Your Next Generation end to end solution ISP
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Video available

[www.xdsl.co.za](http://www.xdsl.co.za)
XDSL is an Internet Service Provider (ISP) with a difference, delivering dynamic solutions with the requisite expertise and quality of service you deserve.

Since 2002 XDSL has been building Next Generation Networks that is deployed throughout South Africa. Product offerings that are being provided across these Next Generation Networks include amongst others, ADSL, VDSL, DIGINET, Wireless, Fibre as well as Satellite.

Globally and more specifically in Africa, we have developed strong relationships with carefully selected vendors and Tier 1 Carriers, forming a formidable network of business partners to supply connectivity, voice and cloud offerings.

This enables us to offer our customers enhanced solutions that other ISP’s simply cannot match. For your connectivity requirements XDSL has a major focus on Fibre Solutions. We offer the full suite of ISP services to our customers.

We take pride in our ability to offer affordable products to businesses without having to cut corners, while simultaneously delivering unfailingly on our promise of hassle-free service and with our excellent customer experience.

A wealth of technical expertise and creativity is channeled into our commitment to on-going development. From self-development to chosen fields of expertise and our dedication to service excellence, the team at XDSL is motivated, enthusiastic and always striving to be the best.

**A wealth of technical expertise and creativity...**

**...enhanced solutions that other ISP’s simply cannot match**

**We have created an obsession with being the best at all levels of the organization and to continuously sustain this obsession in our quest for leadership in the ISP Industry.**
In the last fourteen years XDSL has been building the next generation network that has multiple redundancies utilizing cutting edge technologies and supports up to 80 Gbps connectivity ensuring your connectivity challenges are met.

**XDSL Quest for Leadership**

**As XDSL was one of the first ISP’s in SA to introduce ADSL services to the market, it was appropriate to position the company as XDSL, which is a variant of ADSL.**

**XDSL was the first in SA to launch VPN over ADSL competing directly with expensive Diginet lines.**

**Customers were able to backup their computers to the cloud.**

**We also launched our Linux firewall which enables XDSL to give a managed ADSL Business Solution.**

**XDSL was the third ISP after IS and MTN to build our own IPC which meant we had full control in managing ADSL traffic.**

**XDSL was the second ISP in SA to launch ADSL uncapped after IS.**

**In 2007 XDSL entered the market of co-location and virtual servers.**

**With IPC prices still high XDSL launched the first wireless uncapped network in SA.**

**XDSL was one of the first ISP’s to offer fibre in business Parks.**
Our investment in a customer centric approach ensures an unmatched customer experience. XDSL is perfectly positioned to provide a perfect fit solution for your business which is both cost effective and extremely reliable.
In our quest for leadership, XDSL has been building our Next Generation Network over the last fourteen years that has multiple redundancies utilizing cutting edge technologies and supports up to 80 Gigabits bits per second connectivity, ensuring your connectivity challenges are met.

With over 1 000 square meters of self-owned and Managed Data Centre’s and full access in a further 19 Data Centres across South Africa, we provide our clients unrivalled choice for the provisioning of their connectivity and infrastructure needs. Our Tier3 Data Centre is fully redundant, has dual power feeds, provides full disaster recovery, live replication of your data and you can run always on synchronous backup.

Our investment in points of presence, or PoP’s as they are known, currently totals 78 across South Africa and continuously grows as we meet the needs of our customers across South Africa.

In addition, XDSL has also introduced an improved network performance management system that provides our customers real-time SLA compliance reporting as well as complete operational intelligence.

Our network management offering is an all-in-one integrated solution that scales to unlimited network elements.

XDSL network management offering can achieve a multitude of analyses, such as infrastructure monitoring and performance management, amongst various other value-adds in mere seconds, which would probably take similar products hours to achieve.
"Next Generation Fibre Network"

- 78 Dedicated POPS and Growing
- 208 Shared POPS and Growing
- 200,000 + Km Fibre
- Multiple Redundancies
  - Local + International

XDSL National Fibre Network

"Carrier Grade network with MEF compliant equipment"

XDSL Data Centre Accesses and Peering

1. Telehouse London, Internet Exchange
2. XDSL Highveld Data Centre
3. XDSL Samrand Switching Data Centre
4. NAP Africa Gauteng
5. NAP Africa Durban
6. NAP Africa Cape Town
7. JINX (Johannesburg Internet Exchange)
8. DINX (Durban Internet Exchange)
9. CINX (Cape Town Internet Exchange)
10. Telkom, Highveld
11. Neotel Midrand, CPT
12. MTN Galo Manor
13. Vodacom Midrand
14. Internet Solutions Rosebank
15. Internet Solutions Umhlanga
16. Teraco Isando
17. Teraco Durban
18. Teraco Cape Town
19. Hetzner Gauteng
20. Internet Exchange, Amsterdam
In the last Fourteen years XDSL has been building the next generation network that has multiple redundancies utilizing cutting edge technologies and supports up to 80Giga bits per second connectivity ensuring your connectivity challenges are met.

Strategic relationships with Carrier partners have ensured a fibre footprint across South Africa, 30% larger than the single largest carrier giving our customers access to well over 200 000 km of fibre.

With over 1000 square meters of self-owned and managed data center’s and full access in a further 19 datacenters across south Africa, we provide our clients unrivaled choice for the provisioning of their connectivity and infrastructure needs.

Our investment in points of presence, or POPS as they are known, currently totals 78 across South Africa and continuously grows as we meet the needs of our customers across South Africa.

With 6 international breakouts, 5 local breakouts and 20 peering points XDSL ensures the best internet experience with multiple redundancies.
"Your complete resilient Carrier Class Internet Network"
XDSL Africa Network

XDSL Global Telecommunications Carrier Partners

XDSL has established formidable Partner relationships in Africa to effectively serve the data communication needs of our Local and Wholesale customers. Our Partners own in excess of 100 global pops which are integrated into other wholesale carrier partner networks in order to deliver a global wholesale footprint to our customer base. This ensures a cost-effective, scalable and resilient network for our customers and their respective end clients.

With this collaboration XDSL has access to some of the largest Pan African networks (AFNET) spanning across 50 countries. In addition, they have an extensive Middle Eastern (MENET) and Western Asia (ASNET) network, which is extended via their wholesale partner program into other regions.

XDSL therefore provides, carrier class connectivity, infrastructure and services by leveraging our extensive and fully owned network. In addition, our Partners also have the largest managed networks throughout the continent.

The fact is that XDSL provides our customers reliable connectivity to run their businesses as the quality of connectivity determines the quality of an organisation’s data communication, voice, video and transactional capabilities.

Advancement in technology is enabling African companies to compete and win in the competitive global economy. XDSL is therefore at the forefront of wireless technology, harnessing mobile communications and satellite technology as well as fibre optic solutions. This enables XDSL to provide reliable infrastructure and readily available bandwidth to Enterprises with African networks.

Customers operating in countries on the West Coast of Africa can connect to either SAT-3 or WACS submarine fibre optic cable while those in other countries can connect via a number of VSAT platforms that fits all connectivity requirements from Internet access to the extension of Multiprotocol Label Switching (MPLS) VPN’s.

XDSL also offers Satellite services terminating from Africa to South Africa as well as from Africa to the rest of the world via a European landing point. This enables customers all over the world to extend business services to their African offices without compromising service quality.
XDSL has virtually been one of SA’s Telecoms giants since inception and therefore we can deliver a full spectrum of solutions and services to our customers. XDSL understands the business of telecommunications like no other IT company does. As part of our well established relationships with Tier 1 Carriers, XDSL is able to provide our Multi-National customers connectivity between any of their branches irrespective of where these branches are located.

XDSL has the ability to be a strategic partner, and not just a supplier or solutions provider. XDSL can leverage off a vast array of IT solutions and expertise to support our customers with their specific telecommunications requirements. XDSL partners with leading TELCO’s to help improve their own businesses as well as offer new solutions and services to our customers and enable them to keep abreast of technology advancement.

Our International Carrier Services provide carrier class connectivity, infrastructure and services by leveraging our extensive and fully owned fibre network. These services are backed by SLA’s based on availability. This excellent product is delivered to customers and carriers looking for performance and quality on which to build their business operations.
XDSL International Network
INTERNET AND CONNECTIVITY

XDSL Internet Broadband Fibre

XDSL Networking Solutions

• The first ISP in South Africa to break the speed barrier of 100Mbps fibre Broadband in South Africa
• Also the first ISP to change our Broadband products to Enterprise products which is a 1:1 contention
• Based on the current economic downswing and the fibre access price war, XDSL has reviewed its broadband product set in line with market conditions

What does XDSL’s Fibre Broadband offer you:

1. Free Enterprise PBX
2. Guaranteed QoS on our VOIP products because we run it in a separate VLAN
3. Free Firewall - refer to XDSL Security Services
4. Minimal contention

XDSL recommends to go Enterprise rather than fibre Broadband for Business

➢ Fibre Optic is a Carrier Class product - comes with standard guarantees:

• Uptime: XDSL aligns itself with best practice fibre trenching depths - +- 800mm. XDSL uses the fibre with Carrier Class hardware which is MEF compliant to guarantee uptime.
• Low jitter and Latency: Low signal loss over very long distances. Low to zero interference due to light impulse technology that is deployed. This is ideal for critical and real time applications such as VOIP, video, gaming etc.
• Fibre is scalable with guaranteed throughput - Up to 100 Gbps

Why Broadband and price wars are devaluing fibre optic, changing a predictable service to an unpredictable service.

• Uptime: As the fibre price war increases ISP’s are finding shortcuts to reduce costs by installing aerial fibre and below best practice trenching depths of 800mm as well as using sub-standard equipment in aggregation nodes which is not Carrier Ethernet compliant (MEF)
• ISP’s are using high contention ratios that imply immediate loss of predictable fibre throughput and guarantees on real-time applications such as VOIP.
• Bandwidth allocation can only be done on guaranteed throughput - QoS
• Prioritization is not QoS, but rather a class of service which will not guarantee that a specific packet will reach its destination at a specific point in time - hence this cannot be used if you expect a predictable experience.

In summary it is like taking your Ferrari and setting it up with Bicycle wheels which in turn devalues the Carrier Class service to a Best Effort service.

Do not enter into agreements that have no quality guarantees as this will restrict you from exiting the agreement should the service not meet your expectations. Please ensure that Uptime Guarantees are measured at least over a three month period with stipulated penalties versus the current industry norm of twelve months.

ALERT!!
XDSL Enterprise fibre comes with one of the most stringent and easy to understand SLA’s in South Africa. All of XDSL’s network hardware are Carrier Grade MEF certified with associated multiple network resilience.

XDSL transition from Broadband Fibre to Enterprise Fibre is one of the easiest to bring about as the price differential is minimal. Please refer to Page 48 to see how ISP’s are devaluing Fibre Optic.

XDSL purposefully implemented the minimal price differential to enable Business customers to experience a 1:1 Enterprise Fibre service instead of a best effort Broadband Fibre service.

XDSL is one of a few ISP’s in SA that commits to 1:1 CIR Enterprise Internet products with enhanced value and guarantees that includes amongst others the following:

**Features and Benefits**

1. Uptime with stringent penalties
2. Bandwidth guarantees with 1:1 contention (100% CIR)
3. Quality of Service
4. Security - see Page 38-40
5. Proactive Monitoring and Support
6. Experience Guarantees
7. Value Added Services
8. Voice Bundles - see Page 22
9. Free Hosted Enterprise PBX - see Page 20
10. Network Performance Management - see Page 33
11. VLAN to the Cloud - see Page 28
12. Gold Continuity - see Page 27

**ALERT !!**

When ISP’s use the word Enterprise Fibre with minimal contention, acceptable use policy or usage based it cannot be deemed an Enterprise service.
# XDSL Fibre Service Level Agreement (SLA)

## Guarantees

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<tr>
<th></th>
<th>Bronze</th>
<th>Silver</th>
<th>Gold</th>
<th>Titanium</th>
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<tr>
<td>Proactive response within 1 hour - 24x7</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Critical Issues response within 1 Hour - 24x7</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Proactive response 2 Hours - Business hours</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Critical Issues response 2 Hours - Business Hours</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
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<tr>
<td>Proactive response within 4 hours - Business hours</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
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<tr>
<td>Critical Issues response 4 Hours - Business Hours</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Mean time to repair within 1 Hour</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Mean time to repair within 2 Hours</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Mean time to repair within 6 Hours</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Mean time to repair within 12 Hours</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>% Uptime Guarantee</td>
<td>99,1%</td>
<td>99,6%</td>
<td>99,9%</td>
<td>99,99%</td>
</tr>
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- Downtime is proactively monitored 24x7.
- Critical issues need to be logged by phone call only 24x7. The customer needs to get a ticket number (critical issues are when the entire company is affected).
- Only downtime is proactively monitored Business Hours.
- Critical issues need to be logged by phone call only during business hours.
- Mean time to repair is measured in complete loss of connectivity over three months.

## Experience

- **Portal** - Tickets, Invoices and projects
- **Helpdesk**
- **Firewall/Bridge**
- **QoS Basic**
- **QoS Advance**

## Bandwidth Guarantees

<table>
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<th>Bronze</th>
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<th>Gold</th>
<th>Titanium</th>
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<tr>
<td>1:1 / 100% Committed Information Rate / 100% guaranteed throughput</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
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<tr>
<td>6 International Breakout, 5 local Breakouts and 19 peering points</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
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<tr>
<td>Full dual fibre routes and dual international breakouts</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
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<tr>
<td>1:2 to 1:10 Contention, Area dependant</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
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<tr>
<td>Failover ADSL up to 10Mbps</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Failover VDSL up to 40Mbps</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Fibre full capacity failover</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
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- Subject to Telkom's speed availability

- Full guarantees with no soft cap
- Full redundancy on all internet breakouts
- See Titanium Internet
- Some areas the contention is only 1:2
- ADSL up to 10Mbps Failover Internet*
- ADSL up to 40Mbps Failover Internet*
- Different fibre carrier failover complete 100%

## Value Adds

- **Home 4Mbps uncapped ADSL accounts at R159pm for staff Members**
- **Free use of Hosted Enterprise PBX**
- **VOIP in separate VLAN on our Green and purple network**
- **Access to Bundled products**
- **Gold Continuity Service**
- **XDSL Network Performance Management**

- Subject to Telkom's speed availability
- Staff members get ADSL at cost
- See Product description
- Only available on XDSL's voice platform
- See Bundled Products
- See Gold Continuity service
- Network Monitoring Tool

- *“XDSL Network Performance Management” it is only for Gold and Titanium customers.
1. **Definition 1**
   XDSL has a competent and skilled Helpdesk/1st line support. However, more technical customers would like to have direct access to second line technicians. This means 1st line technicians will see that you have access to second line technicians and will then transfer you directly or else a call will be logged and you will go in the normal queue.

2. **Definition 2**
   Directors and Managers of companies sometimes need to speak directly to XDSL decision makers in order to get a speedy resolution to matters and without frustration. This means 1st line technicians will see that you have access to XDSL Management and will then transfer you directly to a decision maker.

3. **Definition 3**
   Account Managers will review our customers’ needs proactively. The selected SLA will determine the frequency an Account Manager is notified to revisit your needs proactively. They will study the SLA, investigate usage patterns and present new products and services. Titanium (monthly), Gold (three months), Silver (six months). Ongoing Customer Relationship Management.

4. **Definition 4**
   Project Managers are key people with a specific set of skills in managing all activities and events to achieve specific goals and meet specific success criteria. These skilled individuals are at the disposal of our customers for their specific projects related to XDSL. They will also do scheduled failover testing depending on the SLA. Critical application review specifically regarding QoS and failover.

5. **Definition 5**
   All our services come with a Routerboard firewall. It is up to the customer if XDSL set it up as a bridge or firewall. As a bridge you lose firewall and QoS capabilities. All our technicians are trained on these firewalls and you will receive from 1st line support a set of skills to do trouble shooting and fault finding which enhances service experience – Tools such as Bandwidth test, ping flood Packet sniffer, torch Telnet, SSH Automated script execution tools NTP Client and Server Dynamic DNS updater SNMP.

6. **Definition 6**
   Although it states basic firewall protection it is quite intense. All our SLA’s protect the customer from Port scanning, Ddos attacks and Brute force attacks. All ports are also by default blocked from the Internet.

7. **Definition 7**
   Custom firewall rules defined by our customers. Includes Basic.

8. **Definition 8**
   Premium firewall protection - XDSL will proactively push logs to a syslog server and respond proactively. Includes basic and advance.

9. **Definition 9**
   1 Queue - Measure Critical application and prioritized. All Voice traffic on our platform will already run in a separate VLAN ensuring quality.

10. **Definition 10**
    Three queues – Measure and prioritize up to three applications. All Voice traffic on our platform will already run in a separate VLAN ensuring quality. Custom firewall rules defined by our customers. Includes Basic.
XDSL Titanium Service

High Availability
XDSL has developed its Titanium product set to accommodate customers who operate in a mission critical business environment and thus cannot afford any loss of connectivity or downtime!
As per diagram below our Titanium fibre product has full redundancy via dual onsite firewalls, different physical routes, different PoPs, different data centre’s, different Internet breakouts and dual carriers.

Customer Experience
Both lines will be proactively monitored with scheduled failover tests. This is the ultimate customer experience and ensures that our customers' critical business needs are met.

Your cost effective, high availability, reliable and peace of mind business connectivity solution!

XDSL High-level Fibre Network with Internet including Titanium Fibre connectivity

"Your most resilient connectivity requirements"
As the “Next Generation” ISP, XDSL is perfectly positioned to provide Layer 2 and Layer 3 MPLS Services to interconnect your Branch Offices throughout South Africa.

**XDSL has a proven track record of migrating complex MPLS customer networks from our competitor’s networks, seamlessly and without disruption!!**

Our MPLS network provides the stability, reliability and increased performance demanded by companies across South Africa. In partnership with Juniper, Cisco and Ciena we leverage only best of breed technologies to deliver these services, backed by our highly rated Service Level Agreement.

**Seamless MPLS Connectivity**

XDSL is able to seamlessly incorporate any medium of connectivity within our national MPLS Network. This provides you with the choices as dictated by your business requirements.

**Technologies include**

1. Fibre Optic
2. DIGINET
3. 3G / LTE (Private APN)
4. VDSL
5. ADSL
6. Microwave / Wireless

**We deliver National Connectivity Solutions across a redundant fibre network which spans across 20 Data Centers and 78 POP’s.**

**Our MPLS Network will...**

1. Deliver national MPLS connectivity in areas not serviced by fibre, utilizing our Extreme MPLS solution for seamless connectivity…please see our DIGINET bundles
2. Deliver peace of mind MPLS VPN Security levels
3. Deliver custom access to 20 Data Centre’s throughout South Africa and Internationally
4. Deliver customer network architecture for Internet access, dictated by your business requirements

**Key SLA Characteristics**

**Service Guarantee**
1. MTR to suit your business
2. Business hour response dictated by your business
3. Uptime Guarantee

**Service Experience Guarantee**
1. Proactive Monitoring
2. Proactive Security
3. Managed QoS
4. Redundant Links

**Bandwidth Guarantee**
1. 100% Dedicated Internet 1:1
2. 100% International Failover
3. 100% Local Failover

**Value Adds**
1. Free Hosted PABX
2. Free VOIP Lines

**With XDSL focus on Service excellence we have been fortunate to have various Multi-National companies entrust their National MPLS and Fibre requirements with us helping them leverage:**

1. Improved Speed
2. Improved Capacity
3. Improved Reliability
4. Improved Affordability
5. Improved Scalability
Do you need constant, reliable connectivity for your business operations that require around-the-clock connectivity? Then XDSL’s DIGINET / ADSL Bundle is the solution for you!

There are still many areas in South Africa that does not have a fibre footprint available and this is where XDSL installs Legacy copper technology via DIGINET or ADSL as an interim solution until such time that the fibre is installed.

The installation of the DIGINET / ADSL Bundle is relatively fast and is normally delivered within 6-8 weeks. XDSL also offers a Gold SLA on the DIGINET / ADSL Bundle. The Diginet / ADSL Bundle is the ideal product offering for multi-nationals that have multiple branches across the country or in Africa.

XDSL can also provide 3G/LTE or Wireless solutions as a last resort failover in case of copper theft.

**Benefits of XDSL DIGINET / ADSL Bundle**

- No Upfront / Once Off Fees
- ADSL Failover has been included as part of the bundle to ensure peace of mind
- Business convenience with the guarantee of reliable service.
- As the ADSL uses the existing copper infrastructure, it can be installed almost anywhere.
- Another added advantage of XDSL’s DIGINET / ADSL Bundle is the security that it provides in knowing that your line is private. When using your DIGINET / ADSL Bundle, you will be using a dedicated line, which provides for secure continuous access.
- Other benefits of using XDSL’s DIGINET / ADSL Bundle offering is the increase in connectivity, the capability to have high quality and to always be on line.
- QoS can be provided on mission critical applications.

**Features of XDSL DIGINET / ADSL Bundle**

- Internet Access is included as part of the bundle as well as the inclusion of a Firewall for the protection of your network - refer to XDSL Security Services
- Quality of Service on mission critical services such as VOIP
Business ADSL

Even though ADSL is still provided on Legacy copper infrastructure, it remains one of the cheapest methods to access the internet. XDSL has developed ADSL product offerings specifically for Businesses users. These offerings provided by XDSL is what differentiates us from our competitors. Business Customers will enjoy superior speeds with low contention ensuring better throughput as well as enjoy priority support above home users.

XDSL is therefore focused on delivering the best possible service and as a result our Business Customers will gain much more than with any of our competitors. Experience the XDSL Internet with our Basic, Advanced and Premium Unshaped and Uncapped offerings to match your business requirements.

Wireless

XDSL has built relationships with reputable Wireless Operators that offer licensed and unlicensed frequencies. XDSL makes use of these reputable Wireless Partners that have an extensive National coverage, but due to the fact that we can supply fiber optic at exceptionally competitive prices XDSL believes the need for Wireless Solutions are decreasing. If you are in an area that doesn’t have high quality bandwidth - going wireless is one of those options that will get you connected fast and with minimal effort.

Due to the fact that there are still so many areas where copper or fiber is not available or gets stolen, XDSL offer Wireless solutions as either interim or as a back-up until such time that fixed fiber infrastructure can be deployed.

3G / LTE

XDSL offers Telkom Mobile, MTN and Vodacom 3G APN Solutions

The XDSL Mobile APN offering is a very popular product for our Corporate Customers, Security Companies and Vehicle Tracking companies. As part of our APN offering we provide a free online management system to manage all your sim cards including traffic utilization and restrictions.

Our 3G / LTE Solutions are designed to assist your business with the seamless and secure incorporation of mobile devices into your Enterprise Network, and to manage costs, maximize value and take full advantage of the productivity opportunities that mobile devices bring to an organization.

Satellite

Through our valued partnerships with various VSAT Providers, XDSL also offer satellite solutions to most of our Multi-National customers. The XDSL Satellite offering is a popular product for our Multi-National Customers as they have multiple branches either in South Africa or across Africa.

Many branches do not have legacy copper, fibre or Wireless infrastructure and therefore would require Satellite technology to connect these remote branches as part of a national MPLS /VPN solution.

“XDSL your end to end Solution ISP with unrivalled customer experience ”
What would you say if you were offered:

1. Zero PBX Capital Outlay
2. Zero PBX Maintenance Costs
3. The ability to extend your extension to your Smartphone
4. Zero cost for Inter-branch phone calls
5. Access to unlimited technical PBX consultants
6. Intuitive control of your company telephony expenditure
7. The ability to assign call budgets to specific departments or individuals
8. Access to a host of features associated with a carrier class enterprise PBX
9. A PBX solution which scales with your business growth
10. A fully integrated PBX system that will provide you integration with Video Conferencing, Cell Phones and Branch office phones
11. More than 50% saving on normal Telkom rates
12. Zero Line costs
13. Zero monthly extension costs, as you will only pay for your minutes used

If you have experienced the ordeal of 5 to 7 yearly upgrades to your PBX System or having to purchase a new system, you will fully appreciate the value of the, XDSL Zero Expense Hosted Enterprise offer.

Think about it, you never have to go through the effort and the annoyance of comparisons, quotes and the continuous call outs for maintenance again. Add to this the advantage of significantly reduced telephony call rates, and the XDSL Enterprise PBX Solution is in a class of its own.

Act today and upgrade your business communications hassle free & cost effectively to meet the challenges of tomorrow’s highly competitive business environment. Find out why our clients enjoy the savings, reliability and customer experience that drive our PBX Solutions.

XDSL Hosted Enterprise PBX, Your office wherever You are!

http://www.xdsl.co.za/content/enterprise-hosted-pbx
XDSL Networking Solutions is a leading VoIP Service Provider that delivers reliable VoIP solutions for domestic and international destinations. We have been in the IT industry for well over 14 years and during this time we have tailored our voice products to ensure that our clients get the best quality at competitive rates.

XDSL has invested in their own “Porta One” converged Carrier grade voice and billing platform. Porta One provides various prepaid, post-paid, retail and wholesale telecommunication services, including Calling cards, Vonage- and Skype-like services, MVNO & MVNE, ISP, Wi-Fi and much more.

As part of our XDSL VOIP product offering we provide a separate VLAN for Voice traffic to ensure excellent quality of service. This is in line with XDSL most stringent, precise and easy to understand Service Level Agreements in the ICT industry in South Africa.

XDSL has also recently introduced its Network Performance Management product offering that offers the fastest, most scalable and comprehensive data collection, monitoring, analysis and reporting solution. This new system monitors quality of service of Voice over IP (VoIP) applications from the same console used to manage network performance and availability. Some of the managed network performance capabilities include Call ID, Destination IP, Destination Phone, Destination Subnet, Duration, Jitter, Latency, Mean Opinion Score (MOS), PBX Name, R Value, Source, Source IP Source Phone and Source Subnet.

So why did XDSL invest in this, international performance management product of the year?

For XDSL and our customers it will offer the following benefits

- A single point of monitoring
- Complete operational intelligence
- Identify under and over utilized resources
- Visibility into our customers network
- Detailed Reporting
- Change Management Projects especially Voice over IP deployments

For those customers that already have a VOIP Solution, please contact us to discuss your current rates to determine if XDSL can provide you with more competitive rates.

XDSL is absolutely ready to offer a total comprehensive managed VOIP solution across our enhanced Network Performance Management system.

Don’t delay, contact a friendly Sales Agent at XDSL Networking Solutions today and we will gladly assist in finding the VoIP package or solution to best suit your needs.

http://www.xdsl.co.za/content/xdsl-voip-termination

As part of our XDSL VOIP product offering we provide a separate VLAN for Voice traffic to ensure excellent quality of service. This is in line with XDSL most stringent, precise and easy to understand Service Level Agreements in the ICT industry in South Africa.

XDSL Networking Solutions is a leading VoIP Service Provider...
As part of XDSL Enterprise Fibre offering, we have added our exciting range of Fibre Voice Bundles.

The demand for Fibre and VoIP Solutions are growing exponentially and especially among Corporates. Many companies, from Small Medium Businesses (SMBs) to larger Enterprises are migrating from legacy systems to Hosted Enterprise VoIP PBX’s. Key drivers include affordability and quality of Fibre and VoIP services. With a National fibre network in place and high level support services, we are well positioned to play a leading role in the VoIP market. The XDSL Fibre/ Voice Bundles are only available on our Enterprise Fibre 1:1 CIR offering.

Benefits
- Up to 25 Free Phones
- Up to 25 Free Concurrent Channels
- Reduced Capital Outlay
- Reduced Cost of Ownership

As part of our new exciting Fibre Voice Bundles, we have included value adds like Free IP Phones, Free Concurrent channels as well as a Voice Voucher with a certain Rand value in line with bandwidth purchased on our selected SLA Options.

One of the benefits of offering Fibre Voice bundles is that XDSL has full control over the voice and internet breakout quality.

Please call today for your favourite bundled offering!!
Come and enjoy XDSL unprecedented value with our world-class, eco-friendly Tier 3 Data Centre.

With our hassle-free, same-day setup, enjoy access to the best Co-location fees in the market, available on a 24 month contract. Simply plug in your server at our Data Centre in Centurion and you're ready to go.

What makes XDSL Data Centre Unique?

1. Golden Continuity - refer to Page 27
2. Virtual Data Centre (VDC) - refer to page 26
3. VLAN to the Cloud - refer to page 28
4. 100Mbps fibre VLAN at zero cost to your cabinet if you are on our Green Mega fibre network that spans 870 square Km in Gauteng
5. Extend Enterprise Fibre Internet to your cabinet at zero cost
6. Includes 10 Mbps free internet on a full cabinet in XDSL Data Centre Centurion
7. Back-Up as a Service
8. Easy Access Location
9. MEGA Product Range
10. NAP Africa and other peering points available
11. Competitive pricing

Data Centre Attributes:

1. 1000 Square Metre Data Centre.
2. High security with 58 Cameras with strict access control using biometric technology.
3. Dual Generator feeds, dual 2000 Amp Transformers, dual power feeds, dual 500Kva UPS feeds.
4. Advanced cooling and environment conditioning with eight Airdale down blowers.
5. State of the art fire suppression and detection with FM200’s
6. Connected to all major fibre carriers.
7. Full Facility management and maintenance.

"Your resilient high available secure environment"
What is XDSL Cloud Virtual Data Centre?

Virtual Hosting is a Virtual server, storage and network in the Cloud. It gives you all the functionality of a Data Centre but it’s hosted in the Cloud.

Cloud services are widely understood and proven, and many businesses are now evaluating Infrastructure as a Service.

IaaS is a cost effective way to rapidly deploy compute capacity.

IaaS is typically an operational expense (OPEX), freeing up capital for investment in other areas.

XDSL VDC Unique Selling Points:

- Choice
- Expertise
- Geographic reach
- Secure

Our Strength:

- Proven Platform
- Secure Platform

Key Attributes:

- Proven and recognized business enabler
- World-wide availability of compatible Cloud services
- Broad and deep skills base accessible through partner eco-system
- Proven and certified IaaS providers and data centres
- Simple consistent way to define, dimension and fulfil service needs

Top drivers for Cloud adoption:

- Improve resource utilisation
- Improve IT staff productivity/ redeploy IT personnel for other business processes
- Reduce the total size of IT budget
- Improve our internal service delivery levels and business agility
- Improve time to market

What are the key benefits I get from a Virtual Data Centre?

Ability to perform granular metering and chargeback to the business consuming the service.

Effective use of automation, self-service and orchestration tools.

Customers can rapidly deploy compute capacity and related services, billed per usage on short or long-term contracts.

What do I need to know?

In today’s economy companies need to balance business agility with reduced spending power.

Customers want to understand how IaaS can complement their existing virtualization strategies, by delivering cost savings, productivity gains and operational control.

IaaS is a proven way to make IT more agile and productive.

“XDSL differentiates ourselves as we provide a VLAN to the cloud to make your cloud transition easier” – see page 28

XDSL VDC Vision:

- Enabling our business to be responsive and effective
- Managing the cost of IT as a percentage of turnover
- Understanding the cost of doing business
XDSL Gold Continuity

High Availability

XDSL has taken the bold step of creating a continuity environment where our customers’ core server infrastructure can be replicated or backed up to our secure and climate controlled Data Centre environment.

The Gold Continuity Service offers our customers access to a high available infrastructure/server environment that is always on:

1. You can run always on synchronous backups
2. Full disaster recovery
3. Live replication

For an extra R6 900.00 (ex vat) per month and any Enterprise Fibre service with XDSL.

You will receive:

1. A full cabinet in our carrier class Data Centre.
2. Included is the first 1.1 KVA which should cover approximately six servers.
3. Dedicated Internet at your office, XDSL will make available in your cabinet.
4. 100Mbps fibre VLAN at zero cost to your cabinet if you are on our Green Mega fibre network that spans 870 square Km in the three main metro’s
5. The VLAN capacity will be separate from your Enterprise Internet bandwidth. This VLAN will terminate in your cabinet which will be part of your Private network.

Bandwidth pricing options (All pricing indicated is Ex VAT)

<table>
<thead>
<tr>
<th>Network</th>
<th>Capacity (VLAN)</th>
<th>Monthly Rental</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green Mega Network</td>
<td>100 Mbps</td>
<td>Zero Cost</td>
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<tr>
<td>Green Network</td>
<td>25 Mbps</td>
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<td>Blue INTRA Network</td>
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<td>Blue INTER Network</td>
<td>25 Mbps</td>
<td>R 5 118 pm</td>
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<td>Yellow Network</td>
<td>25 Mbps</td>
<td>R 2 600 pm</td>
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<td>Purple 3 KM Network</td>
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<tr>
<td>Purple 5 KM Network</td>
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</table>
XDSL provides cloud solutions, but how can you create an environment with high capacity to your cloud without effecting your current operational services and internet.

**Benefits of XDSL VLAN to the Cloud Offering**

- Can be used for your business critical applications
- Uninterrupted customer experience
- Safeguards your company information
- Without affecting your business critical applications we enable you to:
  - conduct cost effective and secure research and development
  - back-Up during business hours
  - data replication during business hours
- No exposure of your network to the risks of the public internet

**Features of XDSL VLAN to the Cloud Offering**

- As part of your XDSL VLAN to the cloud, you keep your existing private IP’s
- Your Layer 2 VLAN to the cloud is more secure than Layer 3
- Your VLAN capacity is separate from your Fibre Enterprise Internet or connectivity
- XDSL has multiple speed and capacity VLAN options
- A VLAN extends your LAN across your WAN

"Risk Free Cloud Access"
"Your easy way to the Cloud"
XDSL Webhosting and E-Mail Exchange

Some of the XDSL Web Hosting Features and Benefits

- 24/7 Technical Support
- 99.9% Uptime Guarantee
- Quick turnaround time on tickets logged
- Unlimited Traffic

XDSL Web Hostiing Offering through our InterWorx / Siteworx Control Panel:

Are you a customer interested in XDSL Web Hosting offering through our InterWorx / SiteWorx Control Panel? This exciting product can be offered through our InterWorx / Siteworx Control Panel for your products and services?

XDSL Web Hosting offering through Siteworx provides an exceptionally user-friendly and organized interface for website owners to manage their sites and other hosting services. In addition, the XDSL Web Hosting offering through Siteworx also offers you the ability to setup and configure domains, e-mail, FTP, MySQL or create and upload web content via the integrated file manager.

XDSL SiteWorx Offering:

SiteWorx comes packed with 3 different statistics utilities: Webalizer, AWStats and Analog which are updated daily to give you in-depth information about your website’s performance. In addition, you can get raw bandwidth usage graphs generated by SiteWorx that is updated every 5 minutes.

XDSL SpamExperts E-Mail Security Solution:

As part of the XDSL Web Hosting offering, we also include and ensure the securing of your e-mail and web content. This includes SpamExperts that provide our Web Hosting client’s with plugins to fully automate and integrate email security with their web hosting environment through standard add-ons for any of the major hosting control-panels, or via a custom integration with an extensive and well documented API.

XDSL mission is to secure our customer’s email. We take pride in offering premium solutions that work out of the box, offer full control, and are seamlessly integrated into existing email infrastructures. We therefore focus on delivering sustainable results in every aspect of our own internal network as well as our customer’s business.

Thus, as part of our fully integrated and automated offering, the XDSL SpamExperts E-Mail security and SiteWorx Web Hosting offering becomes your one-stop-shop for all your related E-Mail and Web Hosting requirements.

If you’re interested in XDSL SiteWorx and SpamExperts Web Hosting and E-mail offerings for your business, please contact us at 087 980 0375 or drop us a note at sales@xdsl.co.za
Hosted Exchange is a service in the telecommunications industry whereby a provider makes a Microsoft e-mail box and space available on a server so its clients can host their data on the server. The provider manages the hosted data of its clients on the server.

Microsoft Exchange Server is the most widely used business messaging platform which combines an advanced e-mail solution with collaboration and information sharing features. With a hosted Exchange service, customers' email, tasks, calendars, contacts and files are centrally stored at the hosting providers' data centre and can be accessed using Microsoft Outlook from a users' desktop, Outlook Web Access via a web browser on any internet-enabled computer in any location or on a popular Smartphone like a BlackBerry or iPhone.

With a hosted Exchange solution, there's no need to install a new application in your office or attempt to integrate this new system into the company's existing infrastructure. A hosted approach also eliminates the up-front expense of having to buy expensive hardware and software, the need to hire additional personnel to maintain and upgrade the servers or train existing IT staff on the new technology. The hosting provider is responsible for keeping the system up-to-date and often offers at least a 99.9 percent uptime guarantee to ensure that its clients have access to critical data around-the-clock.

XDSL Hosted Exchange

- Global Address List
- Web Browser Access
- Personal Mail Folders
- Personal Contacts
- Personal Tasks
- Personal Calendar
- Personal Domain
- Shared Tasks
- Shared Contacts
- Shared Calendar
- Group Scheduling
- Mobile Device Access
- Hosted Exchange Anti Virus
- Hosted Exchange Anti Spam

Stay connected to your mail, contacts and calendar while using any device.
Backup as a Service and Storage in the Cloud

Backup as a service

Take the hassle out of backing up your critical business data with the Trikl online cloud backup service. Gone are the days of managing tedious backup tape devices or other unreliable manual methods. Trikl offers you the peace of mind, hassle free enterprise backup solution at a fraction of the cost of traditional backup solutions. The service offers an online backup over the internet to our secure Data Centre based in South Africa. See page 25.

"The Trikl Cloud Backup and IBM Tivoli Storage Manager enable security-rich, cloud-based data protection."

Storage in the Cloud

Use your own Backup software and be able to back your data up on high speed VLAN to the cloud services on highly resilient storage devices.

UNIFIED STORAGE SOLUTIONS

InfiniBox, high performance enterprise data storage, eliminates performance, availability and scalability issues to accelerate critical business applications. Based upon a fully abstracted set of software driven storage functions layered on top of industry standard hardware, INFINIDAT delivers a fast, highly available, and easy-to-deploy storage system.

Driven by INFINIDAT’s patented storage architecture, the InfiniBox delivers ultra-high performance, throughput, and extremely low latency — all without compromising on high availability and with complete data protection.

Benefits at a glance

- Secure Offsite  All Data is password protected/encrypted, then secured into our world-class Data Centre's
- Cost Effective  Provides an Enterprise Backup Solution at a fraction of the traditional backup
- Reliable Bullet proof technology based on IBM's Mature Backup Technology
- Hassle Free Runs automatically & quietly in the background, just install and forget
- Pay-as-you-Grow Pay only for what you consume with month-to-month, no fixed contract
Real time and Proven Service Level Compliance

Ensure Success on Change Management Projects

Detailed Reporting

Single Point of Monitoring

Visibility into our Customers Network

Instant Insight into your Network

Complete Operational Intelligence

Identify under / over Utilized Resources
XDSL boasts one of the most stringent, precise and easy to understand Service Level Agreements in the ICT industry in South Africa.

Communication is at the heart of everything we do!! Not only does this mean that we support and maintain the most crucial part of your business, but we understand the need to update you on the progress and viability of how everything is functioning!

XDSL hereby introduces its Network Performance Management product offering! Today this offering is the fastest, most scalable and comprehensive data collection, monitoring, analysis and reporting solution.

This product offering not only gives real-time SLA compliance reporting for all our customers but provides complete operational intelligence. Our network management offering is an all-in-one integrated solution that scales to unlimited network elements.

XDSL network management offering can achieve a multitude of analyses, such as infrastructure monitoring and performance management, amongst various other value-adds in mere seconds, which would probably take similar products hours to achieve.

You will gain a super-fast and holistic view across your network, systems and applications... all in real-time enabling you to pro-actively identify any potential issues or risks.

So why did XDSL invest in this international performance management product of the year?

Simple, for XDSL & our Customers this equates to:

- A product offering that provides for a single point of monitoring, for faster turn-around times on fault resolution and exceptional service quality on applications like Voice over IP
- Complete operational intelligence for capacity planning and budgeting
- Instant insight, to pinpoint exact faults reducing trouble shooting time
- Real time and proven service level compliance for our customers.
- Assisting our customers to identify under / over utilized resources in order to manage expenses and assist with informed decision making
- Enabling our customers with visibility into their network
- Detailed reporting for predictive or proactive management to avoid system down time or degradation
- Ensure success on change management projects, especially voice over IP deployments

In summary, you, our customer, will experience incredible speed and value. Therefore, to ensure business continuity, do not hesitate to make contact with XDSL so that we can give you a better experience!

http://www.xdsl.co.za/content/performance-management
XDSL has launched another first in South Africa by developing an exciting range of MEGA products that will meet all of our customer’s ICT requirements.

**What does this mean for our customers?**

Our MEGA range of products have been developed to provide our customers access to a full suite of product offerings in terms of disaster recovery (MEGA Continuity), Internet access from any of our 20 Data Centre points of presence (MEGA Internet), co-location in the XDSL Carrier Class Data Centre (MEGA Co-Location), offering our customers the potential to establish their own national network without associated capital investment (MEGA Wan) as well as high speed connectivity between your offices (MEGA LAN).
With XDSL dedicated Internet

You will receive

1. Redundant international breakouts.
2. Five Local break outs.
3. Six peering points.
4. Delivered in 20 Datacentre's

What does this mean for our customers?

1. Experience carrier class infrastructure with multiple failovers.
2. Internet traffic with low latency.
3. Freedom of choice as to where XDSL can deliver your traffic.
You will receive:

500Mbps Fibre between your offices.

If: your offices are located up to 10km from each other. In certain areas we can extend the distance.

What does this mean for our customers?

1. High speed connectivity between your branches at an exceptionally low cost.
2. Experience the true value of centralized operational systems.
3. Centralized management.
MegaWAN is the ideal solution for ISPs and customers who want to take control of their WAN.

**XDSL MegaWAN** product is a Layer 2 Network connecting customers to all possible peering points and data centres in South Africa.

The purpose of this solution is to offer customers the potential to establish a national network without the accompanying capital investment this requires.

1. Full national fibre backhaul ring between the three Teraco data centres.
2. Intra metro ring in the three main metros: Cape Town, Gauteng and greater Durban.
3. Peering with Nap Africa in JHB, CPT, DBN and Inx in DBN, CPT and JHB.

As an additional service we offer:

1. Mega Internet with full Restoration. Includes access to 100% local and International Internet.
2. Layer 2 fibre to access customer premises.

For these products the customer will require:

1. Own AS number.
2. Presence in Teraco or in one of our data centres.
You will be attacked from at least 240 different locations within a 24 hour period.

Security protection has become a necessity.

The lack of security protection could result in the following:

- Distribution of Sensitive Data
- Loss of Data
- System being inaccessible/Down Time

Some of the common threats:

### DoS attack

A Denial-of-Service (DoS) or distributed denial-of-service (DDoS) attack is an attempt to make a machine or network resource unavailable to its intended users. Although the means to carry out, motives for, and targets of a DoS attack may vary, it generally consists of efforts to temporarily or indefinitely interrupt or suspend services of a host connected to the Internet.

XDSL manages all of these threats:
- ICMP flood
- Syn Flood
- Teardrop attacks
- Peer to Peer attacks
- Permanent denial of service
- Application flood
- Nuke
- Distributed attack
- Rudy
- Spoofed attack
- Telephony DoS

### Brute-Force attack

In cryptography, a brute-force attack, or exhaustive key search, is a cryptanalytic attack that can, in theory, be used against any encrypted data (except for data encrypted in an information-theoretically secure manner). Such an attack might be utilised when it is not possible to take advantage of other weaknesses in an encryption system (if any exist) that would make the task easier. It consists of systematically checking all possible keys or passwords until the correct one is found. In a worst case scenario, this would involve traversing the entire search space.

When password guessing, this method is very fast when used to check all short passwords, but for longer passwords other methods such as the dictionary attack are used because of the time a brute-force search takes.

XDSL manages these threats:
- Theoretical limits
- Credential recycling
- Unbreakable codes
- Counter measures
- Reverse brute-force attack

### Port Scanning

A port scan or portscan can be defined as an attack that sends client requests to a range of server port addresses on a host, with the goal of finding an active port and exploiting a known vulnerability of that service. The majority of uses of a port scan are not attacks and are simple probes to determine services available on a remote machine.

To portsweep is to scan multiple hosts for a specific listening port. The latter is typically used in searching for a specific service, for example, an SQL-based computer worm may portsweep looking for hosts listening on TCP port 1433.

XDSL protects against:
- TCP scanning
- SYN scanning
- UDP scanning
- ACK scanning
- Window scanning
- FIN - scanning

A failure to comply with the POPI Act could expose businesses to fines from the regulator of up to R10-million or in certain instances of non-compliance, a court sanctioned fine and/or a period of imprisonment of up to 10 years.

Stop-IT.co.za 02 February 2016

“Security, part of the XDSL quest for Leadership”
Publications regarding security in South Africa:

Cybercrime cost the South African Economy approximately R5.8 billion in 2015.

• Addressing the substantial financial impact of cybercrime on South African businesses has been quite critical, especially of late, as the cost and impact of cybercrime continues to escalate almost unabated. *Stop-IT.co.za* 2 February 2016

**South Africa will be 2016’s top target for Cybercrime in Africa, according to Control Risks**

• "The five African nations with the highest number of active malicious IP (Internet Protocol) addresses are South Africa, Egypt, Kenya, Tunisia and Botswana," according to Control Risks’ Cyber Threat Intelligence. 2016 will be a most challenging year and we must face it with a proactive attitude of security awareness. *IT Web Security* 9 March 2016

• Around 32% of small and medium enterprises in South Africa run the risk to fall bait to cyber and phishing attacks. *IT News Africa* 11 April 2016

**Anonymous hacks SA government database.**

• Hackers from the Anonymous collective have hacked a Government Communications and Information Services (GCIS) database.

• The names, phone numbers, e-mail addresses, and hashed passwords of some 1,500 government employees were posted online.

• Anonymous had hacked local job portal V-Report, according to the report, the hackers said they had the private details of over 33,000 job seekers, but chose to only publish the data of government officials. *mybroadband.co.za* 12 February 2016

The greatest challenge of 2016 will be to focus on protecting networks, Internet access and the way in which devices are interconnected.

• From the router that provides access to the Internet in the home to the infrastructure of the most modern cities, the best security practices should be applied to protect data, information and privacy.

• This is collaborative work that requires more active participation from users, companies with a critical understanding of information protection and a proactive role in security strategy. *Tech Smart* 20 January 2016

**Protection of Personal Information (POPI) Act**

• If one considers that between 70% and 80% of South African adults have been victims of cybercrime in their lifetime, the Protection of Personal Information (POPI) Act is an essential leap forward in South African legislative terms, as it is the first piece of legislation to specifically address, as its main objective, the protection of personal information. *Stop-IT.co.za* 02 February 2016

• Failure to comply with the POPI Act could expose businesses to fines from the Regulator of up to R10-million or in certain instances of non-compliance, a court sanctioned fine and/or a period of imprisonment of up to 10 years. *Stop-IT.co.za* 02 February 2016

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**The Protection of Personal Information Act**

The Purpose of the Bill is to:

- regulate, in harmony with international standards, the processing of personal information by public and private bodies in a manner that gives effect to the right to privacy, subject to justifiable limitations that are aimed at protecting other rights and important interests.
Blacklisted IP addresses accumulated by a XDSL Firewall

- Snip Period: 24 hours
- Attack Type: Brute Force or D/DOS or Port Scanning
- Attempts: 458
- Addresses are Blacklisted for 14 Days
  - Disguised as the Network does not exist
  - Hacker moves on to the next Target

Our firewalls not only gives protection, but also gives the following:

1. High SLA
2. QoS - Quality of service
3. Faster resolution times.
4. Can see if there are internal network problems.

XDSL Security Configuration Examples

Looks for rapidly repeating incorrect logins and adds the source to a list

- `add chain=output content=“530 Login incorrect” dst-limit=1/1m,9,dst-address/1m protocol=tcp`
- `add action=add-dst-to-address-list address-list=ftp_blacklist address-list-timeout=3h`
- `chain=output content=“530 Login incorrect” protocol=tcp`

Drop ftp brute force attacks based on the list defined above

- `add action=drop chain=input comment=“drop ftp brute forcers” dst-port=21 protocol=tcp srcaddress-list=ftp_blacklist`

Drop SSH up and downstream brute force attacks based on the lists defined above

- `add action=drop chain=input comment=“drop ssh brute forcers” dst-port=22 protocol=tcp srcaddress-list=ssh_blacklist`
- `add action=drop chain=forward`
Proactive monitoring gathers real-time and historical information, identifies patterns of interest, and distributes notifications to individuals, groups, dashboards, or other systems to ensure the network availability is prioritised continuously.

**Proactive monitoring and support benefits**

- Minimise the impact of network downtime or network quality problems.
- Increase business efficiency and productivity while reducing costs.
- Necessary to meet SLAs
- Improve reliability.

**XDSL identifies potential risks to your organization with proactive monitoring.**

The support and proactive monitoring of network connectivity and communication is a key aspect of all of our products. It is an integral part of our service offering and underpins our commitment to an excellent customer experience through improved availability of business resources. At XDSL our proactive monitoring identifies potential threats and service interruption in real-time, and sends alerts to the appropriate teams for quick action and resolution.

**XDSL DEFAULT SECURITY POLICIES**

Unsolicited access attempts are thwarted by using simple to complex protection strategies.

- Secure Password protection of services
- Disabling of unnecessary / redundant services
- Adjusting default service values
- Strictly controlling entry points (in terms of source – ONLY from XDSL’s Network)
XDSL has launched its new Partner Program in conjunction with the launch of our 2016 product range. We are delighted to announce that we have rebranded our Reseller/Agent model. XDSL new Partner Program has three levels - Partner Level 1, Partner Level 2 and Partner Level 3 - each reflecting the Partner’s required Technical & Financial Capabilities, Branding, Value Adds and Products and how XDSL can assist them. Skills and technical competencies, depending on their respective level, will determine the Partner Level.

Our decision to rebrand our Reseller/Agent model was neither impulsive nor one we took lightly. On the contrary, it was well planned and thoroughly investigated over the past few months. Sir Winston Churchill said, “There is nothing wrong with change as long as its in the right direction” and the XDSL team fully agrees as we are heading in the right direction.

XDSL is continuously seeking innovative ways to offer our Partners more value and as such we have increased our commission/discount structure to our Partners. We have also included extra features in our Partner Program.

XDSL Partners are strategic to our business and hence our goal is to become the preferred ISP for the ICT industry.

XDSL spends a great deal of time and effort to study the ICT market in which we function and this includes our customers and competitors. Every year we design new innovative and affordable products/services with which we actively compete and outmanoeuvre our competitors.

See next page for a brief overview of XDSL Partner Levels: (please also see XDSL Partner Matrix)
As part of the highest reward program, XDSL will invoice and support the end customer as a Partner Level 1 does not have much overheads. This program also has the lowest risk as the majority of the risk is borne by XDSL, mostly for non-paying customers. XDSL has invested a great deal of time by creating a competitive environment and an easy to sell platform for sales people.

The full extent of XDSL products, marketing material and sales processes are available to our Level 1 Partners. The foregoing enables our Level 1 Partners to have a better chance of being more competitive and in return closing more deals which directly generates additional revenue. Because the customer has a business relationship with XDSL, the Partner Level 1 automatically enjoys more customer protection than our other Partner Levels.

Briefly this is like a white label service. The Partner takes the financial risk and also has to provide 1st and 2nd line support. The Partner will create its own value stream or just copy what XDSL has already done. The ISP marketplace is a very competitive environment and therefore it is important that a Partner Level 2 create their own unique selling points. This could range from company legitimacy, network size, capability and quality, value, product and price, product bundles, service guarantees and most importantly the Customer Experience.

This Partner has an advanced technical capability and skill set and have their own Public IP ranges. This is a valid ISP buying layer 2 services from XDSL. This Partner leverages XDSL infrastructure by building their own layer 3 network. The Partner Level 3 will design, create and develop their own product portfolio and supply their own onsite switching equipment.
### TECHNICAL CAPABILITIES

<table>
<thead>
<tr>
<th></th>
<th>PARTNER 1</th>
<th>PARTNER 2</th>
<th>PARTNER 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Technical skill level needed</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Intermediate Technical Skills</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>High Technical skill level</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>1st and 2nd line support</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Own Public IP Address Range/s</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Own Kit on site</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Create own Products, Internet, MPLS</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Layer 2 services</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Very Good Voice skills</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Create Own Network</td>
<td>✔️</td>
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</tbody>
</table>

### FINANCIAL CAPABILITIES

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<thead>
<tr>
<th></th>
<th>PARTNER 1</th>
<th>PARTNER 2</th>
<th>PARTNER 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>XDSL takes risks of non paying customers</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Risk of non payment customers</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Partner needs to be financially strong</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Customer Invoicing</td>
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</tbody>
</table>

### BRANDING

<table>
<thead>
<tr>
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<th>PARTNER 1</th>
<th>PARTNER 2</th>
<th>PARTNER 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>XDSL Partner email <a href="mailto:...@xdslpartners.co.za">...@xdslpartners.co.za</a></td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
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<tr>
<td>XDSL Proposal Collateral</td>
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<td>✔️</td>
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</tr>
<tr>
<td>XDSL Network Collateral</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>XDSL about XDSL video Collateral</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>XDSL sales Process and training</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Utilize XDSL legitimacy tools - Testimonials, references</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Use full Marketing material and sales assist</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>XDSL website</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
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<tr>
<td>Create own Marketing Material</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Self Branding</td>
<td>✔️</td>
<td>✔️</td>
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### VALUE

<table>
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<tr>
<th></th>
<th>PARTNER 1</th>
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<tr>
<td>Full capacity Service Level agreement</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Service guarantees</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Experience Guarantees only to reseller</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>No Sla, except for supplier guarantees</td>
<td>✔️</td>
<td>✔️</td>
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### PRODUCTS

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<th>PARTNER 1</th>
<th>PARTNER 2</th>
<th>PARTNER 3</th>
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<tbody>
<tr>
<td>Voice / VOIP / Hosted PBX</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Voice Bundles</td>
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<td>✔️</td>
<td>✔️</td>
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<tr>
<td>Fibre Internet</td>
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<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Fibre MPLS</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Full Mega Range</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Layer 2 products</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Diginet / ADSL Bundle</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
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<tr>
<td>Didinet</td>
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<td>✔️</td>
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<tr>
<td>ADSL / VDSL</td>
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<tr>
<td>Gold Continuity</td>
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<td>✔️</td>
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<tr>
<td>Co-Location</td>
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<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Titanium service</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>APN</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Webhosting</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Hosted Exchange</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
</tbody>
</table>
CONSUMERS

XDSL Infinity Fibre

Introduction to Infinity Fibre

INFINITY FIBRE is an Internet Solution Provider (ISP) with a difference, delivering FTTH solutions with the expertise you require and levels of service you deserve. We have developed strong relationships with carefully selected vendors and Tier 1 Carriers and a formidable network of business partners. This enables us to offer our Consumer customers enhanced solutions that other ISPs simply cannot match.

We take pride in our ability to offer affordable products to consumers without having to cut corners, while simultaneously delivering unfailingly on our promise of hassle-free service. A wealth of technical expertise and creativity is channeled into our commitment to on-going development. From self-development to chosen fields of expertise and our dedication to service excellence, the team at INFINITY FIBRE is motivated, enthusiastic and always striving to be the best.

OUR VISION
To be one of the leading and preferred service providers in South Africa by embracing agility and an innovative culture in a fast changing market.

OUR MISSION
To provide the best products and solutions, enabling our customers to excel and experience business service excellence.

INFINITY FIBRE

The Consumer Division of XDSL was established to deliver FTTH and FTTB. XDSL was founded in 2002 and has been involved in the ISP industry since broadband became available in South Africa. Over the last 14 years we have built a national network that competes with the best in the industry. In a dynamic and ever-changing industry where carriers fight for market share and ISPs all leverage the same infrastructure, service is the differentiating factor.

It’s no longer about whose network is the best, but rather which ISP can deliver the best total customer experience. We are committed to providing service guarantees, value for money and an experience that delivers more for less. Our strategy is not only to focus on service guarantees but to deliver a total customer service experience.
DSL is still one of the most affordable methods to access the Internet.

**INFINITY** has developed ADSL / VDSL products specifically for our Home users. This is where **INFINITY** stands head and shoulders above our competitors.

### What are the benefits of ADSL / VDSL?

1. Flexibility and dynamic access provided by always-on connectivity.
2. Cost-effective high speed connectivity and predictable Internet connectivity costs.
3. High speed flat rated access offers high speed downloads.
4. Home users will enjoy fast throughput with low contention ratios.
5. Uncapped ADSL provides unlimited access to the Internet for downloading, gaming, watching and listening to music and videos and giving you the freedom to use as much bandwidth as you like, when you like.

You will gain much more with INFINITY than with any of our competitors. **INFINITY** is focused on delivering the best service experience!!!!

http://www.infinityfibre.co.za/content/adsl-vdsl-home

**The Infinity FTTH Advantage**

1. 100% Fibre Optic Connection Straight to your Home or Business
2. Consistent High Speed - Unlike speed “boosts” that only work for a moment, **INFINITY** consistently delivers fast speed no matter the time of day.
3. 24-Hour Reliability - **INFINITY** consistently gives you fast speed, no matter when you’re online.
4. Future-Ready Internet - Technology is moving fast and **INFINITY** is ready for the future, with the massive bandwidth you’ll require for the new devices and big files of tomorrow.

**FTTB (Fibre to the BUSINESS)**

**Fibre Optic Internet Features that Promote Productivity**

The Infinity FTTB product offering is for Business customers that run their business from home or in High density areas. It is ideal for small businesses less than 10 people.

**INFINITY** Internet delivers the reliability, speed and support your small business requires. With faster upload speeds, you can now send information as fast as you receive it.

http://www.infinityfibre.co.za/content/fttb-fibre-business

It is time for CHANGE to the Faster more reliable Infinity FTTH product

**INFINITY** Internet delivers the reliability, speed and support your home needs. And now with faster upload speeds, you can send information as fast as you receive it.
XDSL Media Articles

Is your Enterprise Fibre connectivity delivering on its promise?

With Carrier Grade Fibre connectivity now the de facto standard for Enterprise networks, customers of Fibre Optic can enjoy the ease-of-use benefits that come from the long familiarity with Carrier Grade Fibre connectivity needs.

Fibre Optic is a Carrier-Class product in the sense that it comes standard with guarantees and ensures predictability in terms of the following:

- Low Jitter and Latency
- Speed
- Guaranteed Speed / Reliable with scalability
- Distance
- No Interference

These rich features enable Service Providers to offer guarantees in terms of uptime, real-time applications such as voice/VOIP and Service Level Agreements (SLAs) that ultimately underpin a good customer experience. Fibre connectivity can thus be defined as the Ferrari of connectivity technologies.

Says Johan Olivier, Manager Commercial Business at XDSL, a next-generation Internet Service Provider, “Unfortunately, some Service Providers in South Africa are making a predictable quality technology an unpredictable service.

“This is done by using terminology such as ‘Enterprise’ and ‘Guaranteed’ but actually include features such as Fair Usage policies, usage-based methodologies, contention ratios and even reducing the speed once a certain utilization has been reached in their associated contract terms and conditions and fine print.”

“It is ultimately contributing to the devaluation of fibre connectivity in South Africa and is the opposite or inverse of what Carrier Grade Fibre is all about.

Many Service Providers are thus offering ‘Best Effort’ broadband type solutions branded as Enterprise. One can compare this to the Ferrari having bicycle wheels.”

The general definition of Enterprise Fibre in South Africa is based on a 1:1 contention ratio with an associated 100% Committed Information Rate.

Pitfalls that customers need to be aware of when purchasing Carrier Grade Fibre include Service Providers that use Enterprise terminology but only offer Broadband type solutions which includes features such as usage-based contended services with half the line speed after a certain period.

In addition, some Service Providers also use low cost deployment methods and cheap, inferior equipment that ultimately influences the customer experience.

Customers therefore need to read the fine print in their contracts as it could define something totally different to what has actually been sold.

Another factor that could provide business customers with an indication of what they are actually purchasing is the technology used as part of their solution.

It could be Gigabit Passive Optical Networks (GPON) technology versus Active Ethernet Technology deployment.

One normally associates GPON with Broadband type solutions and therefore cannot be compared to dedicated Enterprise 1:1 solutions.

Therefore, Broadband can definitely be defined as a best effort service if no guarantees can be provided.

An example of such a Broadband type solution is where a 20 Megabits per second (Mbps) fibre solution has been sold with maximum capable traffic of 6 Terabytes (TB).

Once a certain percentage of this usage has been reached, the Service Provider will rate limit your speed to a certain level, even as much as 50% in certain instances.

XDSL is launching its new lucrative VoIP Partner Program

Providing new opportunities for partners and increasing XDSL market share.

XDSL is launching a new Voice Partner Programme to its partners, providing them with new, lucrative revenue streams.

With its new attractive per minute rate discounts and the full functionality of XDSL robust Porta 1 VoIP platform, it’s a programme XDSL believes will attract astute resellers.

XDSL aim is to provide new opportunities to its partners and to build XDSL market share in the competitive VoIP market, within the next 12 months.

Notes Danie Fourie, Commercial Director at XDSL:
Demand for VoIP services is growing, especially among corporates. Many companies, from Small Medium Businesses (SMBs) to larger enterprises are migrating from legacy systems to hosted enterprise VoIP PBX’s. Key drivers include affordability and quality of VoIP services. With a national fibre network in place and high level support services, we are well positioned to play a leading role in the VoIP market.

XDSL Voice Programme is part of its new Partner Programme which makes provision for Level 1 Partners (existing agents) and Level 2 Partners (existing resellers).

Level 1 Partners act as an extension of XDSL sales team and they will not be responsible for billing or any support.

However, Level 2 partners ‘own’ the customer and will be required to handle first and second line support.

“With VoIP service quality assured through the use of XDSL’s fibre services, competitive pricing, and the automated provisioning and billing features of the Porta 1 platform, owning the customer is both easy and lucrative,” notes Fourie.

As a Level 1 Partner, these businesses qualify for commission of between 8% and 22%, whilst a Level 2 Partner qualifies for a VoIP rate of between 26c and 38c when connecting to the two major mobile service operators in SA.

This article was published in partnership with XDSL.

How does XDSL Networking Solutions overcome these pitfalls in the market?

Olivier explains, “As part of an ongoing drive, we at XDSL Networking Solutions are educating the market to ensure they are aware of all the pitfalls and fine print in proposals and contracts when purchasing fibre connectivity.”

“We do not offer Enterprise or Broadband Solutions with Fair Usage Policies or ones that are based on a usage concept.

“We have purposely positioned our pricing on our Enterprise offerings at a fraction more than our Broadband offerings to entice customers to rather purchase Enterprise 1:1 solutions on a 100% committed information rate.”

Also included in the XDSL Enterprise Fibre SLA’s are guaranteed penalty payouts to indicate to our customers that we have aligned our quality fibre offerings with the Carrier Grade characteristics of fibre.

In addition, SLA penalties are measured over a period of three months versus the industry standard of 12 months. All of XDSL stringent SLA’s are included in their standard fibre contracts.

Olivier adds, “We have also noted that in Europe and America, product and price has fallen to number seven on the list of customer priorities when purchasing connectivity and the focus has now shifted to customer experience with associated SLA’s and support that is provided by their respective Service Provider.”

XDSL is aligned with this and as such, sell a customer an Enterprise 1:1 fibre solution.

The company handles the customer’s network as they would handle their own internal network with all the associated SLA’s, monitoring, uptime guarantees and more.

Top 10 fastest ADSL ISPs in South Africa

MyBroadband’s latest speed test server results show which ADSL ISPs had the best average download speeds over the past month.

The latest MyBroadband speed test results show that XDSL had the fastest average ADSL download speed over the past month, followed by MTN Business and RSAWEB.

MyBroadband’s speed test servers make use of Ookla’s platform and are hosted in Teraco’s vendor-neutral data centres in Johannesburg and Cape Town.

Through NAPAfrica, all network operators at its peering points are provided with a free 1Gbps connection to the MyBroadband speed test platform.

MyBroadband filters speed tests based on network information from Internet service providers to ensure accurate results which reflect real-world conditions.

Fastest average ADSL speeds

XDSL had the fastest average download speed on ADSL, with an average of 8.19Mbps, followed by MTN Business with 6.09Mbps and RSAWEB with 5.62Mbps.

The table below shows the latest ADSL ISP speed test rankings.

<table>
<thead>
<tr>
<th>Rank</th>
<th>ISP</th>
<th>Download Speed</th>
<th>Upload Speed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>XDSL</td>
<td>8.19Mbps</td>
<td>0.86Mbps</td>
</tr>
<tr>
<td>2</td>
<td>MTN Business</td>
<td>6.09Mbps</td>
<td>1.48Mbps</td>
</tr>
<tr>
<td>3</td>
<td>RSAWEB</td>
<td>5.62Mbps</td>
<td>0.50Mbps</td>
</tr>
<tr>
<td>4</td>
<td>MTN</td>
<td>5.61Mbps</td>
<td>0.54Mbps</td>
</tr>
<tr>
<td>5</td>
<td>Internet Solutions</td>
<td>4.27Mbps</td>
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<tr>
<td>6</td>
<td>Axess</td>
<td>3.90Mbps</td>
<td>0.52Mbps</td>
</tr>
<tr>
<td>7</td>
<td>Afrifhost</td>
<td>3.84Mbps</td>
<td>0.52Mbps</td>
</tr>
<tr>
<td>8</td>
<td>Vox Telecom</td>
<td>3.11Mbps</td>
<td>0.53Mbps</td>
</tr>
<tr>
<td>9</td>
<td>Telkom</td>
<td>3.08Mbps</td>
<td>0.50Mbps</td>
</tr>
<tr>
<td>10</td>
<td>MWEB</td>
<td>3.04Mbps</td>
<td>0.48Mbps</td>
</tr>
</tbody>
</table>
XDSL STRATEGIC INTENT

XDSL the Next Generation ISP

XDSL is the Next Generation Internet Service Provider (ISP).

XDSL has created an obsession with winning at all levels of our organisation and we will maintain and focus this obsession over time in our quest for market leadership.

Our Strategic Intent

An important point to note is XDSL technology strategy, which has become core to our company. Technology now represents the basis of our strategic planning, guiding the fundamental question of how to establish a competitive advantage and how to ensure the survival of the company.

XDSL has adopted a technology innovation strategy integrated with the company’s overall strategy, thus helping us to keep our competitiveness within the market, not only in the national market but also internationally.

Our adopted strategy creates strategic opportunities whereby XDSL innovates by using technology as a competitive lever.

XDSL are leaders in technological advancements thereby establishing and maintaining a competitive position through the development and exploitation of all key technologies in our focus on specific niche markets which provide us a leading position in the ISP market.

XDSL seeks to minimise its operating costs (maintenance, overheads, etc), creating a focus on business decisions with an emphasis on the importance of efficiency and effectiveness in our processes thus having scale and automation as main sources of our competitive advantage.

Technology is an important factor for creating and maintaining the competitive advantages for XDSL. We have created a technological intelligence, which helps in the process of identification and anticipation of change, thus ensuring that our plans do not become obsolete within a short period of time.

Our Market Understanding

XDSL has taken the time to be thorough in our understanding of our industry. We remain open to new ideas and influences and have learned to remain fluid, not rigid in our expectations.

We have globally researched and observed the best in our field. This enables us to identify the global trendsetters, leaders and authorities, as well as the reasons why they are the best. We have taken cognisance of the standards they follow and have adopted the best practices in the industry. XDSL has invested in a Next Generation (100%) Fibre Optic Network which complies with the Carrier Class Network Standards across all levels of our network and systems. XDSL has also given specific focus to maintaining and adhering to the current industry accepted “Best of Breed” provider guidelines.

The South African ISP market has significantly changed in the last 5 years. Our industry is changing at such a rapid pace that keeping abreast of developments is a challenge. XDSL constantly reevaluates the bigger picture, see what’s changed and what those differences could mean to our business and customers. We are set to keep up with the changes and make it work for us.

XDSL continually keeps focus on our strategic intent to avoid having to make decisions that (in reaction to) appears to be out of desperation or are forced to imitate and follow sudden market changes. This scenario has become a typical characteristic of the ISP market and has subsequently often resulted in reactive non-sustainable price wars, resulting in a diluted experience.

In all instances to date XDSL has anticipated significant trends, often been the groundbreaker and we are well poised to be market drivers and leaders in our industry.
XDSL was fortunate not to have been effected by the large number of retrenchments which our industry experienced during 2015/16. This created significant skill instability for many companies that still need to compete in an ever challenging market.

XDSL strongly believes that our AGILITY is core to our strategic intent which is also accompanied by the speed of delivery of XDSL tailored services into the fibre network of our customer’s choice. XDSL management has the ability to make quick and informed decisions.

Our Strong Partnerships

XDSL is always building layers of advantage, searching for loose bricks, changing the terms of engagement and competing through collaboration.

Our partnering culture has positioned XDSL with 4 key attributes: openness, creativity, agility and significant knowledge enabling XDSL to provide a complete and positive customer experience. Relationships and partnerships have produced significant positive results for XDSL with information flows being a continuous and daily process. Projects succeed when you create teams of experts who harness their knowledge and always aim for the best. We believe in trust and are loyal to our team as we continuously aim for mutual success.

Operating with a vibrant collaborative mindset has created an inter-dependence with powerful momentum to motivate XDSL into leading the ISP market.

XDSL has strived to establish strategic and long term, unthreatened, multi-tier partnerships which is representative of the industry and customer base as a whole. XDSL can leverage off the strengths and experience of the entire ISP industry and their related partnerships for solutions, support and innovation.

The selected XDSL industry partners are specialists in their fields of expertise which enables us to provide the ‘best of breed’, end to end customer specific solutions and service experience. XDSL currently has access to approximately 350 specialist technicians across all ISP disciplines and available nationally, to enable XDSL to offer back to back guaranteed SLA’s thus ensuring the best possible total customer experience.

Our strategic partnerships affords XDSL the opportunity to become innovators and leaders in our specific field of expertise.

In the ever evolving ISP market, XDSL has taken the decision to focus on ensuring that we take care of the future of our business. In line with this thinking XDSL has embraced and optimises technology. XDSL has implemented several leading application management, network analytic tools, performance monitoring systems and billing solutions within all levels of our business to ensure immediate access to information.

XDSL believes the investment in these powerful systems and analytical tools will provide management and our customer’s significant resources to monitor and manage their networks.

Specifically of interest to customer network engineers is our implementation of SEVONE, a fully automated network monitoring system for ISP’s which delivers a powerful Dashboard to manage all customer network dynamics, including Efficiency and Consistency. Please see pages 32 - 33.

We have also implemented a business automation system that incorporates all processes from initial customer engagement until customer invoicing, management and support.

XDSL maintains its strategic focus on providing consistent excellent service delivery which is based on our high standards and set on our unique business rules, work flows and service level agreements (SLA’s).

Our Customer Focus

XDSL has leadership commitment, a clear understanding of the company’s capabilities, a strong connection to the customer with a deep understanding of major customer problems and a willingness to take big but well calculated risks.

At XDSL we invest a significant amount of our time in sourcing, selecting and engaging new staff members. Our investment in our staff has notably increased our agility which affords XDSL the opportunity to source, select and train people more effectively.

Focused and purposeful staff operates our systems that drives XDSL business. Our staff have measurable outputs that have associated incentives and consequences attached. This leaves us to focus on the most important activity in our business, deepening customer relations.

To strengthen customer relationships by streamlining our business processes as per activities indicated above more time becomes available to the XDSL team members to effectively engage with our customers.

Customers are also able to interact directly with XDSL staff and their online portal to provide accurate real-time data and feedback.

At XDSL we pride ourselves on our Customer Centricity!
A Virtual Local Area Network is the logical grouping of network nodes.

The Data Link Layer is concerned with moving data across the physical links in the network.

Is responsible for all packet forwarding between intermediate routers

Multi Protocol Label Switching - A type of data-carrying technique for high-performance telecommunications networks that directs data from one network node to the next based on short path labels

Virtual Private Leased Service - Virtual Private LAN Service (VPLS) is a way to provide Ethernet-based multipoint to multipoint communication over IP or MPLS networks. It allows geographically dispersed sites to share an Ethernet broadcast domain by connecting sites through pseudo-wires

Virtual Private Network – A virtual private network also known as a (VPN) is a private network that extends across a public network or internet. It enables users to send and receive data across shared or public networks as if their computing devices were directly connected to the private network.

Quality of Service is the overall performance of a telephony or computer network, particularly the performance seen by the users of the network. To quantitatively measure quality of service, several related aspects of the network service are often considered, such as error rates, bit rate, throughput, transmission delay, availability, jitter, etc.

Traffic Prioritization/Shaping is used to optimize or guarantee performance, improve latency, and/or increase usable bandwidth for some kinds of packets by delaying other kinds. It is often confused with traffic policing, the distinct but related practice of packet dropping and packet marking. The most common type of traffic shaping is application-based traffic shaping

Broadband could relate to numerous things. In one instance it could be defined as a minimum up and download speed. In other instances it could relate to bandwidth being contended versus enterprise bandwidth been offered on a 1:1 contention ratio. Therefore one needs to be careful when explaining broadband in general.

also known as enterprise-class IT, is hardware and software designed to meet the demands of a large organization. In comparison to consumers and small companies, an enterprise has greater requirements for availability, compatibility, reliability, scalability, performance and security, among other things.

In telecommunication, a "Carrier Grade" or "carrier class" refers to a system, or a hardware or software component that is extremely reliable, well tested and proven in its capabilities.

Cloud computing and storage solutions provide users and Enterprises with various capabilities to store and process their data in third-party Data Centres. It relies on sharing of resources to achieve coherence and economy of scale, similar to a utility (like the electricity grid) over a network.

Metro Ethernet Forum - MEF develops Carrier Ethernet architectural, service, and management technical specifications and implementation agreements to promote interoperability and deployment of Carrier Ethernet worldwide. The MEF Technical Committee has developed 40+ specifications, several of which are on their second and third generations.

Wide Area Network - WAN’s are normally used to connect LANs and other types of networks together, so that users and computers in one location can communicate with users and computers in other locations. Many WANs are built for one particular organization and are private. Others, built by Internet Service Providers, provide connections from an organization’s LAN to the Internet.

Local Area Network - A local area network (LAN) is a computer network that interconnects computers within a limited area such as a residence, school, laboratory, university campus or office building and has its network equipment and interconnects locally managed

A public IP address is an IP address that can be accessed over the Internet. Like postal address used to deliver a postal mail to your home, a public IP address is the globally unique IP address assigned to a computing device. Your public IP address can be found at What is my IP address page.

Private IP address on the other hand is used to assign computers within your private space without letting them directly expose to the Internet. For example, if you have multiple computers within your home you may want to use private IP addresses to address each computer within your home. In this scenario, your router get the public IP address, and each of the computers, tablets and smartphones connected to your router (via wired or W-Fi) get a private IP address from your router via DHCP protocol.

is a family of computer networking technologies commonly used in local area networks (LANs) and metropolitan area networks (MANs). It was commercially introduced in 1980 and first standardized in 1983 as IEEE 802.3, and has since been refined to support higher bit rates and longer link distances
"Now that you know everything about XDSL, contact us so that we can start to know everything about your organisation" !!!
OUR VISION

To be the leading and preferred Service Provider in South Africa by embracing agility and an innovative culture in an ever changing market.

OUR MISSION

To provide the best products and solutions, enabling our customers to excel and experience business service excellence.

Call us on 087 980 0375
www.xdsl.co.za | sales@xdsl.co.za

E&OE, terms & conditions apply.