

AfriCentral ISP

Reseller Information Pack & Price List

Zeyn Khan

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30 Starhaven Place, Foresthaven, Durban 4068

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Why is AfriCentral ISP the preferred choice!

We strive to provide a totally integrated cost saving solutions for you and your clients, backed by premium quality solutions, from vendors such as Google, Internet Solutions, Seacom and SAIX.

Unless otherwise stated, all our services originate and terminate in South Africa.



Introduction to AfriCentral ISP – White Label Reseller Programme

AfriCentral ISP offers the most cost effective wholesale ISP program currently in South Africa; we have been operating for over 10 years now.

With AfriCentral ISP's reseller control panel, you will become a fully-fledged internet services provider (ISP) in South Africa. When you join, you will have immediate access to all ISP services branded under your company name.

You will become the MWEB's or Telkom's of the world.

The growth potential is phenomenal, millions of South Africans still do not have internet access, and companies do not have internet presence and web sites.

Our reseller program was designed for individuals and computer retailers who want to generate a substantial recurring income by becoming the client's one stop shop.

As a reseller you perform the following functions:

1. Market & Sell ISP services under your brand.
2. Provide level 1 & 2 support of your clients.
3. Bill and collect money from your clients thus retaining ownership of your client base.

AfriCentral ISP will make sure of the following:

1. We will make sure that the backbone systems are stable and continuously running.
2. Provide you with level 3 & 4 support.

We refer to our reseller services as the ISP Management Console.

What is the ISP Management Console?

The ISP Management Console is an in-house developed control panel that interfaces with all the different web servers and ADSL backbones. The ISP Management Console is not cPanel, Plesk or Helm. Using the ISP management Console, you can easily manage all your client's internet needs on one page.

The system allows you to manage all of your clients and their internet services via a single control panel from anywhere via the internet. Our control panel automates many tasks that allow you to provide world class services, thus reducing your capital layout and operating costs while at the same time increasing profitability, efficiency and customer satisfaction.

- a) Via our system you can create your own “representatives” to sell ISP services under your company name, all clients that the representatives sign up becomes your clients directly and wholly, and you decide via ISP Management console, the commission you want to pay your representatives.
- b) Should you choose you can allow your clients to log into the system and manage or add services, you decide their access rights.
- c) On a daily basis you can view your up-to-date bill. The billing report will assist you on a single page as to what services to invoice your clients for.

ISP Management Console is:

- a) Automated
- b) Modular
- c) Safe and
- d) Efficient Cost-effective



The ISP m control panel is an incredibly advanced system that should meet most, if not all, of your ISP’s needs.

Summarised product and service list

- Dial Up Services.
- All ADSL Services.
- Leased Lines, WiMAX, Fall Over.
- FREE Fax to E-mail services.
- Web Design.
- Client access to their own services.
- Bulk SMS services.
- Bulk e-mails services.
- Domains registration.
- Domain Hosting Services.
- Hosted DNS services.
- Web Hosting services.
- MPLS Services.
- E-mails / Aliases.
- E-mail security services from Google.
- E-mail Branding Services.
- Server Hosting Services.
- Virtual Private Server Hosting.

Sign up and monthly fees

There are no sign up fees applicable to joining our white label reseller programme.

Monthly Fees

R 250.00 per month to make use of the ISP management Console.

You can sign up your own representatives, and you can give your clients access to manage their own services.

Why the monthly fees?

- Protection of you and your intellectual property
- ISP services at a reduced cost.
- Branding of services under your company name.
- Client access to maintain their own services.
- Support, admin fees, phone calls, telephonic training.
- World Class services.
- Google Packages.



Google APPS - Cloud Computing

Email 24/7/365 anywhere in the world at your client's domain, with document sharing, calendar sharing and drive space for document storage.

Gmail for business offers 25 GB of storage per user, powerful spam filtering, BlackBerry and Outlook interoperability and a 99.9% uptime SLA.

Email, IM, voice and video chat

Each user gets 25 GB of email and IM storage (50 times the industry average).

Anytime, anywhere access to your email

Gmail is securely powered by the web, so you can be productive from your desk, on the road, at home and on your mobile phone, even when you're offline.

Sync with Android, iPhone & BlackBerry.

Get the benefits of Apps on leading mobile platforms.

Search and find emails instantly

Spend less time organising mail and find emails quickly with Google-powered search for your inbox.

Get less spam

Powerful Gmail spam filtering helps you stay focused on what's important. Postini filtering lets you customize your spam protection.

Manage meetings online with Google Calendar

A web-based calendar application that enables employees to work together efficiently and helps minimize costs and IT hassles.

Easily schedule appointments

Overlay multiple calendars to see when people are available. Google Calendar sends invitations and manages RSVPs.

Integrate with your email system

Google Calendar is integrated into Gmail and is interoperable with popular calendar applications.

Share project calendars

Calendars can be shared company-wide or with selected colleagues. A range of sharing permission controls help maintain security and privacy.

Access with your mobile device

View and edit event details, add new events and invite guests on mobile devices such as the BlackBerry and iPhone. Even receive calendar notifications via SMS.

Publish calendars

Publicise external company events by publishing a calendar to make it searchable in the Google Calendar gallery. Easily embed calendars into web pages.



Google Docs - online documents with real-time collaboration

Web-based documents, spread sheets, drawings and presentations that let users edit the same file at the same time so you always have the latest version.

Anytime, anywhere access to your work

Google Docs is securely powered by the web, giving you the flexibility to be productive from your desk, on the road, at home and on your mobile phone, even when you're offline.

Works across operating systems

Google Docs works in the browser on PC, Mac and Linux computers and supports popular formats such as .doc, .xls, .ppt and .pdf.

Easily upload and share files

Files stored on Google Docs are always accessible and backed-up online.

Secure access controls

Administrators can manage file sharing permissions system-wide and document owners can share and revoke file access at any time.

Google Cloud Connect for Microsoft Office

Google Cloud Connect for Microsoft Office brings collaborative multi-person editing to the familiar Microsoft® Office experience. You can share, backup and simultaneously edit Microsoft Word®, PowerPoint® and Excel® documents with colleagues.



Teach your old docs new tricks

- Simultaneous editing for Word, PowerPoint and Excel files, no document or paragraph locking
- Google Docs sharing URLs for each Microsoft Office file
- Revision history for Microsoft Office files, stored in Google Docs
- Offline editing with smart synchronisation of offline changes
- No Microsoft Office upgrade or SharePoint® deployment required

Communicate and share more easily with Google Groups for Business

Google Groups can be used as mailing lists and to share calendars, docs, sites and videos easily with colleagues.

Fast setup

Create and manage groups without burdening IT.

Sharing with a group

Employees can share docs, calendars, sites, shared folders and videos with a group instead of individuals. You control who has access to content by managing group membership.

Customisable subscription settings

Group discussions are archived by default, allowing users to easily search and view past and present discussions via the web UI.

Searchable archives

Group members can access and search archives of mail sent to their lists to efficiently find topics of interest.

Reply on behalf of a group

Groups can serve as a central point to receive and respond to communications and members can reply on behalf of the group.

Google Video for Business brings internal information to life

Google securely hosts and streams your videos, so employees don't need to share videos over email, or burden IT with a complex on-site video solution.

A video channel for your business

Video sharing makes important communications such as internal trainings and corporate announcements more engaging and effective.

Keep videos secure and private

Employees can securely share videos with colleagues without exposing confidential information.

Anytime, anywhere access

Google Video is securely powered by the web, so you can access company videos from your desk, on the road and at home.

Works across operating systems

Google Video works in the browser on PC, Mac and Linux computers

Google Drive: Keep everything, Share anything

Google Drive is your place to keep single up-to-date versions of all of your files online.

Access your files anywhere

Google Drive on your Mac, PC or mobile device (or your browser!) gives you a single place to access up-to-date versions of your files from anywhere. In addition to any file type you choose to upload, Google Docs are also stored in Google Drive.

Bring your files to life

Share individual files or whole folders with specific people or your entire team. You can even share with customers, vendors and partners. Develop new ideas with your team and move projects together more efficiently with online discussions on any file.

Quickly find what you're looking for

Use powerful search capabilities to find what you need quickly. You can search with keywords and filters to locate any file, including images that contain text.

Open and view any file

View over 20 file types in your browser, including videos, Adobe Illustrator and Photoshop files, even if your device doesn't run the file's original software. Save files from Aviary, Animoto, Balsamiq and other web apps directly to Google Drive, and launch those apps by opening these file types from your Drive.

Store everything

Get started with 5GB of included storage for each of your users. Need more? For as little as R60.00 per month for 20GB, administrators can centrally purchase and manage up to 16TB of additional storage for each user. (Yes, that's 16,000GB!)

Keep your files in a safe place

Even if your device is lost, stolen or damaged, your files are backed up to Google's cloud. And with business-grade security and reliability, you can feel at ease knowing that your data is safe in Google Drive.

A sample of the measures we take to protect your data:

- 99.9% uptime SLA, so you can access your files whenever you need them.
- Files are encrypted as they travel between your browser and our servers.
- Available 2-step verification helps prevent unauthorised account access.
- Data is always simultaneously replicated on our servers.
- Advanced data centre security measures including 24/7 guards.

Google's web-based messaging and collaboration apps require no hardware or software and need minimal administration, creating tremendous time and cost savings for businesses.

End users can use the familiar Microsoft Outlook interface for email, contacts and calendar as they transition to Gmail and Google Calendar.

A leading research firm found that Google Apps costs as little as a third of the total cost of competing solutions.

50 times more storage than the industry average

Each employee gets 25 GB for email storage, so they can keep important messages and find them instantly with built-in Google search.

Gmail is designed so that employees can spend less time managing their Inboxes and more time being productive. Time-saving features such as message threading, message labels, fast message search and powerful spam filtering help employees work efficiently with high volumes of email.

Mobile email, calendar and IM access

With several options for accessing their information while on the go, employees can be productive with Google Apps even when they're not at their desks.

At no extra charge, Google Apps supports over-the-air mobile access on BlackBerry devices, the iPhone, Windows Mobile Android and many less powerful phones.

99.9% uptime reliability guarantee with synchronous replication

We guarantee that Google Apps will be available at least 99.9% of the time, so your employees are more productive and so you can worry less about system downtime.**

With synchronous replication, your data and activity in Gmail, Google Calendar, Google Docs and Google Sites is simultaneously preserved in multiple secure data centres. If one data centre is unable to serve your requests, the system is designed to instantly fall back to another data centre that can serve your account with no interruption to service.

The Radicati Group found that Microsoft Exchange typically has 60 minutes of unplanned downtime per month. Google Apps customers typically experience less than 15 minutes of downtime per month.

Information security and compliance

When you trust your company's information to Google, you can be confident that your critical information is safe and secure.

Google's information security team, including some of the world's foremost experts in information, application and network security, are focused on keeping your information safe. Google and many other customers trust this system with highly sensitive corporate data.

Businesses get these customisable security features with Google Apps:

- Custom spam and inbound mail filtering tools, powered by Postini, to complement powerful spam filters that work automatically with no up-front configuration.
- Custom outbound mail filtering tools to prevent sensitive information from being distributed, powered by Postini.
- Custom information sharing rules to determine how broadly employees are allowed to share with Google Docs, Google Calendar and Google Sites.
- Custom password length requirements and visual strength indicators to help employees pick secure passwords.
- Enforced SSL connections with Google Apps to ensure secure HTTPS access.
- Optional Postini email archiving

Full administrative and data control

Administrators can deeply customise Google Apps to meet their technical, branding and business requirements.

Integration options let you connect Google Apps to your existing IT infrastructure.

- Single sign-on API connects Google Apps to your existing authentication system.
- User provisioning utility and API connect Google Apps to your existing user directory system.
- Email routing and email gateway support let you run Google Apps alongside an existing email solution.
- Email migration utility and API enable you to bring mail from your existing email solution into Google Apps.

System branding and data ownership give Google Apps your look and feel and ensures customer ownership of employee data.

- Custom user accounts on your company's Internet domain.
- Custom logo and colours in the applications.
- Contractual customer ownership of employee data.

Helpful customer support

Google Apps is highly reliable and easy to operate, but support is available for administrators should you need it.

Support options include:

- Phone support for critical issues
- Email support (Help Desk) www.africentral.co.za
- Self-service online support

The 99.9% uptime SLA for Google Apps is offered to organisations using Google Apps for Business, as described in the Google Apps for Business Terms of Service.

Google APPS Pricing

Packages	Your Cost per user per month	Suggested Selling Price
Complete Google APPS	R 35.00	R 50.00

**Setup - Once off at R1000-00 for the above (Optional if we have to setup all)
No setup fee for domain changes and pointing. Domain needs to be transferred to your ISP
Management Console profile.**

Google Postini E-mail Security

AfriCentral ISP in conjunction Google e-mail security, powered by Postini, helps keep your e-mail free from spam, viruses, phishing, and other e-mail threats. Google e-mail security is a hosted solution that blocks spam and other threats well before any **SPAM or VIRUSES** reach our or your networks.

Complete spam and virus protection

Comprehensive message security to stop spam, viruses, phishing, denial of service (DoS), directory harvest attacks (DHA), and other e-mail attacks.

Zero-hour anti-virus protection with multi-layered protection, including heuristic and signature-based detection.

Real-time processing with scale and reliability

- Patented real-time, pass-through architecture ensures that there are no delays, message loss or disruptions to e-mail service.
- 99.999% availability for message processing.
- Policy enforced domain to domain messaging encryption...
- SAS 70 Type II certified and Web Trust seal validates Postini's stringent standards for physical and operational security.
- Manage communication policies for message attachments and content.

Comprehensive, On-Demand e-mail archiving and discovery.

Google Message Discovery, powered by Postini, goes beyond the functionality of our security offering to give customers maximum control and flexibility over your electronic records archive, meeting discovery, and compliance objectives. In addition to the security provided by Google Message Security, powered by Postini, Google Message Discovery provides archiving, discovery, and compliance functionality. Whether you must respond to a discovery situation or want to prepare in advance for an eventual request, Google Message Discovery can help you find and manage the right information quickly and painlessly.



- Accurate Spam Blocking
- E-mail Security & Spam Blocking
- E-mail Archiving

- E-mail Compliance
- Resource Centre
- Platform
- Customers

Postini Pricing

Normal Spam and Virus protection (ISP level)

Packages	Your Cost per user per month	Suggested Selling Price
Filter ISP level: Stop All types of Spam and Viruses	R 1.75	R 3.00

All emails created in the ISP Management Console are protected via Postini. You will see a separate amount on your billing report for mail that is protected via Postini.

Google E-mail Security Spam Filter and Anti-Virus

Content-based policies for inbound and outbound traffic.

- Built-in lexical analysis for social security and credit card numbers
- Build virtually any custom content rule with regular expression matching
- Apply a variety of policy dispositions to triggered content — approve, bounce, quarantine, quarantine redirect, log and deliver.

Google E-mail Archiving With Security Spam Filter and Virus

Comprehensive, On-Demand Archiving and Discovery

Google Message Discovery, powered by Postini, goes beyond the functionality of our security offering to give customers maximum control and flexibility over your electronic records archive, meeting discovery, and compliance objectives.

In addition to the security provided by Google Message Security, powered by Postini, Google Message Discovery provides archiving, discovery, and compliance functionality. Whether you must respond to a discovery situation or want to prepare in advance for an eventual request, Google Message Discovery can help you find and manage the right information quickly and painlessly.

Google E-mail Archiving Prices

Contract Term	Your Cost per user per month	Suggested Selling Price
1 Year	R 25.80	R 40.00
10 Years	R 39.90	R 55.00
Optional Branding Per Mailbox	R 23.00	R 30.00

Email Branding Template Design Prices	Your Cost Once Off	Suggested Selling Price
Design Change	R 575.00	R 750.00
Advertisement Change	R 230.00	R 400.00

AfriCentral Email Branding Services

AfriCentral e-mail branding is a powerful e-mail branding marketing communications tool that allows you to unify and attach your corporate identity to every outgoing e-mail.

E-mail branding offers your organisation the unique opportunity to leverage the numerous standard outgoing business e-mails that are delivered daily to your valued customers and business partners, by providing a compelling new dimension to corporate branding and marketing.

The AfriCentral e-mail branding solution accomplishes four key functions:

- Brands every outgoing e-mail - creating a unified Corporate Identity.
- Appends a Signature - ensuring that your corporate contact information is unified and included in every e-mail.
- Embeds Targeted Marketing Messages - giving you the ability to deliver key messages from your organisation.
- Inserts Compliance Footers - ensuring that your e-mails have all the relevant legal and compliance information to meet the regulatory requirements of your industry.

Branded Outgoing E-mails

- Affix your corporate logo within pre-designed templates.
- Incorporate your brand/identity to all outgoing e-mails.
- Create a clear and consistent message throughout your organization.

Unified Signature Blocks

- Standardize and unify external presentation.
- Ensure that all e-mails include the relevant contact info.
- Direct the recipients to your corporate website and/or other http pages.

Embedded Targeted Marketing Messages

- Keep clients informed of current or future promotions with banners and links.
- Direct recipients to relevant news or other content of interest on your website such as live RSS feeds.
- Include CRM campaigns.

Compliance

- Append relevant company information (registration number, legal company name).
- Provide links to relevant corporate policies (terms & conditions, privacy policies, e-mail usage policies).

Management Console

- Change your marketing messages to reflect current promotions and company news.
- Assign users to specific user groups within your company.
- Assign different messages \ campaigns to different user groups.

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- Embed Live RSS feeds.
- Monitor clicks from specific locations with the new geographic locator.
- Obtain detailed analysis of e-mail campaigns with statistics and customised report.

E-mail Branding Prices

Packages	Your Cost per user per month	Suggested Selling Price
E-mail Branding per Mailbox	R 40.25	R 75.00

E-mail Branding Template Design	Your Cost per user per month	Suggested Selling Price
1 - 10	R 689.00	R 750.00
11 - 50	R 540.00	R 650.00
51+	R 410.00	R 500.00

Dial up and ADSL Services and Prices

We retain the right to highlight any irregular usage, we will inform you and if no action is taken we will invoice accordingly.

Dial up Prices from Internet Solutions (Billed monthly)

Service Description	Your Cost Price
56K Dial Up's	R 51.18
64K ISDN Dial Up's	R 86.25
128K ISDN Dial Up's	R 155.25

Dial up's Prices from SAIX (Billed monthly)

Service Description	Your Cost Price
56K Dial Up's	R 51.18
64K ISDN Dial Up's	R 77.05
128K ISDN Dial Up's	R 86.25

Client will require their own modem.

AfriCentral Own ADSL

ADSL running on Seacom and SAT3

We have the following packages:

1. Hard Cap ADSL per GIG model.
2. Hard Cap ADSL per GIG model Single Channel ADSL (just over Seacom).
3. Flexi Account (Something like an Uncapped ADSL, you will not be cut off).
4. Realm Name uncappedhome.net

Hard Cap ADSL per GIG Pricing

Services are billed per month

Service Description	Your Cost Price
Per 1GB No emails	R 19.55
Per 1GB with 3 email addresses	R 22.63

The above ADSL is the same as the IS offering. We run via Seacom and SAT3, meaning that if Seacom is down the clients will be switched over to SAT3.

Client will require their own Router.

True Uncapped ADSL for Business, SME, SOHO and Home Use

Business Product overview

Realm uncappedbuss.net

- Unshaped
- Maximum simultaneous flows: 200
- Suitable for up to 20 person network
- Much better for sustained downloads and p2p
- Very good for all games
- Ability to add fixed IP at an additional R 69.00 p/m for 1 usable IP , R 138.00 p/m for 5 usable IP's
- 5 x FREE Emails at [www. my-email.co.za](http://www.my-email.co.za)
- Any Additional Email Address at R 13.80 at Own domain

Service Description - Billed per Month	Your Cost Price
1MB\\ Seacom Uncapped Business ADSL	R 138.00
2MB\\ Seacom Uncapped Business ADSL	R 241.50
4MB\\ Seacom Uncapped Business ADSL	R 391.00
10MB\\ Seacom Uncapped Business ADSL	R 1,322.50

1. The only shortcoming of the equipment that we are using is that there is no way to limit the speed of an ADSL account.
2. This means is if you order a 1MB account and you have a 4MB ADSL line, the account will work at 4MB.
3. If we detect this we will up the price of the account and inform you accordingly.

PLEASE make sure your customer knows about this.

We have invested a lot of time and money into this product in order to provide what we believe is the best uncapped product on the South African market.

Client will require their own Router.

Hard Capped ADSL (Fiber) from Internet Solutions

We cannot split International or Local bandwidth. If a client's cap is reached all international bandwidth will be dead.

Service Description	No E-mail	With 3 E-Mails
1 GB IS ADSL	R 33.74	R 40.38
2 GB IS ADSL	R 67.47	R 74.70
3 GB IS ADSL	R 101.21	R 109.30
4 GB IS ADSL	R 134.95	R 143.35
5 GB IS ADSL	R 168.68	R 177.67
6 GB IS ADSL	R 202.42	R 212.00
7 GB IS ADSL	R 236.16	R 246.32
8 GB IS ADSL	R 269.89	R 280.65
9 GB IS ADSL	R 303.63	R 314.97
10 GB IS ADSL	R 337.38	R 349.29
11 GB IS ADSL	R 371.10	R 383.62
12 GB IS ADSL	R 404.85	R 417.94
13 GB IS ADSL	R 438.58	R 452.26
14 GB IS ADSL	R 472.32	R 486.59
15 GB IS ADSL	R 506.06	R 520.92
16 GB IS ADSL	R 539.79	R 555.23
17 GB IS ADSL	R 573.53	R 589.56
18 GB IS ADSL	R 607.27	R 623.89
19 GB IS ADSL	R 641.00	R 658.20
20 GB IS ADSL	R 674.74	R 692.53
25 GB IS ADSL	R 843.42	R 864.14
30 GB IS ADSL	R 1,012.11	R 1,035.77
35 GB IS ADSL	R 1,180.80	R 1,207.39
40 GB IS ADSL	R 1,349.48	R 1,379.00
45 GB IS ADSL	R 1,518.34	R 1,529.27
50 GB IS ADSL	R 1,687.05	R 1,697.98
55 GB IS ADSL	R 1,855.69	
60 GB IS ADSL	R 2,024.46	R 2,035.39

Client will require their own Router.

Soft Capped ADSL with matching Local Cap (Fibre) from Internet Solutions

ADSL Soft Cap + Free Local (Fibre)	Monthly Pricing	
	No Email	3 Email
1 GB IS ADSL	63.25	78.20
2 GB IS ADSL	121.32	141.45
3 GB IS ADSL	175.71	197.80
4 GB IS ADSL	229.74	251.85
5 GB IS ADSL	282.89	308.20
6 GB IS ADSL	336.82	362.25
7 GB IS ADSL	374.90	404.80
8 GB IS ADSL	427.80	457.70
9 GB IS ADSL	479.55	509.45
10 GB IS ADSL	531.30	564.65
11 GB IS ADSL	583.05	616.40
12 GB IS ADSL	635.95	669.30
13 GB IS ADSL	684.25	721.05
14 GB IS ADSL	736.00	772.80
15 GB IS ADSL	787.75	824.55
16 GB IS ADSL	851.00	876.30
17 GB IS ADSL	902.75	928.05
18 GB IS ADSL	925.75	974.05
19 GB IS ADSL	971.75	1 020.05
20 GB IS ADSL	990.15	1 106.30

Soft Capped ADSL (Sattelite) from Internet Solutions

ADSL (Satellite + Free Local)	Monthly Pricing	
	No Email	3 Emails
1 GB IS ADSL	69.00	77.05
2 GB IS ADSL	132.25	139.15
3 GB IS ADSL	194.35	196.65
5 GB IS ADSL	316.25	320.85
7 GB IS ADSL	422.05	424.35
10 GB IS ADSL	592.25	607.20
15 GB IS ADSL	862.50	891.25
20 GB IS ADSL	1 130.45	1 147.70

Capped ADSL's from SAIX

SAIX Capped ADSL	Monthly Pricing	
	No Email	3 Emails
0.5 GB SAIX ADSL (3 emails)	34.50	39.68
1 GB SAIX ADSL (3 emails)	60.57	74.37
2 GB SAIX ADSL (3 emails)	134.94	138.91
3 GB SAIX ADSL (3 emails)	194.36	201.25
4 GB SAIX ADSL (3 emails)	242.28	297.48
5 GB SAIX ADSL (3 emails)	323.03	325.32
6 GB SAIX ADSL (3 emails)	380.51	387.30
7 GB SAIX ADSL (3 emails)	439.28	445.03
10 GB SAIX ADSL (3 emails)	622.81	630.86
15 GB SAIX ADSL (3 emails)	930.35	935.12
20 GB SAIX ADSL (3 emails)	1 334.00	1 344.34
25 GB SAIX ADSL (3 emails)	1 656.00	1 660.59
30 GB SAIX ADSL (3 emails)	1 955.00	1 967.64
35 GB SAIX ADSL (3 emails)		2 284.19
40 GB SAIX ADSL (3 emails)		2 610.50
45 GB SAIX ADSL (3 emails)		2 789.33
50 GB SAIX ADSL (3 emails)		3 099.25
55 GB SAIX ADSL (3 emails)		3 409.17
60 GB SAIX ADSL (3 emails)		3 719.10
70 GB SAIX ADSL (3 emails)		4 338.95

Our new revolutionising SAIX ADSL packages will suit the requirements of your entire client base.

ADSL Plus

ADSL PLUS is unlike the regular packages that kill internet connections after the cap is reached. A plus package can grow with your needs, at affordable prices.

The PLUS packages are made up of a bandwidth cap, as well as a user cap. The Bandwidth cap is your allocated bandwidth package, and the user cap is individually set by each customer to prevent clients from going over their monthly budget.

What is ADSL PLUS? If the client is on a (e.g.) 2 GIG Cap and you supply the client with a 3 GIG plus account, this will enable the client to go over the 2GB cap without being disconnected. The ADSL account will threshold at 3GB.

You will be charged at **R0.12c per Meg after**. **NOTE** you will only be charged for the use of the Megs the client used not the full 3 GIG cap. Unshaped Plus will be charged at **R0.15c per Meg**.

There are no additional costs to put your clients on ADSL Plus.

Local ONLY Capped ADSL's Prices from SAIX

Our Local ONLY SAIX ADSL packages will not allow any international access.

SAIX Local Only ADSL	Monthly Price
1 GB SAIX ADSL (no emails)	R 15.52
2 GB SAIX ADSL (no emails)	R 31.05
3 GB SAIX ADSL (no emails)	R 46.57
5 GB SAIX ADSL (no emails)	R 77.63
7 GB SAIX ADSL (no emails)	R 108.68
10 GB SAIX ADSL (no emails)	R 155.25

Un Shaped Capped ADSL's Prices from SAIX

Unshaped Plus will be charged at R0.15c per Meg.

SAIX Unshaped ADSL Hard Cap	Monthly Price
1 GB SAIX ADSL Unshaped (3 emails)	R 125.58
2 GB SAIX ADSL Unshaped (3 emails)	R 251.16
3 GB SAIX ADSL Unshaped (3 emails)	R 376.74
5 GB SAIX ADSL Unshaped (3 emails)	R 627.90
7 GB SAIX ADSL Unshaped (3 emails)	R 879.06
10 GB SAIX ADSL Unshaped (3 emails)	R 1 255.80
12 GB SAIX ADSL Unshaped (3 emails)	R 1 506.96
14 GB SAIX ADSL Unshaped (3 emails)	R 1 758.12
16 GB SAIX ADSL Unshaped (3 emails)	R 2 009.28
18 GB SAIX ADSL Unshaped (3 emails)	R 2 260.44
20 GB SAIX ADSL Unshaped (3 emails)	R 2 511.60
30 GB SAIX ADSL Unshaped (3 emails)	R 3 767.40

Basic Uncapped ADSL from IS

These services are offered in speeds of 384, 512, 1024, 4096 and 10240 Kbps.

- The usage is monitored on a rolling 10 day period and does not reset at the beginning of each month.
- All service options are Unshaped.
- Should usage remain less than 80% of the average user for each product, the service will remain unaffected. However should an individual usage exceed 80% of the average user for each product, then the first level of moderation will be implemented, moving the service to a shaped service.
- Shaping or moderation is implemented via download throttling and user relative priority control will first be applied to all file sharing protocols.
- Should usage remain above the 80% average threshold, additional shaping will be managed via manipulation of throttling and priority control.
- The 4096 Lite is managed at 50% of the average and is designed for light users who still require high speed access to the internet.

Note: Torrent downloading during business hours will result with faster rate limitation times.

Basic Uncapped (IS)	Monthly Fee
384 Basic Uncapped	R 149.50
512 Basic Uncapped	R 156.40
1024 Basic Uncapped	R 324.30
4096 Basic Uncapped	R 518.19
10240 (10MB/s) Basic Uncapped	R 1 941.17
384 Basic Uncapped with 3 emails	R 175.95
512 Basic Uncapped with 3 emails	R 178.25
1024 Basic Uncapped with 3 emails	R 332.35
4096 Basic Uncapped with 3 emails	R 567.54
10240 (10MB/s) Basic Uncapped with emails	R 1 941.17

Business Uncapped ADSL with Static IP addresses

Internet access requirements and solutions in the current business landscape are continually evolving. This evolution presents a challenge to businesses in accurately forecasting and scoping internet connectivity needs and usage.

Internet Solution's new Business DSL Cruiser products offer uncapped internet usage at various speeds and prices to suite your need. These services afford businesses the benefit of a fixed monthly internet usage cost which is an invaluable element in cost control.

Internet Solutions believes that this service will provide clients with a high performance, cost effective, internet-connectivity solution without the need to monitor capacity usage.

Underpinned by a world class, high capacity network, the Cruiser services offer high performing, uncapped, unshaped broadband.

Features

- Services runs over fibre optic network
- 5 Public IP addresses
- Lightning protection & an ADSL router, configured by an IS engineer

Benefits

- Always-on broadband Internet access
- Uncapped and Unshaped
- Public IP addresses can be used for an e-mail server, web server, etc.
- All applications and protocols are allowed.
- Available in 384Kbps, 512Kbps, 1024Kbps, 4096Kbps and 10240Kbps downstream

Uncapped 5 Static IP Business Services from IS

Cruiser Business ADSL	Monthly Fee	Once off Setup Fee
384kbps Uncapped Cruiser	R 747.50	R 800.00 Applies to all options
512kbps Uncapped Cruiser	R 1 000.50	
1024kbps Uncapped Cruiser	R 1 840.00	
4096kbps Uncapped Cruiser	R 3 105.00	
10240kbps Uncapped Cruiser	R 9 430.00	

The above options are not supplied with an SMTP server. We will allocate a local hosting account with email at an additional fee for those clients that choose not to install an email server on site.

Extreme Capped + (Uncapped) ADSL's Prices from IS with 5 Static IP's

Internet access requirements and solutions in the current business landscape are continually evolving. Some businesses are fortunate enough to know their monthly internet capacity requirements. The ability to forecast this need allows such companies to purchase a capped Business DSL product to meet their connectivity requirements.

For users that have small to medium usage requirements, a capped solution may very well be more cost effective than choosing an uncapped solution. For high usage requirements, the capped BDSL Extreme services may be significantly more expensive than the uncapped Cruiser options but the Extreme services are premium, exceptional performing ADSL services where the IS network is managed to ensure these services offer the best performance over all other DSL services.

The decision between a capped and an uncapped offering is always debatable as clients sometimes have unexpected capacity requirements which could cause the cap to be exceeded. IS has taken this into account and have thus introduced a value add for the Extreme services called Top-Up's.

The Top-Up service allows customers to purchase additional Gigs in various denominations should they reach their monthly cap.

Benefits

- Services run over a fibre optic network
- 5 Public IP addresses
- Included ADSL router, configured by an IS engineer
- Lightning protection
- Service rate-limited to 64k when cap is reached. Always-on broadband Internet access.
- Uncapped and Unshaped Public IP addresses that can be used for an e-mail server, web server, etc. All applications and protocols are allowed.
- Available in 5GB, 10GB, 25GB, 50GB, 75GB, 100GB, 150GB, 200GB, 300GB, 500GB and 750GB options.

Business DSL Extreme GB Services	Monthly Fee	Once off Setup Fee
5GB Extreme Business	R 228.56	
10GB Extreme Business	R 363.11	
15GB Extreme Business	R 528.71	
25GB Extreme Business	R 848.41	
30GB Extreme Business	R 996.76	
40GB Extreme Business	R 1 281.96	R 850.00
50GB Extreme Business	R 1 616.61	
60GB Extreme Business	R 1 883.99	
70GB Extreme Business	R 2 139.86	
75GB Extreme Business	R 2 295.11	
100GB Extreme Business	R 2 841.36	

For higher Cap Options and Pricing, please contact us.

The above options are not supplied with an SMTP server. We will allocate a local hosting account with email at an additional fee for those clients that choose not to install an email server on site.

Terms and conditions for Uncapped ADSL's Business Services

1. Prices exclude VAT.
2. Prices exclude Telkom ADSL line rental.
3. IS will not support the Telkom ADSL line for these services and no service request will be logged by IS with Telkom on the clients behalf.
4. Terms and conditions apply and the service are governed by the IS Acceptable User Policy.
5. Only 1 concurrent connection will be allowed at all times.
6. SMTP relay is not available with Business ADSL.
7. You will be billed for the selected service, regardless of total usage on the account.
8. Billing is per registered account per calendar month.
9. No Email SMTP server is provided, client must supply own SMTP server, or contact service@africentral.co.za to explain SMTP authentication with email archiving.
10. The duration period shall be 12 (twelve) months (the Initial Period). Either party hereto shall be entitled to terminate this Agreement by way of 90 (ninety) days prior written notice of termination to be effective at the end of the Initial Period.
11. Failing such notice of termination, the duration of the Service shall thereafter automatically renew for a successive period of 12 (twelve) months, on terms and conditions set out in the Agreement and Schedules, subject to 90 (ninety) days prior written notice of termination effective at the end of the then current 12 (twelve) month period, and subject to escalation in fees.

Leased Lines

A leased line solution provides permanent high bandwidth Internet access by connecting a company's entire network to the Internet for a fixed monthly fee. It includes advanced routing and firewall protection.

AfriCentral ISP together with Internet Solutions offers flexibility and scalability in its access solutions by utilising several access mediums. This infrastructure is enhanced with services that are unique in South Africa. IS offers resilient and redundant infrastructure with the management of a dedicated support staff team. These and many other services make IS the South African market leader.

Clients will choose a leased line if they require a guaranteed connection, 24x7 access to product and company information, easy sharing of files and hardware resources, and streamlined internal communications.

A leased line is ideal for mission-critical business systems as it provides a permanent, stable connection, at a controlled cost.

Access Plus

Access Plus is a cost effective shared solution designed for customers using the Internet for basic Internet based applications such as browsing, e-mail and FTP and who do not require any stringent guarantees regarding latency.

This service is media independent, implying that traffic may be routed over fibre or satellite, depending on the current network conditions.

Benefits

- Shared service equates to cost efficiency
- Fixed monthly fees
- 24-hour helpdesk support

Fiber Xpress

Fiber Xpress is designed to offer superior performance and faster Internet speed but without a guaranteed committed information rate.

The Fiber Xpress service runs at a low multiplexing ratio allowing customers to share the cost of bandwidth across the network.

Guarantees are offered for latency, packet loss and availability and IS offers a SLA on these parameters.

Benefits

- Low Latency at maximum 280 ms
- Low Packet-Loss at maximum 2%
- SLA offered 24-hour helpdesk support
- Fixed monthly fees
- High Availability at minimum 99.8%

Fiber Xpress Plus

Fiber Xpress Plus is our premium Internet Access solution, receiving top priority in relation to all other Access services running across the IS Network. It is designed for customers requiring maximum reliability on critical data transfers and minimum downtime.

IS guarantees a Committed Information Rate (CIR) between any IS Point of Presence (Pop) locally and internationally. Internet Solutions offers an SLA on this service providing guarantees on latency, packet loss and availability.

Benefits

1. Low Latency at maximum 260 ms
2. Low Packet Loss at maximum 1.5%
3. High Availability at minimum 99.8%
4. SLA offered
5. 24-hour helpdesk support
6. Fixed monthly fees
7. Guaranteed Information Rate both locally and internationally

Application Solutions

Application Solutions is an Internet Solutions business initiative that offers a customer pure-play “Software as a Service” (SaaS) which are fully-outsourced and managed applications on the Internet Solutions backbone.

The range of Application Solution products include:

1. Microsoft Hosted Exchange 2010 (including mobility through ActiveSync)
2. SharePoint Services – an online knowledge management tool
3. Citrix Services (Including Remote Desktop) for thin-client applications
4. Grapevine Messaging Services for robust outsourced SMS messaging
5. Microsoft Licenses - licenses offered on an ASP basis, billed monthly

ADSL VPN

In the constant quest to offer customers new services, AfriCentral ISP proud to be able to offer Asymmetric Digital Subscriber Line (ADSL) connectivity to the IS Multiprotocol Label Switching (MPLS) network.

Secure connectivity is achieved to your corporate infrastructure as well as lower costs and increased bandwidth are just a few of the benefits that customers will gain from this IS service.

Currently there is several connectivity methods used to access the IS MPLS network (Diginet, ISDN, Dial-up). ADSL therefore joins the above list.

Price on request.

Domain Names

Our automated system will register all ".co.za" Domain names in your name. You do not have to send any domain transfer documents to Uniforum anymore.

All ".co.za" domain transfers and new registrations are automated via our reseller control panel.

Uniform will invoice you directly, R50-00 per domain registration.

All domains are registered in your company name; again you stay in control not us.

All international domain name registrations and transfers such as ".com, .net, .info" can be registered by us on your behalf.

Domain Parking is when a domain name is registered and not used for any services, in other words, the domain gets secured so that nobody else will be able to register the domain. This domain can later be used for web hosting or personalised e-mails.

<i>Domain Extension</i>	<i>Price</i>	<i>Frequency</i>
net	102.35	Annual
com	102.35	Annual
biz	103.5	Annual
info	88.55	Annual
co.za / school.za	0	Annual
us	102.35	Annual
org	102.35	Annual
de	241.50	Annual
in	253.00	Annual
eu	276.00	Annual
com.cn	345.00	Annual
org.za	230.00	Annual
cc	345.00	Annual
tv	563.50	Annual
co.uk	149.50	Annual
za.net - Discontinued as of 31 October 2011	0	Annual
za.org - Discontinued as of 31 October 2011	0	Annual
mobi	149.50	Annual
co	345.00	Annual

Further domain prices are available from our Value Services Portal.

Domain parking @ R6-00 per domain name per month.

For any international domain transfer we will need the EPP Code. If the domain transfer is successful or fails, you will be invoiced accordingly.

Hosted DNS (Domain Names) Services

If you have registered a domain name with another company but would like to manage the DNS yourself, hosted DNS is your option.

AfriCentral's DNS services set new standards for reliability, thanks in part to redundant name servers dispersed around the world.

Each server has multiple high-bandwidth Internet connections, back-up power, security, and access to three different major Internet backbones.

This powerful system enables us to handle millions of transactions with no interruption in service.

Our specialised Hosted DNS Service is especially helpful if:

- Your current host does not permit you direct access to your DNS settings.
- You would like to edit your DNS zone file settings directly.
- You need to make rapid changes to your DNS files.
- You need to quickly add a sub domain.

We can either manage the DNS for you or we can offer you or your webmaster a login from which the user can fully manage all aspects of the DNS themselves.

DNS Servers	The following is a list of our 4 main Our Hosted DNS Services includes the following features:
dns-0.uk.ispafrika.net dns-0.us.ispafrika.net dns-6.za.ispafrika.net dns-7.za.ispafrika.net	A Records CNAME URL Redirect URL Frame (with meta tags) TXT Records SPF Records MX Records
Control Panel Access	Complete access with default template to your own servers

Hosted DNS Cost

- **No Setup fees.**
- **R 6.00 per domain per month.**

Web Site Hosting Services

- All sites are hosted on Linux by default. Microsoft based hosting is also available.
- MYSQL and Web Mail Access
- PHP / Perl / PHPGD
- FTP and Advance Web Stats
- E-mail SPAM / Virus Scanning

Local Hosting

The advantages of hosting your website on a local server in our server room are speed and reliability to local visitors.

As local visitors access your website they do not connect through the international bandwidth bottle neck. Our international connection is not 100% reliable and is known to go down. Local hosting is recommended for a website that targets local visitors.

This is a fully managed service. Website hosting and email are on separate servers. No bandwidth restrictions.

Local Linux Hosting Option	Price	Frequency
10 Meg and 2 POP E-Mail Accounts	R 13.77	Monthly
18 Meg and 4 POP E-Mail Accounts	R 22.98	Monthly
30 Meg and 6 POP E-Mail Accounts	R 34.20	Monthly
50 Meg and 8 POP E-Mail Accounts	R 56.41	Monthly
70 Meg and 12 POP E-Mail Accounts	R 84.25	Monthly
80 Meg and 14 POP E-Mail Accounts	R 87.77	Monthly
90 Meg and 16 POP E-Mail Accounts	R 92.16	Monthly
100 Meg and 18 POP E-Mail Accounts	R 96.51	Monthly
110 Meg and 20 POP E-Mail Accounts	R 98.18	Monthly
120 Meg and 22 POP E-Mail Accounts	R 101.10	Monthly
144 Meg and 24 POP E-Mail Accounts	R 123.57	Monthly
180 Meg and 26 POP E-Mail Accounts	R 147.44	Monthly
216 Meg and 28 POP E-Mail Accounts	R 176.93	Monthly
270 Meg and 30 POP E-Mail Accounts	R 193.07	Monthly
360 Meg and 30 POP E-Mail Accounts	R 209.22	Monthly
480 Meg and 35 POP E-Mail Accounts	R 252.75	Monthly
600 Meg and 40 POP E-Mail Accounts	R 322.95	Monthly
700 Meg and 45 POP E-Mail Accounts	R 391.76	Monthly
1GB and 45 POP E-Mail Accounts	R 460.00	Monthly

Additional mailboxes @ R 13.80 each per month.

International Hosting

The advantages of hosting on an international server are switched around with international visitors enjoying the speed and reliability of your website. The advantage of international hosting is that it is cheaper than hosting your website locally.

This is a fully managed service. Website hosting and email are on separate servers. No bandwidth restrictions.

International Linux Hosting Option	Price	Frequency
2 Meg and 2 POP E-Mail Accounts	R 4.02	Monthly
4 Meg and 4 POP E-Mail Accounts	R 6.13	Monthly
10 Meg and 6 POP E-Mail Accounts	R 14.42	Monthly
20 Meg and 8 POP E-Mail Accounts	R 16.04	Monthly
25 Meg and 10 POP E-Mail Accounts	R 19.62	Monthly
30 Meg and 12 POP E-Mail Accounts	R 24.49	Monthly
35 Meg and 14 POP E-Mail Accounts	R 27.77	Monthly
40 Meg and 16 POP E-Mail Accounts	R 33.17	Monthly
45 Meg and 18 POP E-Mail Accounts	R 37.00	Monthly
50 Meg and 20 POP E-Mail Accounts	R 40.32	Monthly
60 Meg and 22 POP E-Mail Accounts	R 45.16	Monthly
80 Meg and 24 POP E-Mail Accounts	R 49.50	Monthly
100 Meg and 26 POP E-Mail Accounts	R 55.49	Monthly
120 Meg and 28 POP E-Mail Accounts	R 59.82	Monthly
150 Meg and 30 POP E-Mail Accounts	R 69.84	Monthly
200 Meg and 50 POP E-Mail Accounts	R 79.60	Monthly
250 Meg and 50 POP E-Mail Accounts	R 85.35	Monthly
300 Meg and 50 POP E-Mail Accounts	R 91.10	Monthly
350 Meg and 50 POP E-mail Accounts	R 96.85	Monthly
400 Meg and 50 POP E-Mail Accounts	R 102.60	Monthly
450 Meg and 50 POP E-mail Accounts	R 108.35	Monthly
500 Meg and 50 POP E-Mail Accounts	R 114.10	Monthly
550 Meg and 50 POP E-mail Accounts	R 119.85	Monthly
600 Meg and 50 POP E-mail Accounts	R 125.60	Monthly
650 Meg and 50 POP E-mail Accounts	R 131.35	Monthly
700 Meg and 50 POP E-mail Accounts	R 137.10	Monthly
750 Meg and 50 POP E-mail Accounts	R 142.85	Monthly
800 Meg and 50 POP E-mail Accounts	R 148.60	Monthly
850 Meg and 50 POP E-mail Accounts	R 154.35	Monthly
900 Meg and 50 POP E-mail Accounts	R 160.10	Monthly
950 Meg and 50 POP E-mail Accounts	R 165.85	Monthly
1000 Meg and 50 POP E-mail Accounts	R 171.60	Monthly
1050 Meg and 50 POP E-mail Accounts	R 177.35	Monthly
1100 Meg and 50 POP E-mail Account	R 183.10	Monthly

Additional mailboxes @ R 13.80 each per month.

Microsoft Hosting Local ZA

Our windows hosting service runs off Dell server hardware utilising, the Plesk® hosting management software. This provides you with a reliable, flexible and fast Microsoft hosting service. Backups are conducted twice daily and stored for 7 days.

This is a fully managed service. Website hosting and email are on separate servers. No bandwidth restrictions.

Local Microsoft Windows Hosting Option	Price	Frequency
Windows Hosting 2 MB	R 36.80	Monthly
Windows Hosting 4 MB	R 46.00	Monthly
Windows Hosting 10 MB	R 92.00	Monthly
Windows Hosting 20 MB	R 126.50	Monthly
Windows Hosting 40 MB	R 172.50	Monthly
Windows Hosting 80 MB	R 230.00	Monthly
Windows Hosting 120 MB	R 264.50	Monthly
Windows Hosting 200 MB	R 322.00	Monthly
Windows Hosting 500 MB	R 460.00	Monthly

Additional mailboxes @ R 13.80 each per month.

SQL Server Database @ R 46.00 per month.

Web Mail

All website hosting options (Linux or Microsoft based) have access to a web based email service.

It is accessible at yourdomainname/webmail.

E-mail / SPAM and Virus Services

Our entire internet access packages come by default with 3 mail boxes. For every active mail box in your control panel, you will be charged R1.75 for SPAM and Virus Scanning, monthly.

Mailing List

A mailing list is a list of e-mail addresses grouped together under an e-mail address (pop e-mail address, single person). A message sent to the list goes to the entire group, which can be normal mailboxes or forwarders (see below), or any combination of both.

You will be charged R11.50 per mailing list per month, which includes up to 5 aliases. Should you require a bigger list, you will be charged R3.50 per additional destination mailbox/forwarder thereafter.

Forwarders

An e-mail address that exists in your control panel that will be forwarded to a different e-mail address at a different ISP.

One forwarder can only point to one outside e-mail address

You will be charged R11.50 per forwarder.

Alias

An alias is one additional name that directs mail to a single e-mail address.

For example, if your e-mail address is sales@domain.com, and you choose to create aliases like salesenquiry@domain.com, sales1@domain.com etc. The system will then deliver all mail to a single e-mail address - sales@domain.com.

The system will only allow one mail box per alias.

For multiple destinations per e-mail address you need to setup a mailing list.

No Cost.

Additional E-Mail boxes

All additional email boxes will be charged at R13.80 per mail box.

Mailbox (Pop e-mail address, single person) your normal e-mail addresses.

Spam and Virus Scanning

Clients can also login at the following link <https://login.postini.com/> with their e-mail address and e-mail password to manage their junk mails settings.

Click on My Settings to create black and white lists here.

We retain the right to highlight any irregular usage on any of our hosting platforms. We will inform you and if no action is taken within 2days you will be invoiced at 0.18c per MB.

Web Hosting Terms and conditions.

1. Any software, application and, or component required and loaded by customer or loaded on behalf of customer for the website and, or database will be his own responsibility and is loaded at his sole risk.
2. The customer will be solely responsible for all the support, maintenance and/or upgrades of any software, application, and/or component, installed in terms of clause 1, which will include any code settings, configurations, modifications, patches, updates and security updates\patches of whatever nature. AfriCentral ISP shall provide the Customer with technical support relating to FTP in the case of Web hosting and database access details consisting of database name, database username and database password in the case of Database Hosting, but in both instances in the form of connectivity checks only.
3. The Customer acknowledges that the Service does not include the development, maintenance and/or FTP or uploading of the Customer's website and/or database in any way whatsoever.
4. It shall be Customer's sole responsibility to do back-ups of its content/data hosted in terms of the Service. AfriCentral ISP shall not be liable for any loss of content or data, whatsoever.
5. We reserve the right to refuse service to anyone. Any material that, in our judgment, is obscene, threatening, illegal, or violates our terms of service in any manner may be removed from our servers (or otherwise disabled), with or without notice.
6. Failure to respond to email from our abuse \ support department within 24 hours may result in the suspension or termination of your services. All abuse issues must be dealt with via helpdesk \ email and will have a response within 24 hours.

7. Potential harm to minors is strictly forbidden, including but not limited to child pornography or content perceived to be child pornography. Any site found to host child pornography or linking to child pornography will be suspended immediately without notice.
8. Resellers: we will suspend the site in question and will notify you so you may terminate the account. We will further monitor your activity; more than one infraction of this type may result in the immediate termination of your account.
9. Violations will be reported to the appropriate law enforcement agency.
10. It is your responsibility to ensure that scripts \ programs installed under your account are secure and permissions of directories are set properly, regardless of installation method. When at all possible, set permissions on most directories to 755 or as restrictive as possible. Users are ultimately responsible for all actions taken under their account. This includes the compromise of credentials such as user name and password. It is required that you use a secure password. If a weak password is used, your account may be suspended until you agree to use a more secure password. Audits may be done to prevent weak passwords from being used. If an audit is performed, and your password is found to be weak, we will notify you and allow time for you to change/update your password.
11. If any free software are used to create a web site, it is your responsibility as the reseller to make sure the web site is secure. Should we find that a web site was compromised, the web site will be suspended and you will be notified via the helpdesk system. The site must be cleaned and secured before hosting for the site will be activated again. Should excess bandwidth be used, the reseller will be held responsible for the additional charges.
 - a) Joomla security web site (http://docs.joomla.org/Securing_Joomla_extensions)
 - b) Word Press secure web site (<http://wordpress.org/extend/plugins/bulletproof-security/>)
12. If your or clients web site has been compromised AfriCentral ISP's employees can assist by securing the website at a cost of R550-00 per hour.

Dedicated Solutions - Server Hosting.

Traffic Utilisation

Each hosting solution offered by AfriCentral ISP includes a monthly traffic threshold, the charge for which is included with the solutions total cost. Traffic volumes below the threshold accrue a fixed per-Megabyte charge.

Once the threshold is exceeded, each Megabyte served is charged at the stipulated rate. IS uses a traffic measurement system that reports bandwidth utilization and presents statistics and graphs on the Internet via the IS Customer Zone. Charging thresholds and excess traffic charges are available on request

Bandwidth

Bandwidth as per our traffic matrix will apply for half and full racks and per server.

Our Bandwidth is Uncapped with no restrictions and we only charge one way on the data transfer not both ways (Highest of two).

Traffic Threshold GIG	Cent per Meg	Cost per GIG
0 to 10	0.161	R 1 648.64
11 to 20	0.157	R 3 220.00
21 to 30	0.161	R 4 945.92
31 to 50	0.124	R 6 325.00
51 to 75	0.112	R 8 625.00
75 to 100	0.101	R 10 350.00
100 to 250	0.090	R 23 000.00
251 to 500	0.084	R 43 125.00
510 to 750	0.073	R 56 062.50
751 to 1000	0.056	R 57 500.00

VPS Hosting Prices (Virtual Private Servers – Your own server)

Virtual Private Servers: VPS hosting gives you total root access and the power and security of a dedicated Web hosting solution. Our VPS Solution is a completely managed and monitored service.

Local VPS Hosting

LOCAL VPS	Afri 64	Afri 128	Afri 256	Afri 512	Afri 720	Afri 1024
RAM	64MB	128MB	256MB	512MB	720MB	1024MB
Storage	10GB	15GB	20GB	25GB	35GB	45GB
Transfer	3GB	6GB	9GB	15GB	20GB	30GB
Price	R 132.25	R 258.75	R 385.25	R 644.00	R 851.00	R 1 276.50
C-Panel p/m	R 287.50	R 287.50	R 287.50	R 287.50	R 287.50	R 287.50
Weekly Backup	R 80.50	R 103.50	R 126.50	R 184.00	R 230.00	R 471.50
Monthly Support + Maintenance	R 230.00	R 230.00	R 230.00	R 230.00	R 230.00	R 230.00
C-Panel / Backup and Maintenance all are optional per server.						
Monthly Support = 2 Hours not transferable to the next month, Ad hoc server support will be charged at R250-00 per hour						

International VPS Hosting

	Afri 512	Afri 768	Afri 1024	Afri 1536	Afri 2048	Afri 4096
RAM	512MB	768MB	1024MB	1536MB	2048MB	4096MB
Storage	20GB	30GB	40GB	60GB	80GB	160GB
Transfer	200GB	300GB	400GB	600GB	800GB	1600GB
Price	R 328.90	R 464.60	R 577.30	R 837.20	R 1 039.60	R 2 185.00
C-Panel p/m	R 287.50	R 287.50	R 287.50	R 287.50	R 287.50	R 287.50
Weekly Backup	R 80.50	R 103.50	R 126.50	R 184.00	R 230.00	R 471.50
Monthly Support + Maintenance	R 230.00	R 230.00	R 230.00	R 230.00	R 230.00	R 230.00
C-Panel / Backup and Maintenance all are optional per server.						
Monthly Support = 2 Hours not transferable to the next month, Ad hoc server support will be charged at R200-00 per hour						

All servers with or without C-Panel will be signed off by as confirmation that all purchased services are 100% operational.

Any additional work afterwards to be done on the VPS will be charged at R300 per hour.
VPS maintenance or assistance is only available during standard SOUTH-AFRICAN office hours.

Virtual private servers offer a flexible and cost effective alternative to having dedicated servers.

Own Server Hosting Rack Space Price

Dedicated server Hosting is charged as follow:

1U Server hosting @ R635-00 per month.

Bandwidth costs -> see above table on traffic utilisation

Design of web sites

Normal html web design

Our philosophy . . .

Nothing matters more than a first impression, and since a web site is your corporate identity on the web, it is important that this dynamic first impression holds the visitor's attention.

Web Design can be outsourced to AfriCentral ISP. We supply the following design packages:

Static Website Design option	Price
Option 1 (20 Page Site)	R 2 550.00
Option 3 (15 Page Site)	R 1 800.00
Option 4 (10 Page Site)	R 1 300.00
Option 5 (5 Page Site)	R 950.00
Option 6 (3 Page Site)	R 700.00
CMS - Graphic Design - Customized Template	R 2 850.00
Graphic Design, Design from scratch	R 5 500.00
Your OWN - Customized Template	R 2 000.00
1 Page FREE Design (Subject to hosting account in Control Panel)	R 0.00

- You or your client must supply us with all information electronically. We can also design Logo's - we will supply 2 x samples.
- We can supply forums with pictures uploading etc. at market related prices this is all licensed software that we buy in US\$ at a Once Off cost.
- We can supply FAQ licensed software per domain we buy in US\$ at a once off cost.
- We can do any updates to websites at completion and sign off.

We reserve the right to alter the size of the web site hosting in AfriCentral ISP Control Panel for the hosting of the sites as above.

FREE Fax to E-mail

You will be able to supply your clients with free fax to e-mail numbers.

Bulk SMS

SMS in a BOX provides a complete solution for your SMS requirements.

Your price per SMS 0.24c.

Bulk E-mail

Sending a newsletter, promotion, invitation or press release?

- Create Impact.
- 300 free templates
- Collect information to target clients
- Personalise emails.
- Save time, Reliable delivery.
- Automated subscription management and bounce handling.
- Collect client details and grow your sends with Customizable opt-in forms.
- Send up to 100 000 recipients in a single click.
- Whitelisting, feedback loops or your own dedicated IP address to ensure high delivery rates.
- Track sends. Analyze results.
- Detailed reports to improve your marketing
- Easily track deliveries, opens, clicks, opt-ins, opt-outs, bounces and more.

Number Of Credits	Price	Per Mail Sent in cents
5,000	R 245.00	0.05
10,000	R 405.00	0.04
20,000	R 635.00	0.03
50,000	R 1 210.00	0.02
100,000	R 1 995.00	0.02

Billing, Reporting and Debit Orders.

Billing

- We supply you with a 30day account.
- We invoice on the 1st of every month.
- Previous months invoiced amounts will be deducted via debit order.
- Should your debit order be returned unpaid your ISP services will be suspended with immediate effect.
- Should your account not be paid in full within 7days of invoice, your services will be suspended and as well as associated client facilities.
- Billing cycles operate on per calendar month basis.
- NOTE All ADSL accounts will be billed for in full calendar month increments without any exceptions.
- All SMS Credits operates on a Pre-Paid System and will be billed as current on your account.
- All debit orders to your account will run on the 30th day of the month, provided that it is a working day. If not, we will debit on the preceding working day.

Reporting

- AfriCentral ISP will supply you with an online billing report for all services bought.
- Our accounts department uses the same reports that you see to generate your monthly invoices.
- These reports are produced in a summary or detail format. You will see the same reports to prevent any conflict or confusion.
- The system saves all billing reports for any history enquiries. When a report is saved on the system it cannot be altered.
- You will be invoiced at the end of every month for the previous month's usage. This invoices will be deducted via our deb it order system from your bank account.
- Debit order report will be drawn from Netcash. Netcash is our appointed debit order collection agent.

Debit Orders

- We will be glad to refer you to Netcash (PTY) Ltd. in order to facilitate you collecting your subscriptions from your clients through debit order.
- You are responsible to keep all signed debit order forms, these forms must be made available to us with in 3hours of request.
- Netcash Sign up and Terms and Conditions apply separately from AfriCentral ISP.

Complete Pages from here and below, sign each page and fax back to us with supporting documents as below FAX = 086 560 2374.

Please attach the following documents with the contract.

- Copy of your ID or all Directors ID's
- 3 Months copy of bank statements
- Cancelled cheque
- Proof of residence for each member \ director

Please note that the contract won't be processed until the above documents have been received.

Monthly Option	Sign
<p align="center">Prices Exclude VAT R250-00 per month</p>	

DOMAIN NAME REQUIRED This domain will be used for your and clients e-mail address	
Domain Name	Please indicate NEW domain or Transfer
Alternative Domain	
Personal information (This needs to be supplied for all directors)	
Title (i.e. Mr, Miss, Mrs)	
First Name & Initials	
Surname	
Company Name	
Your I.D Number	
Company Registration Number	
Physical Address Postal Code	
Postal Address Postal Code	

Telephone Number (Work)	
Telephone Number (Home)	
Fax Number	
Mobile (Cell) number	
VAT NUMBER	

To avoid late payment, please supply us with your banking details for Debit Order.

- **A reactivation fee of R150-00 is payable with immediate effect before AfriCentral ISP Services will re-activate your services should your services be suspended.**
- **An unpaid debit order fee of R100-00 is payable with each unpaid debit order**

Banking Institution	
Account Number	
Branch Code	
Branch Town	
Type of Account	
Signature as Used for Signing Cheques	
Your Current E-Mail Address	
E-Mail Address for all other Communication	
<i>Spouse's first names</i>	
<i>Spouse's ID</i>	
<i>Name of Spouse's employer</i>	
<i>Address of spouse's employer and contact details</i>	
<i>Name of next-of-kin not living with you</i>	
<i>Address of next-of-kin</i>	
<i>Relationship (e.g. brother, mother)</i>	
<i>Next-of-kin Telephone no.</i>	

Terms and Conditions / Legal Notices

PLEASE READ THIS AGREEMENT CAREFULLY

SIGNING UP FOR THE SERVICES CREATES A CONTRACT BETWEEN YOU, YOUR COMPANY AND AFRICENTRAL ISP, CONSISTING OF THE ORDER, THE APPLICABLE SERVICE DESCRIPTION AND THIS USER AGREEMENT.

YOU ARE AGREEING TO BE BOUND BY THE TERMS OF THIS AGREEMENT AND ALL TERMS AND CONDITIONS INCORPORATED BY REFERENCE IN THIS AGREEMENT, INCLUDING OUR ACCEPTABLE USE POLICY. YOUR USE OF THE SERVICES CONSTITUTES ACCEPTANCE OF THIS AGREEMENT.

Interpretation

In these terms and conditions:

"The ISP or Customer \ the client" means the party who has purchased the service and \ or any person using the service or reselling the services, "the service" means all the Internet services described herein provided by AfriCentral ISP to the user in terms of the terms and conditions herein contained. "AfriCentral ISP" means the internet service provider (ISP).

Maintenance, Repair, Backups and Password Control

AfriCentral ISP may temporarily suspend its obligations in terms of this agreement in order to service, repair, maintain, upgrade, modify, alter, replace or improve any of its services. Where the circumstances permit, AfriCentral ISP shall use its best endeavors to provide prior notice of any such suspension to the client. The client shall not be entitled to any setoff, discount, refund or other credit in respect of any such suspension of service nor in respect of any suspension, which is beyond AfriCentral ISP's control. You are responsible for your own backups of all data, even though AfriCentral ISP does make backups; we will not guarantee and recovery of any data.

AfriCentral ISP does take all and necessary actions to backup data and servers, all backups are overwritten with every next backup the following day. AfriCentral ISP will not and cannot be held responsible for any downtime of services due to actions outside of AfriCentral ISP's control, e.g. acts of God, or any hardware failure, power problems with our service providers for hosting all servers we host all our services with IS or Linode.

You and all clients' needs to ensure that ALL passwords are secure and comply with these rules

- The password must be at least 8 characters long.
- The password must contain at least:
 - one alpha character [a-z A-Z],
 - one numeric character [0-9],
 - one special character from this set: ` ! @ \$ % ^ & * () - _ = + [] ; : ' " , < . > / ?

AfriCentral ISP will not be responsible for any sites that are \ were hacked \ compromised due to the fact that passwords were not secure, nor will any credits be given for the loss or downtime. All free software used to create web sites such as Joomla, needs to be kept up to date. Should any website using this type of software be compromised; the site will be shutdown till you or the supplier has updated the site with the correct security patches.

Billing Payment and Pricing

- Invoice commences on the 1st of every month, and will be e-mailed to you not later than the 7th of every month.
- The previous months invoice amount will be deducted via debit order on the 1st working day of the month.

Should your debit order be returned unpaid, you will be invoiced R150-00 as a penalty fee. If your account is not settled within 7 days after a returned debit order, ALL services will be suspended with immediately. Services will only be made available after full settlement of all outstanding accounts has been processed by our accounts department.

You hereby agree that if you fail to pay your account, AfriCentral ISP can move your clients to any other ISP, and that you agree to pay all legal fees that may be encountered by AfriCentral ISP's attorneys to recover any outstanding invoices.

Billing will run a normal calendar month

You hereby agree that AfriCentral ISP is an automated system and that you will be invoiced and pay for any services created in AfriCentral ISP in error. (NOTE if a service is created in AfriCentral ISP there is no way of stopping the process).

AfriCentral ISP shall be entitled from time to time on 30 (thirty) days prior written notice thereof to Customers to increase the monthly fees referred to in the Service Schedule, provided that:

All ADSL accounts will be billed for a full calendar month without any exceptions.

AfriCentral ISP Reseller Information Pack & Price List

All IS Business Static IP Uncapped ADSL products are a 12 month contract and the same terms as per "Subscriptions Effective Date and Duration Point" will apply subject to signing a contract. Should you want to cancel your uncapped account you need to give us a 90 day notice before the expiry of the contract.

All Uncapped ADSL Routers from IS, is on a rental bases and must be returned to AfriCentral ISP's offices.

Failure to return the router to AfriCentral ISP's office will result in a penalty of R15 000-00.

SMS Credits are a Pre-Paid System. No SMS will be loaded till the full amount is paid into AfriCentral ISP's bank account.

All Software and Hardware sales are COD.

Placement of incorrect orders in the AfriCentral ISP system or via email, phone or any other means of communication is not refundable.

All invoices will be distributed by means of e-Mail.

AfriCentral ISP shall be entitled to take all further steps as may be necessary to recover the outstanding amount from you, in which event you agree to pay all costs associated with such a recovery on an attorney and own client basis scale.

AfriCentral ISP shall further be entitled to add R150.00 per month for an accountant review fee should we require reviewing accounts that are in arrears on a monthly basis.

You hereby agree that NO domains will be transferred away until your account is paid in full.

You hereby agree that AfriCentral ISP can reject any transfer tickets for any domains, whilst your account is in arrears.

You here by agree to do your own account recon and highlight any irregularities whereby AfriCentral ISP accounts department will investigate and agree to credits. You hereby agree to settle your account in full even though you may have any billing queries.

Debit Orders

By law you have to keep the original signed debit order form, from your clients on file for 5 years. Signed debit orders will need to be made available to AfriCentral ISP within 3 hours of request.

You will be solely responsible for any litigation regarding any Debit Order issues that may accrue.

You hereby agree that AfriCentral ISP will not be held responsible for any loss of damage what so ever regarding debit order litigation or errors from your side.

Should you not be able to produce a signed debit order within the above time, ALL services including AfriCentral ISP to you, will be suspended, pending the result and outcome of an investigation.

Subscriptions Effective Date and Duration

Service Term

The minimum services term shall commence on the date of the activation of login services and continue for twelve (12) months from the date of the activation.

If you the ISP have satisfied each of the terms and conditions of this Agreement, this Agreement shall be automatically renewed from year to year unless either party notifies the other, in writing, at least ninety (90) days prior to the expiration of the current term, of its intention not to renew.

The duration period shall be 12 (twelve) months (the Initial Period). (Your clients can sign a contract with you).

Either party hereto shall be entitled to terminate this Agreement by way of 90 (ninety) days prior written notice of termination to be effective at the end of the Initial Period. Failing such notice of termination, the duration of the service shall thereafter automatically renew for concessive periods of 12 (twelve) months each on terms and conditions set out in the Agreement and Schedules, subject to 90 (ninety) days prior written notice of termination effective at the end of the then current 12 (twelve) month period, and subject to an escalation in fees.

AfriCentral ISP shall be entitled from time to time on 30 (thirty) days prior written notice send out via E-Mail thereof to you the ISP to increase the monthly fees for any services, referred to in the Service Schedule, provided that: AfriCentral ISP reserve the right to modify or make changes to any pricing with accordance to the price changes with from the suppliers (SAIX / IS / Hosting). AfriCentral ISP will inform all clients well in advance accordingly.

AfriCentral ISP shall be entitled to increase the monthly fees during the first 12 (twelve) months of this Agreement.

AfriCentral ISP

Reseller Information Pack & Price List

Customer's Obligations

Customer shall comply strictly with all restrictions imposed on computer networks through which any information and \ or data transmitted by Customer passes.

Customer shall not commit nor attempt to commit any act or omission which directly or indirectly, damages in any way AfriCentral ISP technical infrastructure or any part thereof, impairs or precludes AfriCentral ISP from being able to provide the Service's in a reasonable and businesslike manner, constitutes an abuse or malicious misuse of the Service's or is calculated to have the abovementioned effect.

In such an event, should AfriCentral ISP incur expenses to remedy the situation, AfriCentral ISP reserves the right to charge the Customer the amount necessary to cover AfriCentral ISP's additional expenditure. Notwithstanding the above, AfriCentral ISP reserves the right to take any other appropriate action it may deem necessary to remedy the situation.

Customer is prohibited from modifying any equipment (including but not limited to router equipment) utilised by Customer to receive any of the Service's, in any way whatsoever, including the changing of any of the settings of such equipment.

Customer shall at all times adhere to and ensure compliance with the Customer Support Schedule.

Under no circumstances may customers reside from this agreement or withhold or defer payment or be entitled to a reduction in any charge or have any other right or remedy against AfriCentral ISP, its servants, its agents or any other persons for whom it may be liable in law (and in whose favors this provision constitutes a stipulation alter) if AfriCentral ISP interrupts the service to customers as it would be entitled to do if AfriCentral ISP is in default of any of its obligations under this agreement to you or in the circumstances contemplated.

Customer may not at any time use the service in contravention of any South African law. In particular, the customer undertakes to familiarise itself and ensure that it is kept continuously appraised of all South African law in force from time to time which has any bearing on the service and \ or its use. Customer acknowledges that AfriCentral ISP has no obligation to assist customer in this regard.

Termination

AfriCentral ISP may, at its option, terminate any services contract if you the ISP,

- fails to make any payments due to AfriCentral ISP within 7 Days on receiving of notice that such payments is late or
- Breaches any warrant.
- AfriCentral ISP may, at its option, terminate this Agreement if you the ISP, is otherwise in material breach of this Agreement and does not cure that breach within 30 days of receiving notice from AfriCentral ISP.

AfriCentral ISP may terminate this agreement if there is a change in the ownership or corporate holding of the partner that AfriCentral ISP reasonable option will affect its position, rights or interests.

Upon termination or expiration of this agreement (or services agreement) for whatever reason, the partner shall cease using the services.

All outstanding indebtedness of the partner under this agreement to AfriCentral ISP shall become immediately due and payable.

Further, for each service contract that has been terminated by AfriCentral ISP, all due amounts due to be paid by the partner to the end of that services contract shall immediately become due and payable. Upon termination or expiration of this Agreement (or services agreement) for whatever reason and if AfriCentral ISP is not paid within 30 working days the partner shall be listed with ITC and Credit Bureau or any other credit company.

Acceptable Use Policy / Illegal use

This Acceptable Use Policy specifies the actions prohibited by AfriCentral ISP, to users of the AfriCentral ISP Networks. AfriCentral ISP reserves the right to modify the policy at any time, effective upon posting of the modified policy on its website. The AfriCentral ISP network may be used only for lawful purposes. Transmission, distribution or storage of any material in violation of any applicable law or regulation is prohibited. This includes, without limitation, material protected by copyright, trademark, trade secret or other intellectual property right used without proper authorisation, and material that is obscene, defamatory, constitutes an illegal threat, or violates export control laws.

In no event will either party be liable for any indirect, incidental, consequential or special losses or damages in connection with this agreement, for any reason whatsoever, and however arising. AfriCentral ISP will not be liable for any services outage or degradation in suppliers' networks, server rooms due to malfunction or other causes, but AfriCentral ISP will pass thought to partners any credits or any credit or other reimbursement that it receives from suppliers with respect to such outage or degradation on a prorate basis to the extent that such credit or reimbursement is applicable to partner customers.

System and network security

Violations of system or network security are prohibited, and may result in criminal and civil liability. AfriCentral ISP will investigate incidents involving such violations and may involve and will cooperate with law enforcement if a criminal violation is suspected.

Examples of system or network security violations include, without limitation, the following:

- Unauthorised access to or use of data, systems or networks, including any attempt to probe, scan or test the vulnerability of a system or network or to breach security or authentication measures without the express authorisation of the owner of the system or network.

AfriCentral ISP Reseller Information Pack & Price List

- Unauthorised monitoring of data or traffic on any network or system without explicit authorisation of the owner of the system or network. Interference with service to any user, host or network including, without limitation, mail bombing, flooding, deliberate attempts to overload a system and broadcast attacks.
- Forging of any TCP-IP packet header or any part of the header information in an e-mail or a newsgroup posting.

Web traffic

AfriCentral ISP supplies unlimited bandwidth for web site hosting and e-mail, dns services, as long as bandwidth is not abused. We retain the right to highlight any irregular usage, we will inform you and if no action is taken we will invoice accordingly. AfriCentral ISP will change the way that any traffic including e-mail will be billed; AfriCentral ISP will inform all clients well in advance of any changes to traffic billing fees.

AfriCentral ISP reserves the right to at any time change the way we monitor and charged for traffic.

Bandwidth Usage

You are allocated a monthly bandwidth allowance. This allowance varies depending on the hosting package you purchase. Should your account pass the allocated amount we reserve the right to suspend the account until the start of the next allocation, suspend the account until more bandwidth is purchased at an additional fee, suspend the account until you upgrade to a higher level of package, terminate the account and \ or charge you an additional fee for the overage. Unused transfer in one month cannot be carried over to the next month.

Reseller: Client Responsibility

Resellers are responsible for supporting their clients. AfriCentral ISP does not provide support to your clients. If your clients contact us, we reserve the right to place the client account on hold until the reseller can assume their responsibility for their client. All support requests must be made by you the reseller on their clients' behalf for security purposes. Resellers are also responsible for all content stored or transmitted under their reseller account and the actions of their clients'.

AfriCentral ISP will hold any reseller responsible for any of their client's actions that violate the law or the terms of service.

E-MAIL / E-MAIL (POP)

Sending unsolicited mail messages, including, without limitation, Make-Money-Fast (MMF) schemes, chain letters, commercial advertising and informational announcements, is explicitly prohibited.

A user shall not use another site's mail server to relay mail without the express permission of the site. As it is against our policy to allow Mail Relaying via AfriCentral ISP we implemented a process to prevent this. This means that our VISP (Virtual ISP) end-users connecting to an AfriCentral ISP's POP server may make use of smtp.co.za as their SMTP host. What will not be allowed is for the VISP to point their mail server to smtp.co.za as a mail relay.

All E-MAIL/POP accounts administered by AfriCentral ISP systems including but not limited to accounts on the AfriCentral ISP Server and on the Virtual Web Hosting servers have the following restrictions. (AfriCentral ISP reserves the right to do the following...)

- There is a per e-mail limit of 10 Mb.
- Individual mail messages older than six months may be deleted.
- Incoming e-mails may be scanned for viruses and spam and subsequently may be deleted.
- Incoming e-mails may be scanned for Spam (unsolicited e-mail) and subsequently may be deleted.
- When a user is Deleted or Marked for Deletion, all of that users e-mail will be deleted.

AfriCentral ISP supplies no guarantee to provide a SPAM and/or Virus free e-mail service.

Usenet

Posting the same or similar message to one or more newsgroups (excessive cross-posting or multiple-posting, also known as "SPAM") is explicitly prohibited. A seemingly accepted number of simultaneous postings are a maximum of five (5). The posting of Make-Money-Fast (MMF) schemes is explicitly prohibited.

VPS Terms & Conditions and Legal notices

Service Term

All VPS Contracts are a month to month contract. If you the ISP have satisfied each of the terms and conditions of this Agreement, this Agreement shall be automatically renewed from month to month unless either party notifies the other, in writing, at least thirty (30) days prior to the expiration of the current term, of its intention not to renew.

Either party hereto shall be entitled to terminate this Agreement by way of 30 (thirty) days prior written notice of termination to be effective at the end of the Initial Period. Failing such notice of termination, the duration of the service shall thereafter automatically renew for consecutive periods of 01 (one) month each on terms and conditions set out in the Agreement and Schedules, subject to 30 (thirty) days prior written notice of termination effective at the end of the then current 1 (one) month period, and subject to an escalation in fees.

AfriCentral ISP Reseller Information Pack & Price List

AfriCentral ISP shall be entitled from time to time on 30 (thirty) days prior written notice send out via E-Mail thereof to you the ISP to increase the monthly fees for any services, referred to in the Service Schedule, provided that: AfriCentral ISP reserve the right to modify or make changes to any pricing with accordance to the price changes with from the suppliers. AfriCentral ISP will inform all clients well in advance accordingly.

AfriCentral ISP shall be entitled to increase the monthly fees during the first 1 (one) month of this Agreement.

Simultaneous Logins

Username/Password combinations supplied by our ISP's are not transferable. It is the sole responsibility of the end-user to keep his Username/Password confidential. Although we have the mechanism to prevent simultaneous logins violating this agreement constitutes an illegal action.

INDIRECT OR ATTEMPTED VIOLATIONS OF THE POLICY, AND ACTUAL OR ATTEMPTED VIOLATIONS BY A THIRD PARTY ON BEHALF OF A AFRICENTRAL ISPCUSTOMER OR A CUSTOMER'S END USER, SHALL BE CONSIDERED VIOLATIONS OF THE POLICY BY SUCH CUSTOMER OR END USER.

AfriCentral ISP does not in any way support SPAM or any form of NETWORK ABUSE and enforces the AfriCentral ISP Terms and Conditions and Acceptable Use Guidelines on a stringent basis when complaints are made. Enforcement of AfriCentral ISP Terms and Conditions as well as its Acceptable Use Guidelines for reasons of SPAM or NETWORK ABUSE will result in suspension or termination of account access privileges. Complaints regarding Illegal Use or System or Network Security issues or e-Mail abuse or USENET abuse or SPAM should be sent to help@africentral.co.za

Take-down Notification Procedure

In terms of section 75 of the Electronic Communications and Transactions Act, AfriCentral ISP has designated the Internet Service Providers' Association as its agent to receive notifications of infringements as defined in Section 77 of the Act.

For further details contact the Internet Service Providers' Association Check their Take-down page (Link <http://ispa.org.za/code-of-conduct/take-down-procedure/>)

Code of Conduct

Code of Conduct, via the ISPA, PLEASE copy this links below into your browser and read the procedures.

- Complaints Procedure (<http://ispa.org.za/code-of-conduct/procedure/>)
- Lodge a Complaint (<http://ispa.org.za/code-of-conduct/complaints-form/>)
- Take-Down Guide (<http://ispa.org.za/code-of-conduct/take-down-guide/>)
- Take-Down Procedure (<http://ispa.org.za/code-of-conduct/take-down-procedure/>)
- Request a Take-Down (<http://ispa.org.za/code-of-conduct/request-a-take-down/>)
- Terminology Guidelines (<http://ispa.org.za/code-of-conduct/terminology-guidelines/>)
- Protecting Minors (<http://ispa.org.za/code-of-conduct/protecting-minors/>)
- Undesirable Content (ispa.org.za/code-of-conduct/undesirable-content/)

Freedom of expression

AfriCentral ISP and its members respect the constitutional right to freedom of speech and expression.

Privacy and confidentiality

AfriCentral ISP and its members respect the constitutional right of Internet users to personal privacy and privacy of communications.

AfriCentral ISP members respect the confidentiality of customers' personal information and will not gather, retain, sell or distribute such information to any other party without the consent of the customer, except where required to do so by law.

Consumer protection and provision of information to customers

AfriCentral ISP resellers undertake to inform their customers that they are bound by this code of conduct. Members' websites must include a copy of or link to the code.

AfriCentral ISP member must have an acceptable use policy for their Internet access services. This policy must be made available to customers prior to the commencement of any such service agreement and at any time thereafter, on request.

In their dealings with consumers, other businesses and each other, ISP in BOX members must act fairly and reasonably. In particular, pricing information for services must be clearly and accurately conveyed to customers and potential customers.

Cybercrime

AfriCentral ISP member will take all reasonable measures to prevent unauthorized access to, interception of, or interference with any data.

AfriCentral ISP Reseller Information Pack & Price List

Protection of minors

AfriCentral ISP member will take reasonable steps to ensure that they do not offer paid content subscription services to minors without written permission from a parent or guardian.

AfriCentral ISP members undertake to provide Internet access customers with information about procedures and software applications which can be used to assist in the control and monitoring of minors' access to Internet content.

Unlawful content and activity

AfriCentral ISP member providing Internet access or data hosting services will establish notification and take-down procedures for unlawful content and activity, and respond expeditiously to such notifications.

Internet standards

AfriCentral ISP members will operate in accordance with established Internet best practices, as set out in the various request for comment (RFC) documents and as mandated from time to time by established and respected Internet governance structures.

Alterations

AfriCentral ISP reserves the right to make alterations to this code of conduct from time to time. The current code of conduct and a history of any changes made will be maintained on the AfriCentral ISP's website.

Terms and conditions for VPS and Server Hosting - Maintenance, repair, backups and password control

AfriCentral ISP may temporarily suspend its obligations in terms of this agreement in order to service, repair, maintain, upgrade, modify, alter, replace or improve any of its services.

Where the circumstances permit, AfriCentral ISP shall use its best endeavors to provide prior notice of any such suspension to the client. The client shall not be entitled to any setoff, discount, refund or other credit in respect of any such suspension of service nor in respect of any suspension, which is beyond AfriCentral ISP's control. You are responsible for your own backups of all data.

AfriCentral ISP does take all and necessary actions to backup data and servers, all backups are overwritten with every next backup the following day, AfriCentral ISP will not and cannot be held responsible for any downtime of services due to actions outside of AfriCentral ISP control, e.g. acts from GOD, or any hardware failure, by signing this agreement you agree that you have read these terms and conditions.

You and your clients' needs to ensure that all FTP and Email passwords are secure and comply with these rules

- The password must be at least 8 characters long.
- The password must contain at least:
 - one alpha character [a-z, A-Z];
 - one numeric character [0-9];
 - one special character from this set: ` ! @ \$ % ^ & * () - _ = + [] ; : ' " , < . > / ?

AfriCentral ISP will not be responsible for any sites that were hacked / compromised due to the fact that passwords was not sure, nor will any credits be given for the loss or downtime.

Subscriptions Effective Date and Duration – VPS Service Term

All VPS Contracts are a month to month contract. If you the ISP have satisfied each of the terms and conditions of this Agreement, this Agreement shall be automatically renewed from month to month unless either party notifies the other, in writing, at least thirty (30) days prior to the expiration of the current term, of its intention not to renew.

Either party hereto shall be entitled to terminate this Agreement by way of 30 (thirty) days prior written notice of termination to be effective at the end of the Initial Period. Failing such notice of termination, the duration of the service shall thereafter automatically renew for consecutive periods of 01 (one) month each on terms and conditions set out in the Agreement and Schedules, subject to 30 (thirty) days prior written notice of termination effective at the end of the then current 1 (one) month period, and subject to an escalation in fees.

AfriCentral ISP shall be entitled from time to time on 30 (thirty) days prior written notice send out via E-Mail thereof to you the ISP to increase the monthly fees for any services, referred to in the Service Schedule, provided that: AfriCentral ISP reserve the right to modify or make changes to any pricing with accordance to the price changes with from the suppliers. AfriCentral ISP will inform all clients well in advance accordingly.

AfriCentral ISP shall be entitled to increase the monthly fees during the first 1 (one) month of this Agreement.
Customer's Obligations.

Customer shall comply strictly with all restrictions imposed on computer networks through which any information and/or data transmitted by Customer passes.

Customer shall not commit nor attempt to commit any act or omission which directly or indirectly: damages in any way AfriCentral ISP's technical infrastructure or any part thereof; impairs or precludes AfriCentral ISP from being able to provide the Service/s in a reasonable and businesslike manner; constitutes an abuse or malicious misuse of the Service/s;

AfriCentral ISP Reseller Information Pack & Price List

Or is calculated to have the abovementioned effect.

In such an event, should AfriCentral ISP incur expenses to remedy the situation, AfriCentral ISP reserves the right to charge the Customer the amount necessary to cover, AfriCentral ISP's additional expenditure. Notwithstanding the above, AfriCentral ISP reserves the right to take any other appropriate action it may deem necessary to remedy the situation.

Customer is prohibited from modifying any equipment (including but not limited to router equipment) utilized by Customer to receive any of the Service/s, in any way whatsoever, including the changing of any of the settings of such equipment.

Customer shall at all times adhere to and ensure compliance with the Customer Support Schedule.

Under no circumstances may customers reside from this agreement or withhold or defer payment or be entitled to a reduction in any charge or have any other right or remedy against AfriCentral ISP, its servants, its agents or any other persons for whom it may be liable in law (and in whose favors this provision constitutes a stipulation alter) if AfriCentral ISP interrupts the service to customers as it would be entitled to do if The AfriCentral ISP is in default of any of its obligations under this agreement to AfriCentral ISP or in the circumstances contemplated.

Customer may not at any time use the service in contravention of any South African law. In particular, customer undertakes to familiarize itself and ensure that it is kept continuously apprised of all South African law in force from time to time which has any bearing on the service and/or its use. Customer acknowledges that AfriCentral ISP has no obligation to assist customer in this regard.

Termination

AfriCentral ISP may, at its option, terminate any services contract if you the ISP;

- fails to make any payments due to AfriCentral ISP with in 07Days within on receiving of notice that such payments is late or
- Breaches any warrant.
- AfriCentral ISP may, at its option, terminate this Agreement if you the ISP;
- Is otherwise in material breach of this Agreement and does not cure that breach within 30 days of receiving notice from AfriCentral ISP.

AfriCentral ISP may terminate this agreement if there is a change in the ownership or corporate holding of the partner that AfriCentral ISP reasonable option will affect its position, rights or interests.

Upon termination or expiration of this agreement (or services agreement) for whatever reason, the partner shall cease using the services.

All outstanding indebtedness of the partner under this agreement to AfriCentral ISP shall become immediately due and payable.

Further, for each service contract that has been terminated by AfriCentral ISP, all due amounts due to be paid by the partner to the end of that services contract shall immediately become due and payable. Upon termination or expiration of this Agreement (or services agreement) for whatever reason and AfriCentral ISP are not paid within 30 working days the partner shall be listed with ITC and Credit Bureau or any other credit company.

Acceptable User Policy / Illegal use

This Acceptable Use Policy specifies the actions prohibited by AfriCentral ISP, to users of the AfriCentral ISP Networks. AfriCentral ISP reserves the right to modify the policy at any time, effective upon posting of the modified policy on this website. The AfriCentral ISP network may be used only for lawful purposes. Transmission, distribution or storage of any material in violation of any applicable law or regulation is prohibited. This includes, without limitation, material protected by copyright, trademark, trade secret or other intellectual property right used without proper authorization, and material that is obscene, defamatory, constitutes an illegal threat, or violates export control laws.

In no event will either party be liable for any indirect, incidental, consequential or special losses or damages in connection with this agreement, for any reason whatsoever, and however arising. AfriCentral ISP will not be liable for any services outage or degradation in supplies" networks/serve rooms due to malfunction or other causes, but AfriCentral ISP will pass thought to partners any credits or any credit or other reimbursement that it receives from suppliers with respect to such outage or degradation on a prorate basis to the extent such credit or reimbursement is applicable to partner customers.

System and network security

Violations of system or network security are prohibited, and may result in criminal and civil liability. AfriCentral ISP will investigate incidents involving such violations and may involve and will cooperate with law enforcement if a criminal violation is suspected. Examples of system or network security violations include, without limitation, the following: Unauthorized access to or use of data, systems or networks, including any attempt to probe, scan or test the vulnerability of a system or network or to breach security or authentication measures without express authorization of the owner of the system or network.

Interference with service to any user, host or network including, without limitation, mail bombing, flooding, deliberate attempts to overload a system and broadcast attacks.

Forging of any TCP-IP packet header or any part of the header information in an e-mail or a newsgroup posting.

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Web traffic

AfriCentral ISP supply limited bandwidth as per your VPS or Server package. We retain the right to highlight any irregular usage, we will inform you and if no action is taken we will invoice accordingly. AfriCentral ISP will change the way that ant traffic including e-mail will be billed; AfriCentral ISP will inform all clients well in advance of any changes to traffic billing changes, or over usage.

AfriCentral ISP revises the right to at any time change the way we monitor and charged for traffic.

Date	All Prices Exclude VAT
Authorised Signature	
I \ We hereby agree that I have read and understood the terms & conditions and Legal Notices. I \ We hereby consent to AfriCentral ISP performing credit clearance verification checks on all directors.	

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Personal Surety

I,(Full Names)_____

(ID: _____)

(Hereinafter referred to as "the Surety") bind myself as surety for and on behalf of and co-principal debtor in solidum with

(Hereinafter referred to as "the Debtor") to INTERNET EXCHANGE CC (REG. NO: 2002/018374/23) (hereinafter referred to as "the Creditor").

1.

for the due and punctual performance by the Debtor of all his obligations to the Creditor as at the date of giving of this surety whether presently due, owing and payable or becoming due, owing and payable in the future.

This surety ship is given as a continuing covering surety ship.

SIGNED at _____ on this _____ day of _____ 20__

Witnesses:

1. _____

2. _____

(Signatures, names and addresses of witnesses)_____ for (Name of surety)