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ICLIX ADSL PRODUCT DESCRIPTIONS

CONSUMER UNCAPPED PRODUCTS:

ICLIX' Uncapped product offerings are currently available in Home Connect, Consumer Connect, Uncapped@Work and Xpress Uncapped. They are designed for both the moderate and high-end users. These services are all managed by IS and can be provisioned via an API or directly from the connectivity dot IS interface.

They offer a unique management option, allowing them to function on various speeds. This means that the Peak Information Rate (PIR) will be managed according to the product type, allowing for improved flexibility for the subscriber. Available speeds range from 384kbps to 10240kbps depending on the specific product set, allowing clients to select a service that matches their requirement, and the performance of the DSL line.

In order to maintain a fair usage service for all users, users are managed by our adaptive rolling "X" day policy and not a monthly limit. Each product set is managed such that the fair users are not penalized due to the usage of heavy users.

Home Connect: This uncapped internet service provides no limit on data usage. The usage is monitored on a rolling ten day period and does not reset at the beginning of each month. Customers are rated on a progressive scale. As a user's usage increases, their priority on the network drops. Customers with very high usage will be shaped during busy periods. Should usage remain less than 60% of the average user for each product, the service will remain unaffected. However, should individual usage exceed 60% of the average usage for the respective product, shaping or moderation is implemented via download throttling and priority control. These will first be applied to all file sharing protocols. Should usage continue to be high, additional shaping will be implemented via manipulation of throttling and priority control. Usage that occurs between midnight and 6a.m does not contribute to the calculation of the usage/FUP mentioned above. Hence, if users do all "heavy" downloads during this time, it is likely that they will be unaffected by the FUP above. This service allows two concurrent connections per account. If used concurrently, the Peak Information Rate (PIR) will be halved between the two connections.

Example of FUP calculation on DSL: If there are 10 users on a 10240 Home Connect service and the combined traffic for the last 10 days is 1000 GB, hence an average of 100 GB per user. Three users did over 100 GB, 1 user did 90 GB and the remaining six users did under 60 GB. With the threshold set at 60%, then the average in this case is 60 GB (60% of 100GB). In this scenario, the 3 users that did over 100 gigs and the 1 user who did over 60 gigs will have their relative priority to file sharing throttled until they fall below the 40% of high end users. Checks on usage are done hourly and is based on a 10 day rolling window. The rolling window does not reset at the end of the month.



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Consumer Connect: This uncapped internet service provides no limit on data usage. The usage is monitored on a rolling ten day period and does not reset at the beginning of each month. Customers are rated on a progressive scale. As a user's usage increases, their priority on the network drops. Customers with very high usage will be shaped during busy periods. Should usage remain less than 80% of the average user for each product, the service will remain unaffected. However, should individual usage exceed 80% of the average usage for the respective product, shaping or moderation is implemented via download throttling and priority control. These will first be applied to all file sharing protocols. Should usage continue to be high, additional shaping will be implemented via manipulation of throttling and priority control. Usage that occurs between midnight and 6a.m does not contribute to the calculation of the usage/FUP mentioned above. Hence, if users do all "heavy" downloads during this time, it is likely that they will be unaffected by the FUP above. This service allows two concurrent connections per account. If used concurrently, the Peak Information Rate (PIR) will be halved between the two connections.

Complimentary AlwaysOn Wi-Fi data is included on all packages. A 384kbps account will be allocated 384MB of Wi-Fi data, a 512kbps account will have 512MB and all accounts from 1mbps and above will be allocated 1 GB of Wi-Fi data.

Example of FUP calculation on DSL: If there are 10 users on a 10240 Consumer Connect service and the combined traffic for the last 10 days is 1000 GB, hence an average of 100 GB per user. Three users did over 100 GB, 1 user did 90 GB and the remaining six users did under 60 GB. With the threshold set at 80%, then the average in this case is 80 GB (80% of 100GB). In this scenario, the 3 users that did over 100 gigs and the 1 user who did 90 gigs will have their relative priority to file sharing throttled until they fall below the 20% of high end users. Checks on usage are done hourly and is based on a 10 day rolling window. The rolling window does not reset at the end of the month.

Uncapped@work: The uncapped@work product is offered in various speeds and offers a business optimised service as well as a consumer service in a single account. On weekdays, between 6am and 5pm, the service is optimised for use of business tools including email, collaboration tools and access to hosted applications. On weekdays, between 6pm and midnight, the service may open entirely depending on network load. Between midnight and 6am on weekdays, as well as all weekend, the service is opened up entirely, for use of any and all applications.

A complimentary 1GB of AlwaysOn Wi-Fi data is included on all packages.

Xpress Uncapped: This service is offered in 384, 512 and 1024 kbps and carry a threshold of 5, 10 and 20 GB respectively. Should a product threshold be exceeded within a 10 day rolling window, then the PIR for the respective service will be halved from 8 a.m and 8 p.m during weekdays. For the period outside of this time zone, the PIR will be restored to up to 10 Mbps speed



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CONSUMER CAPPED ACCOUNT SERVICES:

We have multiple options for Capped Account Services which meets the end users' needs and wallet.

Hard Capped Accounts: Offering unshaped blended (International and local) access. Once the allocated access is consumed, this service is hard-capped.

Single Session Hard Capped: Offering unshaped blended (International and local) access with larger caps. Cap values range from 50GB to 300GB. Once the allocated access is consumed, this service is hard-capped. These accounts allow for only one session.

One + One: Offering unshaped blended (International and local) access together with an equal portion of local traffic, with each service. The blended access is consumed first and then the free local access. The service is initially soft-capped and then hard-capped after the local portion is consumed.

One + Nine: Offering unshaped blended (International and local) access together with a large portion of local traffic with each account option. The blended access is consumed first and then the free local access. The service is initially soft-capped and then hard-capped after the local portion is consumed.

STATIC IP ADDRESS ADD-ON

Static IP address options are now available across the Home Connect, Consumer Connect, Uncapped@Work, Hard Capped and Single Session Hard Capped accounts. This is a billed secondary service and can be configured on any device that supports L2TP VPN. The maximum amount of static IP addresses per account is 1.

BUSINESS DSL UNCAPPED SERVICES

Cruiser Range

Internet access requirements and solutions in the current business landscape are continually evolving. This evolution presents a challenge to businesses in accurately forecasting and scoping internet connectivity needs and usage. The Business DSL Cruiser range provides business with a superb browsing experience to meet this challenge at a fixed monthly rate.

***BDSL Cruiser Lite:** This extension to the BDSL Cruiser Range is an uncapped product that is tailored for users of pure business applications by disallowing certain traffic categories entirely. The Cruiser Lite incorporates a moderated Fair Use Policy, which aims to ensure a high-quality experience for those clients who use the service for its intended purpose. To summarise, all business traffic is allowed whilst traffic like Peer-to-Peer, One-Click Hosting, Newsgroups (NTTP) and torrents, etc. Are completely disallowed. The benefit of this is that it provides some level of control, by disallowing unwanted downloads by employees. Included in this service are 5 Public IP addresses.



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***BDSL Cruiser:** The Cruiser service will provide clients with an uncapped, unshaped, high performance and cost effective internet-connectivity solution without the need to monitor capacity usage. Underpinned by a world class, high capacity network, the Cruiser services offer high performing, uncapped, unshaped broadband. Included in this service are 5 Public IP addresses.

***BDSL Cruiser Gold:** This product is similar to the BDSL Cruiser above, however with better/lower contention and better provision for international cable redundancy.

Extreme Range

***BDSL Extreme:** The Extreme packages are unshaped and capped DSL solutions. For businesses that have predictable usage requirements, a capped solution may very well be a more cost effective solution without compromising on the quality of experience. Once the threshold is reached, users will be rate-limited to 128kbps. In this instance, an option is available to purchase "Top Up" capacity at any stage. Included in this service are 5 Public IP addresses.

BDSL Top-Up: A Business DSL Top-up is applicable to the BDSL Extreme service, and can be purchased in order to allocate additional internet capacity as and when the business requires it. Three Top-up options are available for purchase to suit the business needs - 5GB, 10GB and 20GB options. The top-ups are valid for 6 months from date of purchase, whereby unused top-up capacity rolls over to the next month. Hence, it is not required that a customer consumes the top-up capacity within the month that it is purchased. This ensures that end-users extract maximum value.



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UNCAPPED PRODUCTS SPEED INDEX

Consumer Products	Business Products
Home Connect 2048kbps	Cruiser Lite 384kbps
Home Connect 4096kbps	Cruiser Lite 512kbps
Home Connect 10240kbps	Cruiser Lite 1024kbps
	Cruiser Lite 2048kbps
Consumer Connect 384kbps	Cruiser Lite 4096kbps
Consumer Connect 512kbps	Cruiser Lite 6144kbps
Consumer Connect 1024kbps	Cruiser Lite 8192kbps
Consumer Connect 2048kbps	Cruiser Lite 10240kbps
Consumer Connect 4096kbps	
Consumer Connect 6144kbps	Cruiser 384kbps
Consumer Connect 8192kbps	Cruiser 512kbps
Consumer Connect 10240kbps	Cruiser 1024kbps
	Cruiser 2048kbps
Uncapped@Work 1024kbps	Cruiser 4096kbps
Uncapped@Work 2048kbps	Cruiser 6144kbps
Uncapped@Work 4096kbps	Cruiser 8192kbps
Uncapped@Work 6144kbps	Cruiser 10240kbps
Uncapped@Work 8192kbps	
Uncapped@Work 10240kbps	Cruiser Gold 1024 kbps
	Cruiser Gold 2048 kbps
Xpress Uncapped 384kbps	Cruiser Gold 4096 kbps
Xpress Uncapped 512kbps	Cruiser Gold 6144 kbps
Xpress Uncapped 1024kbps	Cruiser Gold 8192 kbps
	Cruiser Gold 10240 kbps

PRODUCT MATRIX

Product Name	Capped	Uncapped	Subject to FUP	Static IPs	Consumer	SOHO	SME
Home Connect		✓	✓		✓		
Consumer Connect		✓	✓		✓	✓	
Uncapped@Work		✓	✓		✓	✓	
Xpress Uncapped		✓	✓		✓	✓	
One + One	✓				✓		
One + Nine	✓				✓		
Hard Capped	✓				✓		
Single Session Hard Capped	✓					✓	✓
BDSL Extreme	✓			✓		✓	✓
BDSL Cruiser Lite		✓	✓	✓		✓	✓
BDSL Cruiser		✓		✓		✓	✓
BDSL Cruiser Gold		✓		✓			✓