VSC - Vodacom Satellite Connect

VSC overview

Vodacom Satellite Connect is the brand name for Vodacom's Broadband VSAT services. The VSC product offers robust business connectivity to the internet anywhere in South Africa, as a possible alternative to ADSL and 3G, especially in areas with no or limited coverage. The service is a true ubiquitous, high speed internet service and also supports optional guaranteed VoIP (Voice over Internet Protocol).
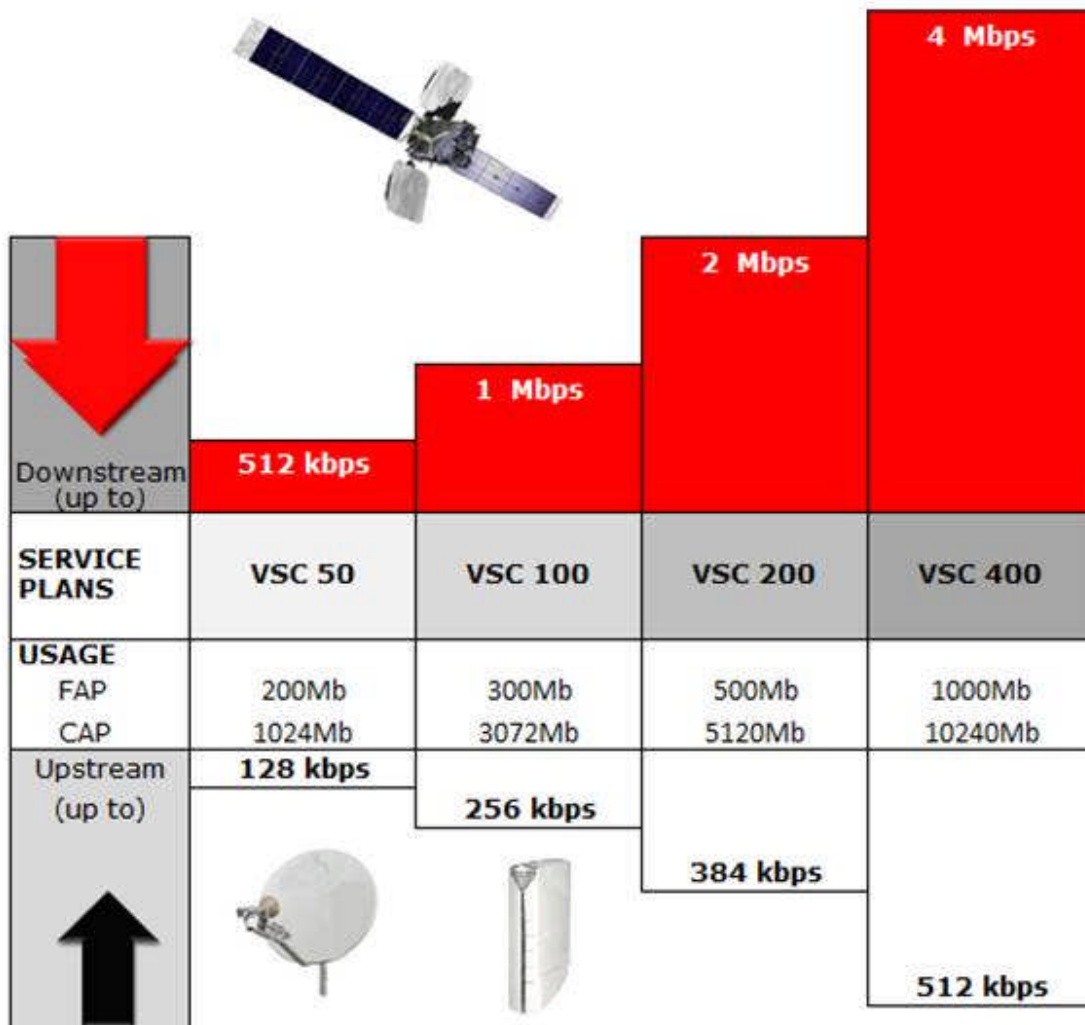
The VSC service is totally independent from any terrestrial copper landline solution and can be provisioned anywhere in South Africa, provided there is a clear line of sight to the satellite located at 30°, in the North Easterly Sky. The service will be installed and maintained by trained and accredited Vodacom Business Services installation teams, from Point of Presence, across South Africa. As this is a precise technology, no self-install options are available.

Four VSC service plans are available, which allow you flexibility in purchasing and control over your changing business needs for either internet or voice usage. VSC offers throughputs, ranging from 512kbps to 4Mbps on the downlink. The throughputs are the maximum "burstable" throughputs available per service plan.

Service Plan	Data Bundle	Max Download (kbps)	Max Upload (kbps)	Max # of VoIP Calls
Vodacom Satellite Connect 50	1GB	512	128	1
Vodacom Satellite Connect 100	3GB	1024	256	2
Vodacom Satellite Connect 200	5GB	2048	384	3
Vodacom Satellite Connect 400	10GB	4096	512	4

The usage behaviour is continuously monitored and feedback is provided on migration options for those users who constantly fall outside the service plan parameters, thereby managing the network capacity effectively and allowing fair access to all.

As indicated in the table the entry level VSC50 service, is provided with a 1GB Internet bundle with a maximum download speed of 512kbps and an upload speed of 128kbps with the option of including a voice service.

Downstream (up to)	512 kbps	1 Mbps	2 Mbps	4 Mbps
SERVICE PLANS	**VSC 50**	**VSC 100**	**VSC 200**	**VSC 400**
USAGE FAP	200Mb	300Mb	500Mb	1000Mb
CAP	1024Mb	3072Mb	5120Mb	10240Mb
Upstream (up to)	128 kbps	256 kbps	384 kbps	512 kbps

Why use VSC

If you need world-class, internet access from any location at high-speed, the Vodacom Satellite Connect solution will suit your needs perfectly.

The VSC product has been endorsed by AGRI SA in August 2012.   AGRI SA

When analysing the different competitive VSAT service offerings, the following key differences are evident and important to consider;

- Additional bandwidth cost could be significantly different and as soon as an additional bundle is added to the standard service it could change the value proposition that the service initially offered.
- Voice call charges are higher on average, for both mobile and or fixed line calls and there are no benefits such as community based "on net" calling plans, as part of the Vodacom value proposition, where on net calls are at R0.00 (i.e. VSC to VSC 087-087 voice calls)
- Other factors that may result in a cheaper solution initially, costing substantially more, over a 24 month contract.

Consider the following when comparing services:

Service offering:
- Is this a limited offer to specific areas and a selected customers only?
- Is the offer only limited for a specific time period or what bullying tactic are used to force signup?
- Can the service be provided as a Internet Only service or is linked to call rates that are expensive?
- What is the actual speed of the service offering?
- Is the service endorsed by any entity such as Agri-SA based on the total value proposition?

VoIP:
- Does the service provide advantages of guaranteed Voice and on-net calling rates, at reduced rates per call?

Internet

  The entry level service is sold with a 1Gb Internet package, what is the scalability of the service to add another Gb or more depending on usage requirements?

General
- Consider a 24 Month Life Cycle – value proposition
- Consider total VoIP costs (Call rates which are higher, plus On-Net calls which are "O" rated.)
- Consider incremental cost of "top up" per Gb, that could occur.
- Vodacom in agreement with AgriSA, will contribute an agreed percentage of the monthly service fees to the Agri-Security Fund.

Benefits of VSC

Besides the primary benefit of using the satellite solution from Vodacom for high-speed, reliable connectivity in locations where no other access is possible, some of the other benefits include:

- **Quick deployment**
  Setting up your satellite access is only dependent on hardware stock availability. You don't need to wait for lines to be installed, for clearances or for local infrastructure to become available. All that is needed is a clear view to the North/Eastern sky.

- **Consistency of speed and service**
  While some business access mediums sometimes deliver erratic connectivity and speed, satellite access is not dependent on terrain, quality of copper and or distance from the exchange or radio frequency equipment thus providing the same speed and service quality all the time.

- **Cost savings**
  Using the latest in satellite technology, we provide the best efficiencies across all elements of the satellite access link, resulting in cost efficiencies for you especially in un-served and underserved areas.

- **Site-independent service quality**
  With satellite access you enjoy the same quality of service no matter where you are located, unlike certain other access mediums which are reliant on line of sight or are best-effort solutions.

- **Service management tools**
  A self service user portal is available to ensure that you can monitor usage as well as purchase "top ups" to ensure the service offers you the connectivity, reliability and speed that you require.

- **No content limitation**
  To ensure that user have the ability to access any information no limitation is placed on access to certain internet sites as is the case with competitive VSAT services.

- **Security** against land-line outages and copper theft.

- **Services standardised**
  Services are standardised and automated to enable efficient provisioning.

- **Voice services**
  Guaranteed VoIP services are optional and available on the all service plans, with limitations on the number of consecutive calls that are supported. Best effort VoIP for packages such as SKYPE, Google, Lync etc, can be supported using the internet connection presented as part of the service. .

Features of VSC

VSC Service characteristics

- The service is sold with a monthly CAP(Data bundle) and a daily FAP (Fair Access Policy)

- Standard installation pricing is provided. Any additional items will be charged for such as:
    - Additional cabling > 20m
    - Non standard mounts , etc.

The VSC service offering consists of the following?

- Satellite broadband internet bundle.

- Indoor Unit (IDU) consisting of VSC CPE.

- Outdoor Unit (ODU): 120cm or 98cm antenna (dish) dependant on area and a 2 Watt BUC (Block Uplink Converter)
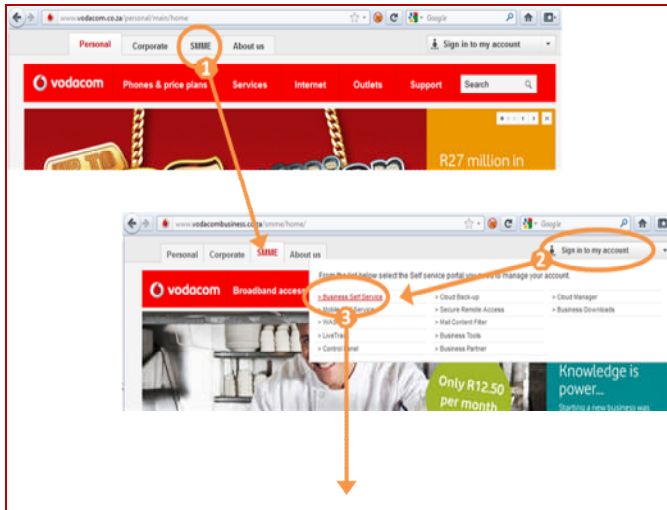

- A feature rich customer portal experience, which include;

    - Automated user logon credentials and updates;

- User Internet bundle utilization,
- Purchase Top up bundle,
- FAP utilization,
- Redeem Token,
- Purchase new Tokens,
- Monthly statistical usage of service parameters,

Portal Address:
https://www.vodacombusiness.co.za//web/vodabizconnect/login_nc
or from www.vodacom.co.za:

End user equipment

Currently the following IP Phone can be ordered to be provisioned with the VSC service.

SNOM 300

Ordering

VSC VoIP

To enable guaranteed VoIP to be supported over the VSC service this feature should be ordered with the required service plan.

IP Talk

In order to receive a VoIP number/s the IP Talk service/s need to be ordered in addition to the VSC service (this service is not part of the VSC service).

Support

Support will be provided by 082 1930.

VSC Pricing examples

VSC Promotional National offer effective from 1 September to 30 November 2012, to the first 1000 new orders.

What you get anywhere in South Africa are;

- **Free Standard Installation** on any VSC service plans to the value of more than R4000.
- **Free On-Net calls** to other VSC subscribers and attractive IP talk voice call rates.
- **Entry level Internet** and scalable options, starting with the VSC 50 - 1 GB service for R 619 p.m. plus our guaranteed IPTalk voice service at R 169 p.m.
- **No catches to Cost effective** internet top up rates per GB, should your usage in a month change, starting at R 311.00 per 1GB.
- **Scalability and choice** of additional cost effective VSC service plans which are paired with internet line speed increases to ensure consistent customer experience
- **Powerful self service** customer portal and downloadable tools, enabling usage to be tracked live, and click through top ups.

Example 1
Pricing for a VSC50 service that includes a 1Gb data bundle and a voice service.

	Excluding VAT	Including VAT
VSC-50 - 1Gb Internet included	R 619.50	
VoIP Rental	R 169.00	
Total monthly rental VSC50 plus VoIP	**R 788.50**	**R 898.89**

Additional cost if 1 Gb internet bundle is depleted and needs to be topped up during month.

	Excluding VAT	Including VAT
1Gb Internet bundle top up	R 311.00	
Total monthly rental with topup of 1 Gb	**R 1 099.50**	**R 1 253.43**

Example 2
Pricing of a VSC50 service that includes a 1Gb data bundle and a VoIP service plus an IP phone.

	Excluding VAT	Including VAT
VSC-50 - 1Gb Internet included	R 619.50	
VoIP Rental	R 169.00	
Snom300 IP phone (24month lease)	R 48.00	
Total monthly rental VSC50 plus VoIP	**R 836.50**	**R 953.61**

Additional cost if 1 Gb internet bundle is depleted and needs to be topped up during month.

	Excluding VAT	Including VAT
1Gb Internet bundle top up	R 311.00	
Total monthly rental with topup of 1 Gb	**R 1 147.50**	**R 1 308.15**

VSC Pricing detail

24 month contract option (Existing pricing)

Service plan including Internet bundle	Std Installation	Rental
VSC-50 - 1Gb Internet included	R 4 118.00	R 719.00
VSC-100 - 3Gb Internet included	R 4 118.00	R 1 169.00
VSC-200 - 5Gb Internet included	R 4 118.00	R 1 779.00
VSC-400 - 10b Internet included	R 4 118.00	R 3 062.00

Prices exclude VAT

Non standard Installation cost apply (Refer to Installation appendix for full list)

24 month contract option (Promotional price 1 Sep 2012 - 30 Nov 2012) limited to the first 1000 new customer orders captured.

Service plan including Internet	Std Installation	Rental
VSC-50 - 1Gb Internet included	R 0.00	R 619.50
VSC-100 - 3Gb Internet included	R 0.00	R 1 169.00
VSC-200 - 5Gb Internet included	R 0.00	R 1 779.00
VSC-400 - 10b Internet included	R 0.00	R 3 062.00

Prices exclude VAT

Standard Installation consist of the following:

- Indoor unit
- Outdoor unit: 120cm to 98cm antenna
- Cabling up to 20m

Internet Top up data bundles (additional if required)

	Buy Once off
1Gb Internet bundle top up	R 311.00
3Gb Internet bundle top up	R 761.00
5Gb Internet bundle top up	R 1 311.00
10Gb Internet bundle top up	R 2 511.00

Prices exclude VAT

Token (FAP)

	Buy Once off
1Gb	R 38.88
3Gb	R 95.13
5Gb	R 163.88
10Gb	R 313.88

Prices exclude VAT

VAS

	Activation	Rental	24 month Lease	Buy Once off
IP Talk activation	R 32.00			
VoIP Rental (excluding call charges)		R 169.00		
Snom300 IP phone			R 48.00	R 986.00

Prices exclude VAT