

CORPORATE SERVICES - INFORMATION SYSTEMS & TECHNOLOGY - USE OF TELECOMMUNICATIONS INFRASTRUCTURE

SERVICES RENDERED	UNIT	REMARKS	2015/16 Recalculated excl. VAT	2015/16 R incl. VAT	VAT Yes/No	2016/17 Recalculated excl. VAT	2016/17 R incl. VAT
RENTAL OF UNLIT TELECOMMUNICATIONS FIBRE							
Local fibre pair rental : use of an unlit optic fibre pair from a Switching Facility to a Building within 800m	Per Optic Fibre Pair per month or per month pro-rata where a full month does not apply	Monthly rental applies if the straight line distance to the nearest switching centre is less than 800m (Geodic method). Subject to availability. No more than three (3) fibre pairs per client. Buildings on the same local cable sector will be daisy-chained. Once-off Building Connection Fee to be paid on allocation of fibre pair. New access cables will not be installed if the Building is more than 300m from an existing local cable or distance from Building entry to daisy-chained building entry is more than 300m, and are subject to vaibility and the consent of the Building owner; cable remains the property of the City of Cape Town. Client must have a valid ECS or ECNS license.	3,000.00	3,420.00	y	Delete	Delete
Local fibre pair rental: use of an unlit optic fibre pair from a Switching Facility to a Building more than 800m and less than 2000m away	Per Optic Fibre Pair per metre per month or per month pro-rata where a full month does not apply	Monthly rental applies if the straight line distance to the nearest switching centre is greater than 800m and less than 2000m (Geodic method). Calculated on the straight line distance to the nearest switching facility with a routing factor of 1.5. Subject to availability. No more than three (3) fibre pairs per client. Buildings on the same local cable sector will be daisy-chained. Once-off Building Connection Fee to be paid on allocation of fibre pair. New access cables will not be installed if the Building is more than 300m from an existing local cable or distance from Building entry to daisy-chained building entry is more than 300m, and are subject to vaibility and the consent of the Building owner; cable remains the property of the City of Cape Town. Client must have a valid ECS or ECNS license.	2.63	3.00	y	Delete	Delete
Local fibre pair rental: use of an unlit optic fibre pair from a Switching Facility to a Building more than 2000m and less than 5000m away	Per Optic Fibre Pair per month or per month pro-rata where a full month does not apply	Monthly rental applies if the straight line distance to the nearest switching centre is more than 2000m and less than 5000m (Geodic method). Subject to availability. No more than three (3) fibre pairs per client. Buildings on the same local cable sector will be daisy-chained. Once-off Building Connection Fee to be paid on allocation of fibre pair. New access cables will not be installed if the Building is more than 300m from an existing local cable or distance from Building entry to daisy-chained Building entry is more than 300m, and are subject to vaibility and the consent of the Building owner; cable remains the property of the City of Cape Town. Client must have a valid ECS or ECNS license.	9,205.00	10,493.70	y	Delete	Delete

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Local fibre pair rental: use of an unlit optic fibre pair from a Switching Facility to a Building more than 5000m and less than 8000m away	Per Optic Fibre Pair per month or per month pro-rata where a full month does not apply	Monthly rental applies if the straight line distance to the nearest switching centre is more than 5000m and less than 8000m (Geodic method). Subject to availability. No more than three (3) fibre pairs per client. Once-off Building Connection Fee to be paid. New access cables will not be installed if the Building is more than 300m from an existing local cable or distance from Building entry to daisy-chained Building entry is more than 300m, and are subject to vaibility and the consent of the Building owner; cable remains the property of the City of Cape Town. Client must have a valid ECS or ECNS license.	13,150.00	14,991.00	y	Delete	Delete
Local fibre pair rental: use of an unlit optic fibre pair from a Switching Facility to a Building more than 8000m and less than 11000m away	Per Optic Fibre Pair per month or per month pro-rata where a full month does not apply	Monthly rental applies if the straight line distance to the nearest switching centre is more than 8000m and less than 11000m (Geodic method). Subject to availability. No more than three (3) fibre pairs per client. Buildings on the same local cable sector will be daisy-chained. Once-off Building Connection Fee to be paid on allocation of fibre pair. New access cables will not be installed if the Building is more than 300m from an existing local cable or distance from Building entry to daisy-chained building entry is more than 300m, and are subject to vaibility and the consent of the Building owner; cable remains the property of the City of Cape Town. Client must have a valid ECS or ECNS license.	21,040.00	23,985.60	y	Delete	Delete
Local fibre pair rental: use of an unlit optic fibre pair from a Switching Facility to a Building greater than 11000m away	R21,0404 + Rate Per Optic Fibre Pair per month or per month pro-rata where a full month does not apply	Monthly rental applies if the straight line distance to the nearest switching centre is more than 11000m (Geodic method). Calculated on the incremental straight line distance to the nearest switching facility greater than 11000m. Subject to availability. No more than three (3) fibre pairs per client. Buildings on the same local cable sector will be daisy-chained. Once-off Building Connection Fee to be paid on allocation of fibre pair.. New access cables will not be installed if the Building is more than 300m from an existing local cable or distance from Building entry to daisy-chained Building entry is more than 300m, and are subject to vaibility and the consent of the Building owner; cable remains the property of the City of Cape Town. Client must have a valid ECS or ECNS license.	2.63	3.00	y	Delete	Delete
Building Connection Fee: allocation of an Optic Fibre Pair on a Local cable	Once-off charge, per Optic Fibre Pair	Building Connection Fee charged on initial allocation of a local fibre pair. Local fibre pair rental tariff applies thereafter.	15,000.00	17,100.00	y	Delete	Delete

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LEASE OF UNLIT TELECOMMUNICATIONS FIBRE							
Lease of an Access Fibre from a Switching Facility to a Building or other edge site	Per Optic Fibre Pair per month (or per month pro-rata where a full month does not apply) within Flat Rate Area	Monthly rental when Building connected is within Flat Rate Area. Flat Rate Area is a circle of given diameter around each City of Cape Town Switching Facility. Radius measured using Geodic method. Subject to viability and consent of building owner, and/or availability. Cable remains property of the City of Cape Town. No more than one (1) Optic Fibre Pair per route per Client. Client must have a valid ECS and/or ECNS license.					
		1 - 9 Leased Access Fibre Pairs	N/A	N/A	y	3,600.00	4,104.00
		10 - 19 Leased Access Fibre Pairs	N/A	N/A	y	3,240.00	3,694.00
		≥20 Leased Access Fibre Pairs	N/A	N/A	y	2,880.00	3,283.00
	Per Optic Fibre Pair per month (or per month pro-rata where a full month does not apply) outside of Flat Rate Area	Monthly rental when Building connected is outside of Flat Rate Area: applicable Flat Rate plus rate per meter for every metre beyond that, measured as a straight line to the appropriate City of Cape Town Switching Facility. Distance measured using the Geodic Method. Subject to viability and consent of building owner, and/or availability. Cable remains property of the City of Cape Town. Subject to viability and/or availability. No more than one (1) Optic Fibre Pair per route per Client. Client must have a valid ECS and/or					
		1 - 9 Leased Access Fibre Pairs	N/A	N/A	y	2.63	3.00
		10 - 19 Leased Access Fibre Pairs	N/A	N/A	y	2.37	2.70
		≥20 Leased Access Fibre Pairs	N/A	N/A	y	2.10	2.40
		Flat Rate Area					
		Radius 3.0km around any switching facility, except:					
		City Central (Keller House) and Greenpoint (Gallows Hill): 1.5km					
		Underserved areas: Gugulethu, Harare, Khayelitsha Central, Khayelitsha East, Mfuleni, Nyanga Central: 4.0km					
		First Access Fibre Pair leased in any Flat Rate Area includes 100Mbps VPLS backhaul at no charge for the first 24 months (excludes once-off VPN port charges)					
Access Fibre Network Connection Fee	Once off per setup	Administrative fee charged to allocate and provision each Access Fibre Pair.	N/A	N/A	y	5,000.00	5,700.00
Lease of an Cross Connect Fibre Pair from a Switching Facility to the exchange/ data centre/ POP/ co-location facility of a Licensed Operator	Per Optic Fibre Pair per month (or per month pro-rata where a full month does not apply) within Flat Rate Area	Monthly rental calculated on straight line distance (measured using the Geodic method), to a maximum of applicable Access Fibre Rate. Subject to viability and consent of building owner, and/or availability. Cable remains property of the City of Cape Town. No more than two (2) fibre pairs per Client. Client must have a valid ECS and/or ECNS license.	2.63	3.00	y	2.63	3.00

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Lease of an Core Fibre Pair between any two Switching Facilities	Per Optic Fibre Pair per month (or per month pro-rata where a full month does not apply) within Flat Rate Area	Monthly rental calculated on straight line distance (Geodic method) x routing factor of 2. Subject to availability. No more than one (1) Optic Fibre Pair per route per Client. Client must have a valid ECS and/or ECNS license.	2.63	3.00	y	2.63	3.00
Core Fibre Network Connection Fee	Once off per setup	Administrative fee charged to allocate and provision each Core Fibre Pair.	N/A	N/A	y	10,000.00	11,400.00
Fibre Monitoring : Local fibre pair monitoring service: active monitoring of a local fibre pair between a Switching Facility and a Building.	Per Optic Fibre Pair per month or per month pro-rata where a full month does not apply	Local Connection fibre termination must have Optical Pass Filter. Subject to availability.	700.00	798.00	y	450.00	513.00
Use of Wi-Fi and backhaul infrastructure at City owned public venues	Once off per setup	Use of Wi-Fi access points and backhaul connection to a City owned Switching Facility. Once off setup fee per event (event to last no more than 7 days). Excludes internet bandwidth. Subject to availability. Client must have a valid ECS and/or ECNS license.	N/A	N/A	y	1,000.00	1,140.00
RENTAL OF SWITCHING CENTRE RACK SPACE							
Rack Space - 10U quarter cabinet (1kW): 10U half cabinet in a monitored Switching Facility [inc. power, UPS, access control, ccTV security, fire suppression] - 1kW power supply, or similar	Per 10U per month or per month pro-rata where a full month does not apply	Telecommunications equipment only. Subject to availability. No more than two full cabinet equivalents per Switching Centre or one full cabinet per Switching Room per Client (all rack space in the aggregate).	2,400.00	2,736.00	y	2,400.00	2,736.00
Rack space - 21U half cabinet (1kW): 21U half cabinet in a monitored Switching Facility [inc. power, UPS, access control, ccTV security, fire suppression] plus secure remote data access availability - 1kW power supply, or similar	Per 21U per month or per month pro-rata where a full month does not apply	Telecommunications equipment only. Subject to availability. No more than two full cabinet equivalents per Switching Centre or one full cabinet per Switching Room per Client (all rack space in the aggregate).	4,300.00	4,902.00	y	4,300.00	4,902.00

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Rack space - 43U full cabinet (1.5kW): 43U full cabinet in a monitored Switching Facility [inc. power, UPS, access control, ccTV security, fire suppression] plus secure remote data access availability - 1.5kW power supply, or similar	Per 43U (1.5kW) per month or per month pro-rata where a full month does not apply	Telecommunications equipment only. Subject to availability. No more than two full cabinet equivalents per Switching Centre or one full cabinet per Switching Room per Client (all rack space in the aggregate).	8,300.00	9,462.00	y	8,300.00	9,462.00
Rack space - 43U full cabinet (6kW): 43U full cabinet in a monitored Switching Facility [inc. power, UPS, access control, ccTV security, fire suppression] plus secure remote data access availability - 6kW power supply, or similar	Per 43U (6kW) per month or per month pro-rata where a full month does not apply	Telecommunications equipment only. Subject to availability. No more than two full cabinet equivalents per Switching Centre or one full cabinet per Switching Room per Client (all rack space in the aggregate).	10,700.00	12,198.00	y	11,000.00	12,540.00
RENTAL OF HIGH SITES							
Tower space for co-location of wireless telecommunications transceiver: space on a tower or mast for the co-location of a single transceiver; includes Optic Fibre Pair to associated Switching Facility	Per antenna per month or per month pro-rata where a full month does not apply	Antenna size is limited to 1.2 metres in diameter with a maximum load weight of 100kgs. Transceiver must utilise licensed wavebands only. Subject to availability. Client must have a valid ECS and/or ECNS license.	2,500.00	2,850.00	y	2,500.00	2,850.00
Tower space for co-location of wireless telecommunications transceiver: initial set-up fee	Once-off charge, per antenna	Charged on initial installation of each antenna.	5,000.00	5,700.00	y	5,000.00	5,700.00
METRO ETHERNET CIRCUITS							
Metro Ethernet circuit - 100Mbps: 100Mbps circuit between any two Switching Facilities. MPLS transport layer, Ethernet interface.	Per circuit per month or per month pro-rata where a full month does not apply	Subject to availability. Client must have a valid ECS or ECNS license.	7,500.00	8,550.00	y	Delete	Delete
Metro Ethernet circuit - 1Gbps: 1Gbps circuit between any two Switching Facilities. MPLS transport layer, Ethernet interface.	Per circuit per month or per month pro-rata where a full month does not apply	Subject to availability. Client must have a valid ECS or ECNS license.	20,000.00	22,800.00	y	Delete	Delete
Metro Ethernet circuit - 10Gbps: 10Gbps circuit between any two Switching Facilities. MPLS transport layer, Ethernet interface	Per circuit per month or per month pro-rata where a full month does not apply	Subject to availability. Client must have a valid ECS or ECNS license.	85,000.00	96,900.00	y	Delete	Delete

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VIRTUAL PRIVATE CORE NETWORK SERVICES							
Layer 2 VPLS 100Mbps service between Switching Facilities: 100Mbps total core network capacity	Per VPLS per month or per month pro-rata where a full month does not apply	Virtual Private LAN service as defined by IETF RFC 4761. The Client may apply for any number of ports to be added to the VPLS to a maximum of 20. Each port charged separately according to <i>Virtual Private Network Ports</i> Tariff. Each port will be rate-limited to a Committed Information Rate (CIR) agreed to with the Client. The sum of the resulting CIRs may not exceed 100Mbps	10,000.00	11,400.00	y	7,500.00	8,550.00
Layer 2 VPLS 1Gbps service between Switching Facilities: 1Gbps total network capacity	Per VPLS per month or per month pro-rata where a full month does not apply	Virtual Private LAN service as defined by IETF RFC 4761. The Client may apply for any number of ports to be added to the VPLS to a maximum of 20. Each port charged separately according to <i>Virtual Private Network Ports</i> Tariff. Each port will be rate-limited to a Committed Information Rate (CIR) agreed to with the Client. The sum of the resulting CIRs may not exceed 1Gbps	25,000.00	28,500.00	y	20,000.00	22,800.00
Layer 2 VPLS 1Gbps service between Switching Facilities: 1Gbps total network capacity. Discounted rate if leased whilst the a free 100Mbps service is being provided, for the balance of the 24-month period.	Per VPLS per month or per month pro-rata where a full month does not apply	Virtual Private LAN service as defined by IETF RFC 4761. The Client may apply for any number of ports to be added to the VPLS to a maximum of 20. Each port charged separately according to <i>Virtual Private Network Ports</i> Tariff. Each port will be rate-limited to a Committed Information Rate (CIR) agreed to with the Client. The sum of the resulting CIRs may not exceed 1Gbps	N/A	N/A	y	12,500.00	14,250.00
Layer 2 VPLS 10Gbps service between Switching Facilities: 10Gbps total network capacity	Per VPLS per month or per month pro-rata where a full month does not apply	Virtual Private LAN service as defined by IETF RFC 4761. The Client may apply for any number of ports to be added to the VPLS to a maximum of 20. Each port charged separately according to <i>Virtual Private Network Ports</i> Tariff. Each port will be rate-limited to a Committed Information Rate (CIR) agreed to with the Client. The sum of the resulting CIRs may not exceed 10Gbps	95,000.00	108,300.00	y	85,000.00	96,900.00
Layer 2 VPLS 100Gbps service between Switching Facilities: 10Gbps total network capacity	Per VPLS per month or per month pro-rata where a full month does not apply	Virtual Private LAN service as defined by IETF RFC 4761. The Client may apply for any number of ports to be added to the VPLS to a maximum of 20. Each port charged separately according to <i>Virtual Private Network Ports</i> Tariff. Each port will be rate-limited to a Committed Information Rate (CIR) agreed to with the Client. The sum of the resulting CIRs may not exceed 100Gbps	N/A	N/A	y	770,000.00	877,800.00
Layer 3 MPLS VPN 100Mbps service between Switching Facilities: 100Mbps total network capacity	Per VPN per month or per month pro-rata where a full month does not apply	Layer3 Virtual Private Network service over MPLS as defined by IETF RFC 2547. The Client may apply for any number of ports to be added to the VPN to a maximum of 20. Each port charged separately according to <i>Virtual Private Network Ports</i> Tariff. On initial setup, each port will be rate-limited to a Committed Information Rate (CIR) agreed to with the Client. The sum of the resulting CIRs may not exceed 100Mbps	13,000.00	14,820.00	y	10,000.00	11,400.00

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Layer 3 MPLS VPN 1Gbps service between Switching Facilities: 1Gbps total network capacity	Per VPN per month or per month pro-rata where a full month does not apply	Layer3 Virtual Private Network service over MPLS as defined by IETF RFC 2547. The Client may apply for any number of ports to be added to the VPN (maximum of 20). Each port charged separately according to <i>Virtual Private Network Ports</i> Tariff. On initial setup, each port will be rate-limited to a Committed Information Rate (CIR) agreed to with the Client. The sum of the resulting CIRs may not exceed 1Gbps	30,000.00	34,200.00	y	25,000.00	28,500.00
Layer 3 MPLS VPN 10Gbps service between Switching Facilities: 10Gbps total network capacity	Per VPN per month or per month pro-rata where a full month does not apply	Layer3 Virtual Private Network service over MPLS as defined by IETF RFC 2547. The Client may apply for any number of ports to be added to the VPN to a maximum of 20. Each port charged separately according to <i>Virtual Private Network Ports</i> Tariff. On initial setup, each port will be rate-limited to a Committed Information Rate (CIR) agreed to with the Client. The sum of the resulting CIRs may not exceed 10Gbps	110,000.00	125,400.00	y	95,000.00	108,300.00
Layer3 MPLS VPN 10Gbps service between Switching Facilities: 100Gbps total network capacity	Per VPN per month or per month pro-rata where a full month does not apply	Layer3 Virtual Private Network service over MPLS as defined by IETF RFC 2547. The Client may apply for any number of ports to be added to the VPN to a maximum of 20. Each port charged separately according to <i>Virtual Private Network Ports</i> Tariff. On initial setup, each port will be rate-limited to a Committed Information Rate (CIR) agreed to with the Client. The sum of the resulting CIRs may not exceed 100Gbps	N/A	N/A	y	800,000.00	912,000.00
Virtual Private Network Ports							
Port on a Virtual Private Network - 100Mbps optical transceiver	Once off per port	Optical port to access a Virtual Private Network, either a Layer2 VPLS or a Layer3 VPN, 100Mbps SFP transceiver	2,000.00	2,280.00	y	2,600.00	2,964.00
Port on a Virtual Private Network - 1Gbps optical transceiver	Once off per port	Optical port to access a Virtual Private Network, either a Layer2 VPLS or a Layer3 VPN, 1Gbps SFP transceiver	4,000.00	4,560.00	y	5,200.00	5,928.00
Port on a Virtual Private Network - 10Gbps optical transceiver	Once off per port	Optical port to access a Virtual Private Network, either a Layer2 VPLS or a Layer3 VPN, 10Gbps SFP transceiver	8,000.00	9,120.00	y	10,400.00	11,856.00
Port on a Virtual Private Network - 100Gbps optical transceiver	Once off per port	Optical port to access a Virtual Private Network, either a Layer2 VPLS or a Layer3 VPN, 100Gbps SFP transceiver	N/A	N/A	y	120,000.00	136,800.00
NETWORK SERVICES - GOVERNMENT ENTITIES INCLUDING EDUCATIONAL INSTITUTIONS							
MANAGED NETWORK SERVICES - WESTERN CAPE GOVERNMENT							
Access service - 100Mbps. Fixed wireline (optical fibre). Default service level, Ethernet interface	Per Access Service per month or per month pro-rata where a full month does not apply	Government Entities including Educational Institutions only. Subject to contract terms and conditions including additional payment of installation costs.	7,500.00	8,550.00	y	7,500.00	8,550.00

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Access service - 100Mbps. Fixed wireline (optical fibre). Premium service level, Ethernet interface	Per Access Service per month or per month pro-rata where a full month does not apply	Government Entities including Educational Institutions only. Subject to contract terms and conditions including additional payment of installation costs.	10,000.00	11,400.00	y	10,000.00	11,400.00
Access service - 1Gbps. Fixed wireline (optical fibre). Default service level, Ethernet interface	Per Access Service per month or per month pro-rata where a full month does not apply	Government Entities including Educational Institutions only. Subject to contract terms and conditions including additional payment of installation costs.	20,000.00	22,800.00	y	20,000.00	22,800.00
Access service - 1Gbps. Fixed wireline (optical fibre). Premium service level, Ethernet interface	Per Access Service per month or per month pro-rata where a full month does not apply	Government Entities including Educational Institutions only. Subject to contract terms and conditions including additional payment of installation costs.	25,000.00	28,500.00	y	25,000.00	28,500.00
Access service - 10Gbps. Fixed wireline (optical fibre). Default service level, Ethernet interface	Per Access Service per month or per month pro-rata where a full month does not apply	Government Entities including Educational Institutions only. Subject to contract terms and conditions including additional payment of installation costs.	85,000.00	96,900.00	y	85,000.00	96,900.00
Access service - 10Gbps. Fixed wireline (optical fibre). Premium service level, Ethernet interface	Per Access Service per month or per month pro-rata where a full month does not apply	Government Entities including Educational Institutions only. Subject to contract terms and conditions including additional payment of installation costs.	95,000.00	108,300.00	y	95,000.00	108,300.00
Access service - 10Mbps. Fixed wireless. Default service level, Ethernet interface	Per Access Service per month or per month pro-rata where a full month does not apply	Government Entities including Educational Institutions only. Subject to contract terms and conditions including additional payment of installation costs.	12,500.00	14,250.00	y	12,500.00	14,250.00

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Access service - 10Mbps. Fixed wireless. Premium service level, Ethernet interface	Per Access Service per month or per month pro-rata where a full month does not apply	Government Entities including Educational Institutions only. Subject to contract terms and conditions including additional payment of installation costs.	18,000.00	20,520.00	y	18,000.00	20,520.00
Access service - 50Mbps. Fixed wireless. Default service level, Ethernet interface	Per Access Service per month or per month pro-rata where a full month does not apply	Government Entities including Educational Institutions only. Subject to contract terms and conditions including additional payment of installation costs.	15,000.00	17,100.00	y	15,000.00	17,100.00
Access service - 50Mbps. Fixed wireless. Premium service level, Ethernet interface	Per Access Service per month or per month pro-rata where a full month does not apply	Government Entities including Educational Institutions only. Subject to contract terms and conditions including additional payment of installation costs.	23,000.00	26,220.00	y	23,000.00	26,220.00
Access service - 100Mbps. Fixed wireless. Default service level, Ethernet interface	Per Access Service per month or per month pro-rata where a full month does not apply	Government Entities including Educational Institutions only. Subject to contract terms and conditions including additional payment of installation costs.	20,000.00	22,800.00	y	20,000.00	22,800.00
Access service - 100Mbps. Fixed wireless. Premium service level, Ethernet interface	Per Access Service per month or per month pro-rata where a full month does not apply	Government Entities including Educational Institutions only. Subject to contract terms and conditions including additional payment of installation costs.	30,500.00	34,770.00	y	30,500.00	34,770.00
HOSTED SOFTSWITCH SERVICE		Provision of SIP device (Telephone etc.), connectivity and PABX features on the City of Cape Town's Broadworks Softswitch to government entities which are connected to the City of Cape Town's MPLS network.					
Activation fee	Per activation once- off	Once-off activation fee for each new Broadsoft user.	65.00	74.10	y	64.91	74.00
Setup fee - Technician	Per setup hour	Recovery of costs incurred in setting up a hosted softswitch service.	742.02	845.90	y	742.11	846.00

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Setup fee - Engineer specialist	Per setup hour	Recovery of costs incurred in setting up a hosted softswitch service.	1,280.00	1,459.20	y	1,279.82	1,459.00
Softswitch rental: PRI rental	Per trunk per month or per month pro-rata where a full month does not apply	A telecommunications interface standard used on an Integrated Services Digital Network (ISDN) for carrying multiple DS0 voice and data transmissions between the City's managed softswitch and a user PBX. Includes a monthly TMS cost report per PBX. Subject to availability.	1,500.00	1,710.00	y	1,500.00	1,710.00
Softswitch rental: BRI rental	Per trunk per month or per month pro-rata where a full month does not apply	An Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. Includes a monthly TMS cost report per PBX. Subject to availability.	350.00	399.00	y	350.00	399.00
Softswitch rental: SIP channel	Per channel per month or per month pro-rata where a full month does not apply	SIP is a signaling communications protocol, widely used for controlling multimedia communication sessions such as voice and video calls over Internet Protocol (IP) networks. Includes a monthly TMS cost report per PBX. Subject to availability.	50.00	57.00	y	50.00	57.00
Enterprise reception service	Per user licence per month or per month pro-rata where a full month does not apply	Enterprise switchboard - carrier-class, lightweight desktop communications management product for everyday users of Microsoft Outlook, Microsoft Internet Explorer, or Mozilla Firefox. Users can manage incoming and outgoing calls, maintain up-to-date connection information, and configure controls on calls and voice mail. Includes a monthly TMS cost report per user licence. Subject to availability.	1,400.00	1,596.00	y	1,400.00	1,596.00
Small Business reception service	Per user licence per month or per month pro-rata where a full month does not apply	Small business switchboard - An attendant console for use by receptionists or telephone attendants who manage and screen inbound calls for enterprises. Includes a monthly TMS cost report per user licence. Subject to availability.	950.00	1,083.00	y	950.00	1,083.00
Call Centre Standard service	Per user licence per month or per month pro-rata where a full month does not apply	A Standard call center is designed to support a normal call center environment where flexible routing options are needed and the agent's workflow dictates the need for ACD states such as Available, Unavailable, and Wrap-up. In addition, Standard call centers are designed to support deployments that require clients such as the BroadWorks Agent client and Reporting. Any user with a Standard or Premium call center license can be assigned to a Standard call center. Includes a monthly TMS cost report per user licence. Subject to availability.	500.00	570.00	y	500.00	570.00

CORPORATE SERVICES - INFORMATION SYSTEMS & TECHNOLOGY - USE OF TELECOMMUNICATIONS INFRASTRUCTURE

SERVICES RENDERED	UNIT	REMARKS	2015/16 Recalculated excl. VAT	2015/16 R incl. VAT	VAT Yes/No	2016/17 Recalculated excl. VAT	2016/17 R incl. VAT
Call Centre Premium Service	Per user licence per month or per month pro-rata where a full month does not apply	A Premium call center is designed to provide the most advanced set of routing and call management options to support a formal call center environment. It supports such capabilities as multiple dialed number identification service (DNIS) numbers being assigned to a single call center, agent skill levels for directing calls to more skilled agents, additional unavailable codes for when agents are not able to take calls, and disposition codes to associate with ACD calls, outbound calling, and silent monitoring of agents. Only users with a Premium call center license can be assigned to a Premium call center. Includes a monthly TMS cost report per user licence. Subject to availability.	700.00	798.00	y	700.00	798.00
Call Centre Agent	Per user licence per month or per month pro-rata where a full month does not apply	A Basic call center is designed to support a simple call distribution and queuing scenario, such as a front-office receptionist or a small work group. Inbound calls are distributed based on the agent's line state and "join" status. Callers receive appropriate entrance and queue messages, and calls can overflow to alternate locations if they wait too long in queue or if the queue is beyond capacity. Any user with a call center license can be assigned to a Basic call center. This type of call center does not support Agent ACD states, BroadWorks Agent client, or Reporting. Includes a monthly TMS cost report per user licence. Subject to availability.	1,000.00	1,140.00	y	1,000.00	1,140.00
Call Centre Supervisor	Per user licence per month or per month pro-rata where a full month does not apply	A user who is assigned to be a supervisor for a BroadWorks Call Center can have two roles, that of a team lead and that of a supervisor. In each case, the user is assigned to be a supervisor for a call center and is assigned to supervise a specific list of agents. Any user in the group or enterprise can be assigned to be a supervisor of a call center. No call center user license is required for a supervisor, except for the BroadWorks Supervisor license (to use the BroadWorks Supervisor client). However, it is recommended that supervisors have the equivalent of a Premium Enterprise feature set assigned to them. Includes a monthly TMS cost report per user licence.	1,200.00	1,368.00	y	1,200.00	1,368.00
Business line	Per user licence per month or per month pro-rata where a full month does not apply	A BroadWorks managed PBX/IP Centrex is an application of BroadWorks that allows service providers to deliver PBX or Key system functionality to an enterprise without the associated capital, lease, or maintenance costs of a premises-based telephony system. Includes a monthly TMS cost report per user licence. Subject to availability.	320.00	364.80	y	320.18	365.00

CORPORATE SERVICES - INFORMATION SYSTEMS & TECHNOLOGY - USE OF TELECOMMUNICATIONS INFRASTRUCTURE

SERVICES RENDERED	UNIT	REMARKS	2015/16 Recalculated excl. VAT	2015/16 R incl. VAT	VAT Yes/No	2016/17 Recalculated excl. VAT	2016/17 R incl. VAT
Standard line	Per user licence per month or per month pro-rata where a full month does not apply	A BroadWorks managed PBX/IP Centrex is an application of BroadWorks that allows service providers to deliver PBX or Key system functionality to an enterprise without the associated capital, lease, or maintenance costs of a premises-based telephony system. Includes a monthly TMS cost report per user licence. Functions include all functions available for standard line plus: Anonymous Call Rejection, Automatic Callback, Call Me Now, Diversion Inhibitor, Do Not Disturb, Group Night Forwarding, Hoteling Guest, Speed Dial 100 and Speed Dial 8. Subject to availability.	350.00	399.00	y	350.00	399.00
Premium line	Per user licence per month or per month pro-rata where a full month does not apply	A BroadWorks managed PBX/IP Centrex is an application of BroadWorks that allows service providers to deliver PBX or Key system functionality to an enterprise without the associated capital, lease, or maintenance costs of a premises-based telephony system. Includes a monthly TMS cost report per user licence. Features include all those found in business and standard plus: Alternate Numbers, Automatic Hold/Retrieve, Busy Lamp Field, Call Center Monitoring, Call Forwarding Selective, Call Notify, Custom Ringback User, Custom Ringback User - Video, Directed Call Pickup, Directed Call Pickup with Barge-In, Executive/Executive-Assistant, Hoteling Host, MOH/VOH Enhancement (user), N-Way Call, Pre-alerting Announcement, Priority Alert, Push to Talk, Selective Call Acceptance, Selective Call Rejection, Shared Call Appearance 10+ and Virtual On_net Enterprise Extensions. Subject to availability.	400.00	456.00	y	400.00	456.00
Gateway device rental	Per gateway per month or per month pro-rata where a full month does not apply	Rental of a BRI and PRI capable gateway to convert SIP to PRI or BRI or interface with the client's PBX to be located on clients premises. Client to provide facility and power for gateway. Subject to availability.	1,400.00	1,596.00	y	1,400.00	1,596.00