br><input type="text"/> |
|-------------------------------------|--------------------------------------|-----------------------|---------------------------------------|

**Introduced by:**  @   

|   |                          |
|---|--------------------------|
| <input type="checkbox"/> Win 95 / 98 / Me | <input type="checkbox"/> |
| <input type="checkbox"/> Win NT / XP / 00 | <input type="checkbox"/> |
| <input type="checkbox"/> Linux            | <input type="checkbox"/> |
| <b>Other:</b> <input type="text"/>        | <input type="checkbox"/> |

**Payment Method:**

**Debit Order details:**

|                      |                      |                      |                      |                       |
|----------------------|----------------------|----------------------|----------------------|-----------------------|
| <b>Bank Name</b>     | <b>Branch</b>        | <b>Code</b>          | <b>Account Type</b>  | <b>Account Number</b> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/>  |

**Credit Card details:**  Master  Visa  CVC# (3-digit code on back of card)

|                           |                      |                            |
|---------------------------|----------------------|----------------------------|
| <b>Credit Card Number</b> | <b>Expiry Date</b>   | <b>Name of Card Holder</b> |
| <input type="text"/>      | <input type="text"/> | <input type="text"/>       |

**Cash / EFT / Chq**

I/We, the undersigned hereby agree/accept that this contract shall commence on the date stipulated below, and shall continue indefinitely until such time either party gives the other **30 (thirty) days prior written notice** of its intention to terminate this contract, provided that NO such notice shall be given by either party before the expiration of this contract. I/We unconditionally and hereby give authorization to **TEKSA Internet Provider CC** to debit my credit/debit card or bank account for the initial amount due as well as for future charges due under this contract on the 1st day of each month in **ADVANCE**. I accept that accounts will only be activated after payment has been received in full.

|                      |                      |                      |                      |
|----------------------|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Name in Print        | ID Number            | Date                 | Signature            |

|                                      |                            |                      |                      |                      |
|--------------------------------------|----------------------------|----------------------|----------------------|----------------------|
| <b>EMAIL ADDRESS</b>                 | <b>FOR OFFICE USE ONLY</b> |                      |                      |                      |
| <input type="text"/> @inafrika.co.za | <b>USERNAME</b>            | <b>PASSWORD</b>      | <b>UID</b>           | <b>REMARKS</b>       |
| <input type="text"/> @secunda.co.za  | <input type="text"/>       | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> @               | <input type="text"/>       | <input type="text"/> | <input type="text"/> | <input type="text"/> |

**NB:** Accounts will be DE-ACTIVATED for non-payment or multiple logins. R50.00 is charged to re-activate accounts. Contact us if you are interested in a permanent connection, web services or domain name registration.  
 \*\* Available in certain areas only. Conditions apply. Modem excluded.

## What do I get with my Business Uncapped?

Below is a list of some of the services offered with your Business Uncapped:

- Unlimited Data Usage (continuous 12 hours usage over 10 day periods)
- Gold Quality Bandwidth
- 100MB Mailbox for unlimited amount of Email Accounts (upgradeable)
- No long term contracts (month-to-month 'contract' only)

## Why do we have an Acceptable Usage Policy?

Acceptable Usage Policies (AUPs) are implemented to ensure your business receives an acceptable level of service. Users who utilise the network in excess can have a negative effect for the whole user base - AUPs assist in reducing this excess usage. It would be unsustainable to offer low cost uncapped without any AUPs or limitations. Most ISPs implement AUPs although some ISPs are not as open and honest about their limitations. InAFRIkA Internet optimises their business user's online experience through [smart traffic prioritisation](#) and [rolling windows](#).

Tell me more about your [AUP](#).

## Is there shaping on our Business uncapped?

InAFRIkA Internet uses a more advanced form of shaping known as traffic prioritisation. Traffic prioritisation ensures a better online experience by prioritising your business's critical traffic such as VoIP, Browsing and VPN. Business uncapped has **Gold traffic** and is therefore treated with the relevant priority; you can find more information regarding traffic prioritisation on our [Bandwidth Priority Profiles](#) article.

Below are the various Bandwidth Priority Profiles that explain specifically how traffic is prioritised; Business Uncapped is classified as Gold traffic.

|                     | Home        | Home Pro | Business Lite | Business |
|---------------------|-------------|----------|---------------|----------|
|                     | Silver      | Titanium | Gold          | Platinum |
| Browsing            | Medium      | High     | High          | Top      |
| Email               | Medium      | Medium   | High          | High     |
| VoIP                | High        | High     | High          | Top      |
| Gaming              | Medium      | High     | Medium        | High     |
| Streaming           | Medium      | High     | High          | High     |
| VPN                 | Medium      | High     | High          | Top      |
| External FTP        | Best Effort | Medium   | Medium        | High     |
| Download servers    | Best Effort | Medium   | Medium        | High     |
| P2P & Binary USENET | Best Effort | Medium   | Medium        | High     |
| Other               | Medium      | High     | Medium        | High     |

Ranking - Priority from highest to lowest:

1. "Top" is the highest prioritised traffic; it will be prioritised over any other priorities.
2. "High" has more importance/priority than "Medium".
3. "Medium" is the same as "Best Effort" unless there is high congestion on the network, then "Medium" traffic will be prioritised over "Best Effort".

## **What is rolling windows?**

With rolling windows, your service is allocated a certain threshold for the month which is divided into a 10 day rolling window; this threshold is not reset monthly but rather every 10 days. If you reach your 10 day threshold before the 10th day, your maximum download speed will be halved. If your consumption is reduced, your bandwidth will be restored to the purchased level. Your maximum download speed will **never** be reduced by more than half.

Below is a table that will assist in understanding your threshold.

| <b>Business Uncapped Package</b> | <b>10 day Rolling window limit</b> |
|----------------------------------|------------------------------------|
| 384kbit                          | 20 gigs                            |
| 512kbit                          | 27 gigs                            |
| 1mbit                            | 53 gigs                            |
| 2mbit                            | 105 gigs                           |
| 4mbit                            | 211 gigs                           |
| 8mbit                            | 422 gigs                           |
| 10mbit                           | 527 gigs                           |

- 10 day rolling window limit - This is the maximum amount of bandwidth that can be consumed within your 10 day rolling window. If you go beyond this 10 day usage limit your maximum download speed will be halved.

To put this in perspective, you would have to utilise your **full** line speed for 12 hours consistently everyday for 10 days to reach your rolling window limit.

## **Is there more than one connection allowed?**

Only one concurrent connection is allowed on each Business Uncapped Account.

## **Are there static IPs?**

Not yet, but we will be offering static IPs soon!

## **Are there any contracts?**

No - We are confident that our Business Uncapped offers a quality online experience and see no need to bind our customers by contracts.

## **What speeds can I expect?**

Your bandwidth speed is dependent on two factors:

1. Telkom line speed - We recommend you complete a [speed test](#) to determine at what speed your line is currently syncing. If your line is managed by InAFRIKA Internet we will handle any line upgrade/downgrade requests, saving you the hassle.
2. Your Business uncapped package - Your bandwidth speeds can only be as fast as the uncapped packaged you have purchased.

e.g. If you have selected a 2Mbps Business Uncapped package but [speed test](#) says your line is syncing at 9 Megs, your maximum bandwidth speed will be 2Mbps.

## **What is traffic prioritisation?**

This is a traffic management method used to assign different traffic protocols such as Gaming, P2P or VoIP different priority levels.

The broadband network is like a highway. When the traffic is light, all vehicles can move at their speed-limit. Some lanes of the highway have been reserved for important traffic, such as buses or emergency vehicles. During rush hour, most vehicles are forced to slow down. However, the traffic on the reserved lanes can continue to travel at high speed.

## **Why do we use traffic prioritisation?**

We are always open and up front about our products and services, we want our customers to know what to expect from our ADSL packages. Most ISPs prioritise traffic in some way; we're one of the few who are happy to share these specific details with our customers.

- To ensure our customers receive a fast, quality and sustainable online experience all the traffic on our network is prioritised by type.
- Without traffic prioritisation, P2P and other high volume, download traffic could flood the network and cause slower speeds for time-sensitive applications such as games, VPN, VoIP and streaming.
- Provide a service relative to the amount each customer pays in terms of usage and experience.
- Preventing non-time sensitive download traffic from slowing down interactive applications like web-browsing and email.
- Ability to adjust the network in the event of an unusual peak in traffic or freak situations (e.g. a network outage).

## **BUSINESS UNCAPPED USAGE GUIDELINES AND ACCEPTABLE USE (AUP)**

InAFRIkA Internet is engaged in provisioning quality services to its customers. To ensure the integrity of the network and to offer customers fair and equal usage across the board, InAFRIkA Internet reserves the right to undertake the necessary steps to prevent excessive usage by the following means:

### **Usage Management:**

- If the Uncapped ADSL account's total usage amounts to greater than 50% of the theoretical maximum of data transfer within a 10 day rolling window, the service may be limited to 50% of the total product speed assigned. Once usage returns to lower than 50% of the theoretical maximum of data, full connectivity speed will be restored.

### **inAFRIkA Internet may undertake the following action(s) against excessive usage:**

- Throttling the throughput of the aforementioned service if the account exceeds the 10 day limit.
- Limiting or preventing service through specific Protocols and/or Ports if the account exceeds the 10 day limit.
- Termination of the service due to continuous excessive usage.
- Any attempt to bypass Shaping Policies may result in termination of the Uncapped ADSL account.

inAFRIkA Internet's Business Uncapped solution makes use of our Gold bandwidth prioritisation standard

**Legal:**

The User undertakes to use inAFRIkA Internet's services in accordance with any restrictions imposed under the following legislation:

- Electronic Communications and Transactions Act 25 of 2002;
- Electronic Communications Act 36 of 2005;
- Regulation of Interception and Provision of Communication-related Information Act 70 of 2003

All cases of violation of the above Acceptable Use Policy should be reported to [abuse@inafrika.co.za](mailto:abuse@inafrika.co.za)

**Please Note:**

inAFRIkA Internet reserves the right to amend the acceptable usage policy for our Business Uncapped ADSL accounts as necessary. This is to ensure optimal performance across our network for the majority of our Business Uncapped clients.