

## Product Specific Terms and Conditions: ADSL Line

- All new applicants will need to be registered for RICA.  
The following documentation is needed;
  - Individual - Certified copy of ID, Proof of physical address.
  - Business - Certified copy of Representative ID, Proof of Representative residential address, Copy of business letterhead including registration details and address
- All Line speeds are dependent on network utilisation and are "best-effort" services. Upload and Download speeds cannot be guaranteed
- Data transfer speeds are not guaranteed and are dependent Telkom's network and contentions ratio
- The product is available on a month-to-month contract
- A subscriber can cancel their service by giving 20 business days notice
- A subscriber who wishes to cancel their service must do so before the 25<sup>th</sup> day of each month
- A subscribers service will be suspended if no payment has been received as indicated in the general terms and conditions
- A subscriber may pay for their service via Debit order, Electronic Funds Transfer or Credit Card
- No hardware is included
- No Data is included on the service and a subscriber would need to subscribe to a data package
- The current contention ratio is the 20:1 as per Telkom but fluctuates based on new Line activations and cancellations
- DSL Service Level Agreement (SLA)
  - Fast DSL up to 384kbps
  - Faster DSL up to 512kbps
  - Fastest DSL up to 4096/10016kbps
- **Downstream line sync speed:**
  - minimum 256kbps, maximum 384kbps
  - minimum 416kbps, maximum 512kbps
  - minimum 640kbps, maximum 4096/10016kbps
- **Upstream line sync speed:**
  - minimum 64kbps, maximum 128kbps.
  - minimum 192kbps, maximum 256kbps.
  - minimum 256kbps, maximum 512kbps.
- ADSL Line does not include data unless otherwise stipulated
- **Contention Ratio** - The contention ratio of an Internet access service means the total capacity sold to subscribers versus the total capacity the Internet Service Provider has made available to the subscribers.
- **Unshaped** Internet access means that the traffic is not prioritised and channelled in a specific order
- **ADSL Line** means an Asymmetric Digital Subscriber Line
- **Kbps** means kilobits per second
- **Local-only Data** means the type of data (or bandwidth) that only allows you access to South African locally hosted websites and content
- **Mbps** means Megabits per second
- **Telkom** means Telkom SA Ltd
- **Telkom Telephone Service** means a fixed access line for making and receiving telephone calls
- A Subscriber can use an ADSL line service from @lantic in the following ways;
  - Option A**  
A Subscriber rents an ADSL directly from @lantic and we will apply to Telkom for the ADSL on the Subscribers behalf.
  - Option B**  
A Subscriber transfers their existing Telkom ADSL to @lantic, under which circumstances they will consent in writing that @lantic may terminate the existing ADSL with Telkom and that we may transfer the ADSL to @lantic and you indemnify @lantic against any damages or penalties which may arise from the termination of your existing Telkom ADSL.
- **Agreement** means the Application Form together with the Terms and conditions applicable to the Service as amended from time to time
- **Application form** shall mean the application completed by the Subscriber when subscribing to the Service
- **Fixed Telephone Line/ Service** means a residential (POTS) copper telephone fixed telephone line and/or service for making and receiving telephone calls ( e.g. analogue Telkom line)
- The Subscriber shall be required to have a Fixed Telephone Line and an ADSL line
- The Subscriber shall, whenever required by @lantic, procure that @lantic's personnel or contracted installer, be permitted access to the Subscriber's premises and to remain at such premises –
  - to carry out any inspection, repair, testing or maintenance of any Equipment and other equipment relevant to the provision of the Service; and/or
  - to verify that the manner in which the Service is being utilised by the Subscriber is in compliance with the Agreement and applicable South African laws, rules and/or regulations; and/or
  - to install, collect or remove any Equipment; and/or for any other reasonable purpose whatsoever
- These Product Specific Terms and Conditions need to be read and acknowledged in conjunction with the @lantic General Terms and Conditions

I hereby acknowledge that I have read the Product Specific Terms and Conditions and that I understand all the meanings thereof

Sign here