

# UNLOCKING THE POTENTIAL OF THE DIGITAL ECONOMY



## **ICT SERVICES CATALOGUE**

Telephony & Internet Services | Disaster Recovery | Fibre  
Data Centre Rack-Hosting | Backup Storage  
Cloud Services | Business Continuity

# INTERNET SERVICES

## INTERNET ACCESS SERVICE BUNDLES

Internet Access Service Bundles	5 Mbps Internet Access	10 Mbps Internet Access	20 Mbps Internet Access	50 Mbps Internet Access	100 Mbps Internet Access	200 Mbps Internet Access	500 Mbps Internet Access	1 GB Mbps Internet Access	2 GB Mbps Internet Access
<b>Dedicated Internet Access (1:1)</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Setup Fee (SET01)</b>	Price on Request	Price on Request	Price on Request	Price on Request	Price on Request	Price on Request	Price on Request	Price on Request	Price on Request
<b>1 x DC Fibre Interconnect</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Additional DC \ Site Fibre Interconnect (FS01)</b>	Billed per Connection	Billed per Connection	Billed per Connection	Billed per Connection	Billed per Connection	Billed per Connection	Billed per Connection	Billed per Connection	Billed per Connection
<b>Last Mile Fibre Connectivity (Zone Clients)</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Last Mile Fibre Connectivity (External Zone Clients)</b>	Clients Account	Clients Account	Clients Account	Clients Account	Clients Account	Clients Account	Clients Account	Clients Account	Clients Account
<b>Firewall Services</b>	<a href="#">Basic</a> Optional	<a href="#">Basic</a> Optional	<a href="#">Basic</a> Optional	<a href="#">Basic</a> Optional	<a href="#">Advanced</a> Optional	<a href="#">Advanced</a> Optional	<a href="#">Advanced</a> Optional	<a href="#">Advanced</a> Optional	<a href="#">Advanced</a> Optional
<b>Client CPE Device</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Hosted at ELIDZ's Primary Data Centre</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Data Centre Redundancy</b>	Optional	Optional	Optional	Optional	Optional	Optional	Optional	Optional	Optional
<b>Event Notifications &amp; Monthly Reporting</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>24/7 Access &amp; Support</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓

### FIREWALL SERVICES:

Firewall services include Scheduled Reports, Webfilters, IPS, AC, VPN, IPSEC Tunnels, Admin Access

# INTERNET SERVICES

## INTERNET SERVICE PRICING

Item Code	Product Description	Broadband Internet Access (IA)	Data Centre Redundancy (R)		Firewall Services (F)		Fibre Services (FS)		Disaster Recovery Client (DR)		Market Price
		IA	Yes	No	Yes	No	Yes	No	Yes	No	
<b>IA-5Mbps</b>	5 Mbps	X		X		X	X			X	Price on Request
<b>IA-5Mbps-F</b>	5 Mbps	X		X	X		X			X	Price on Request
<b>IA-5Mbps-R</b>	5 Mbps	X	X			X	X			X	Price on Request
<b>IA-5Mbps-R-F</b>	5 Mbps	X	X		X		X			X	Price on Request
<b>IA-10Mbps</b>	10 Mbps	X		X		X	X			X	Price on Request
<b>IA-10Mbps-F</b>	10 Mbps	X		X	X		X			X	Price on Request
<b>IA-10Mbps-R</b>	10 Mbps	X	X			X	X			X	Price on Request
<b>IA-10Mbps-R-F</b>	10 Mbps	X	X		X		X			X	Price on Request
<b>IA-20Mbps</b>	20 Mbps	X		X		X	X			X	Price on Request
<b>IA-20Mbps-F</b>	20 Mbps	X		X	X		X			X	Price on Request
<b>IA-20Mbps-R</b>	20 Mbps	X	X			X	X			X	Price on Request
<b>IA-20Mbps-R-F</b>	20 Mbps	X	X		X		X			X	Price on Request
<b>IA-50Mbps</b>	50 Mbps	X		X		X	X			X	Price on Request
<b>IA-50Mbps-F</b>	50 Mbps	X		X	X		X			X	Price on Request
<b>IA-50Mbps-R</b>	50 Mbps	X	X			X	X			X	Price on Request
<b>IA-50Mbps-R-F</b>	50 Mbps	X	X		X		X			X	Price on Request
<b>IA-100Mbps</b>	100 Mbps	X		X		X	X			X	Price on Request
<b>IA-100Mbps-F</b>	100 Mbps	X		X	X		X			X	Price on Request
<b>IA-100Mbps-R</b>	100 Mbps	X	X			X	X			X	Price on Request
<b>IA-100Mbps-R-F</b>	100 Mbps	X	X		X		X			X	Price on Request
<b>IA-100Mbps-DR</b>	100 Mbps	X		X		X		X	X		Price on Request

# INTERNET SERVICES

## INTERNET SERVICE PRICING - [CONT]

Item Code	Product Description	Broadband Internet Access (IA)	Data Centre Redundancy (R)		Firewall Services (F)		Fibre Services (FS)		Disaster Recovery Client (DR)		Market Price
		IA	Yes	No	Yes	No	Yes	No	Yes	No	
<b>IA-200Mbps</b>	200 Mbps	X		X		X	X			X	Price on Request
<b>IA-200Mbps-F</b>	200 Mbps	X		X	X		X			X	Price on Request
<b>IA-200Mbps-R</b>	200 Mbps	X	X			X	X			X	Price on Request
<b>IA-200Mbps-R-F</b>	200 Mbps	X	X		X		X			X	Price on Request
<b>IA-200Mbps-DR</b>	200 Mbps	X		X		X		X	X		Price on Request
<b>IA-500Mbps</b>	500 Mbps	X		X		X	X			X	Price on Request
<b>IA-500Mbps-F</b>	500 Mbps	X		X	X		X			X	Price on Request
<b>IA-500Mbps-R</b>	500 Mbps	X	X			X	X			X	Price on Request
<b>IA-500Mbps-R-F</b>	500 Mbps	X	X		X		X			X	Price on Request
<b>IA-500Mbps-DR</b>	500 Mbps	X		X		X		X	X		Price on Request
<b>IA-1000Mbps</b>	1000 Mbps	X		X		X	X			X	Price on Request
<b>IA-1000Mbps-F</b>	1000 Mbps	X		X	X		X			X	Price on Request
<b>IA-1000Mbps-R</b>	1000 Mbps	X	X			X	X			X	Price on Request
<b>IA-1000Mbps-R-F</b>	1000 Mbps	X	X		X		X			X	Price on Request
<b>IA-1000Mbps-DR</b>	1000 Mbps	X		X		X		X	X		Price on Request
<b>IA-2000Mbps</b>	2000 Mbps	X		X		X	X			X	Price on Request
<b>IA-2000Mbps-F</b>	2000 Mbps	X		X	X		X			X	Price on Request
<b>IA-2000Mbps-R</b>	2000 Mbps	X	X			X	X			X	Price on Request
<b>IA-2000Mbps-R-F</b>	2000 Mbps	X	X		X		X			X	Price on Request
<b>IA-2000Mbps-DR</b>	2000 Mbps	X		X		X		X	X		Price on Request

# TELEPHONY SERVICES

	Telephone Handset Options	Setup Fee	Cost per Month
Item Code		SET o2	
<b>VOIP01</b>	Basic Desk Phone or Analogue Adaptor	Price on Request	Price on Request
<b>VOIP02</b>	Standard Desk Phone	Price on Request	Price on Request
<b>VOIP03</b>	Enhanced Desk Phone	Price on Request	Price on Request
<b>VOIP04</b>	Receptionist Desk Phone + 1 Exp Module	Price on Request	Price on Request
<b>VOIP05</b>	Receptionist Desk Phone + 2 Exp Module	Price on Request	Price on Request
<b>VOIP06</b>	Receptionist Desk Phone + 3 Exp Module	Price on Request	Price on Request
<b>VOIP07</b>	Audio Conference Phone	Price on Request	Price on Request
<b>VOIP08</b>	Soft Phone - Single Device	Price on Request	Price on Request
<b>VOIP09</b>	Soft Phone - Dual Device	Price on Request	Price on Request

# CALL RATES SERVICES

CALL TYPE	CALL RATES <i>per minute</i>
<b>LOCAL</b>	Price on Request
<b>NATIONAL</b>	Price on Request
<b>CELLULAR MTN &amp; VODACOM</b>	Price on Request

# CLOUD HOSTING SERVICES

Cloud Portal Service Options		Cloud Hosting (OS IaaS)	Cloud Hosting (Bare IaaS)	
Item Code			Item Code	
	Setup Fee	Free		Free
	Internet Access	Clients Account		Clients Account
	Last Mile Connectivity (External Zone Clients)	Clients Account		Clients Account
	Client Cloud Management Portal	✓		✓
	Customisable Virtual Machine Configuration	✓		✓
	Available Operating Systems	See Available Templates		OS not installed, Client to provide OS files and manually install
	Available Templates - Centos Linux, Ubuntu Linux, Windows Server 2008 R2 32-Bit, Windows Server 2008 R2 64-Bit, Windows Server 2012 R2	✓		X
	On Demand Usage Billing	✓		✓
<b>DATA01</b>	Virtual CPU	Billed per month per vCPU		Billed per month per vCPU
<b>DATA02</b>	Virtual Memory	Billed per month per 1 GB vRAM		Billed per month per 1 GB vRAM
<b>DATA03</b>	SAN Disk Storage (Replicated)	Billed per month per 1 GB HDD		Billed per month per 1 GB HDD
<b>DATA04</b>	Hyper-visor & OS Licensing *	Billed per Virtual Machine	<b>DATA05</b>	Billed per Virtual Machine
	Hyper-visor Availability	VMware or Microsoft Hyper-V		VMware or Microsoft Hyper-V
	Client Application Licensing	X		X
	Redundant Server Cluster Hardware	✓		✓
	Balanced Storage Tiering	✓		✓
	Remote Site SAN Disk Replication	✓		✓
	Root \ Admin Access	✓		✓
	Hyper-visor Console Access	✓		✓
	Server Monitoring & Reporting	✓		✓
	24/7 Access & Support	✓		✓

\* Licensing costs is billed according to licensing requirements, clients to provide licensing for Bare IaaS installations not covered by the East London IDZ



# RACK HOSTING SERVICES

Rack Rental Options	1 U Shared	Dedicated Half Rack	Dedicated Full Rack
Item Code	RCK01	RCK02	RCK03
Setup Fee	Free	Free	Free
Last Mile Connectivity (Zone Clients)	✓	✓	✓
Last Mile Connectivity (External Zone Clients)	Clients Account	Clients Account	Clients Account
Climate Control	✓	✓	✓
Physical Access Control	✓	✓	✓
Fire Prevention	✓	✓	✓
Modular UPS & Dual Generator Power	✓	✓	✓
Rack Space	19" 1U	19" up to 20U	19" up to 40U
Hosted at ELIDZ's Data Centre	✓	✓	✓
Data Centre Event Notifications & Monthly Reporting	✓	✓	✓
24/7 Access & Support	✓	✓	✓

# DATA CENTRE SERVICE (TIER 3)

Tier 3 Rack Colocation Options	Dedicated Half Rack	Dedicated Full Rack	Brief Description of Service
Item Code	DC01T3	DC02T3	
Setup Fee	Free	Free	Monthly rental of 20U or 47U  Pre-allocation of power license (0,5 KvA or 1.1 KvA), max 3.3Kva per rack, includes HVAC at PUE of 1.2
Price Per Month	Price on request	Price on request	
Last Mile Connectivity (Zone Clients)	✓	✓	
Last Mile Connectivity (External Zone Clients)	Clients Account	Clients Account	
Item Code	DC03T3	DC04T3	
Power License (0,5KvA or 1.1KvA)	Price on request	Price on request	Monthly rental of 20U or 47U  Pre-allocation of power license (0,5 KvA or 1.1 KvA), max 3.3Kva per rack, includes HVAC at PUE of 1.2
Climate Control	✓	✓	
Physical Access Control	✓	✓	
Fire Prevention	✓	✓	
Modular UPS & Dual Generator Power	✓	✓	
Rack Space	19" up to 20U	19" up to 47U	
Hosted at ELIDZ's Data Centre	✓	✓	
Data Centre Event Notifications & Monthly Reporting	✓	✓	
24/7 Access & Support	✓	✓	



# DATA CENTRE SERVICE (TIER 3)

Item Code	Service Name	Price Per Month	Brief Description of Service
<b>DC05T3</b>	Business Suites (Colocation and Business Centre)	Price on request	Monthly rental of datacentre floorspace, per sqm, closed facilities including optional disaster recovery, office space, storage space, common areas including ablutions and cafeteria, 24/7 security, office services, cleaning services and more
<b>DC06T3</b>	Cable Landing Station	Price on request	Fibre bunker, beach manhole, access to drilling site, cableway within data centre
<b>DC07T3</b>	Power - Pay Per Use Model	Price on request	Power consumption is billed at fixed rate per KW/h
<b>FS01</b>	Interconnect	Price on request	Fibre interconnect between two data centres or site locations
<b>FS02</b>	Interconnect - Virtual Service	Price on request	Virtual 1G or 10G interconnect between two data centre clients
	Internet Exchange Peering	Free	Aggregate connectivity between clients within the data centre
<b>DC08T3</b>	Remote Hands Services	Free	Onsite basic services for patching, confirming status, powering up and down, confirming connections
<b>DC09T3</b>	Remote Hands Services - After Hours	Price on request	Onsite basic services for patching, confirming status, powering up and down, confirming connections - After hours

# FIREWALL SERVICES

		FW Service Basic	FW Service Standard	FW Service Advanced
Item Code		FW01	FW02	FW03
SET03	Setup Fee	Price on request	Price on request	Price on request
	Price Per Month	Price on request	Price on request	Price on request
Firewall Services				
	Web Filtering	✓	✓	✓
	DNS Filtering	✓	✓	✓
	Anti Virus	✓	✓	✓
	Intrusion Prevention System	X	✓	✓
	Application Control	X	✓	✓
	VPN Gateway	X	X	✓
	IPSEC Tunnels	X	X	✓
	Virtual Domain	X	X	✓
	Admin Access	X	X	✓
	Event Notifications & Monthly Reporting	X	✓	✓
	24/7 Access & Support	✓	✓	✓

# FIBRE SERVICES

		2 Core Single Mode Fibre	4 Core Single Mode Fibre	4 Core Single Mode Fibre with Route Redundancy
Item Code		FS03	FS04	FS05
	Setup Fee	Free	Free	Free
	Cost per Meter per Month	Price on request	Price on request	Price on request
	Clients Property & ELIDZ Network Edge	Connectivity to the closest fibre kiosk on the East London IDZ's fibre ring is the clients responsibility	Connectivity to the closest fibre kiosk on the East London IDZ's fibre ring is the clients responsibility	Connectivity to the closest fibre kiosk on the East London IDZ's fibre ring is the clients responsibility
	Fibre Maintenance	✓	✓	✓
	Data Centre Redundancy	X	✓	✓
	Fibre Route Redundancy	X	X	✓
	Support	✓	✓	✓
	Rental Distance CAP	500 Meters	500 Meters	2 x 500 Meters

# NETWORK SERVICES

Service Options		Cisco 8 Port Switch	Cisco 24 Port Switch	Cisco 48 Port Switch	Wireless Access Point
Item Code		NS01	NS02	NS03	NS04
SET04	Setup Fee	Price on request	Price on request	Price on request	Price on request
	Price Per Month	Price on request	Price on request	Price on request	Price on request
	Event Notifications & Monthly Reporting	✓	✓	✓	✓
	24/7 Access & Support	✓	✓	✓	✓

# VEEAM BACKUP SERVICES

Veeam Backup Service Options		Virtual Machine Backup
Item Code		
	Setup Fee	Free
	Internet Access	Free, Outside of Business Hours
BS01	Veeam Backup License	Billed per month per VM
BS02	NAS Disk Storage	Billed per month per 1 GB HDD
	Remote Disk Replication \ Archive	X
	Reporting	✓
	24/7 Access & Support	✓

# VEEAM REPLICATION SERVICES

## Veeam Replication Service Options

Veeam Replication Service Options		Virtual Machine Replica
Item Code		
	Setup Fee	Free
	Internet Access	Free, Outside of Business Hours
<b>DRS01</b>	Veeam Replica License	Billed per month per Virtual Machine
<b>DRS02</b>	Virtual CPU	Billed per month per vCPU
<b>DRS03</b>	Virtual Memory	Billed per month per 1 GB vRAM
<b>DRS04</b>	NAS Disk Storage	Billed per month per 1 GB HDD
<b>DRS05</b>	SAN Disk Storage	Billed per month per 1 GB HDD
<b>DRS06</b>	* VMWare Hyper-visor & OS Licensing	Billed per Virtual Machine
<b>DRS07</b>	* Microsoft Hyper-visor & OS Licensing	Billed per Virtual Machine
	Hyper-visor Availability	VMware or Microsoft Hyper-V

## Failover Active

Item Code		Failover Active
	Internet Access	Clients Account
	* Client Application Licensing	X
	Redundant Server Cluster Hardware	✓
	Balanced Storage Tiering	✓
	Remote Site SAN \ NAS Disk Replication	X
	Hyper-visor Console Access	✓
	Server Monitoring & Reporting	✓
	24/7 Access & Support	✓

\* Licensing costs is billed according to licensing requirements, clients to provide licensing for Applications and Operating Systems not covered by the East London IDZ

# BUSINESS CONTINUITY SERVICES

Business Continuity Options		100 Seats	100 Seats (BOYD)
Item Code		BC01	BC02
	Dedicated Seat Cost Per Month	Price on request	Price on request
Item Code		BC03	BC04
	Shared Seat Cost Per Month	Price on request	Price on request
ICT			
	Setup Fee	Free	Free
	Last Mile Connectivity (External Zone Clients)	Clients Account	Clients Account
	100 Mb Shared Internet Access per 100 Seats	✓	✓
	Firewall Service Advanced	✓	✓
	CISCO Telephone Handset per Seat	✓	X
	Desktop Computer per Seat	✓	X
	2x Multifunction Printers per 100 Seats	✓	✓
	Managed Support Services	✓	✓
Utilities			
	Electricity Availability	✓	Free
	Electricity	Billed as per Usage	Billed as per Usage
	Water	Billed as per Usage	Billed as per Usage
	Sewer	✓	✓
	Printing per Page	Billed as per Usage	Billed as per Usage
	Telephone Calls	Billed as per Usage	N/A

# BUSINESS CONTINUITY SERVICES

Business Continuity Options		100 Seats	100 Seats (BOYD)
Item Code		BC01	BC02
<b>Building Rental</b>			
	Building Local Network Access	✓	✓
	ELIDZ Data Centre Fibre Connectivity	✓	✓
	Building Access Control	✓	✓
	Parking	✓	✓
	Building UPS & Generator Power	✓	✓
	Small Kitchen Area	✓	✓
	4x Female Ablutions	✓	✓
	4x Male Ablutions	✓	✓
<b>Zone Levies</b>			
	General Area Services	✓	✓
	Security	✓	✓
<b>General</b>			
	Event Notifications & Monthly Reporting	✓	✓
	24/7 Access & Support	✓	✓
<b>Exclusions</b>			
	Desktop Application Licensing	Clients Account	N/A
	Cleaning Services	Clients Account	Clients Account





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