



Annex L to SLA 1845_001: Dedicated Internet Services

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Author:	J Nhlapo
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ANNEX L: Dedicated Internet Services

L1. Service Classification

The Dedicated Internet Service is classified as Managed Infrastructure in terms of the SITA Services Catalogue and as a mandatory service in terms of the SITA Act.

L2. Reference(s)

1845_L ver 1.0.

L3. Benefit Statement

#	Aspect of business challenge	Value statement	
		Area	Statement
1	Economies of scale based on volumes	Price	SITA qualifies for bulk discounts which in turn result in lower pricing to the clients and is cost effective because of Economies of scale achieved by using shared infrastructure – both shared between all clients that make use of the service and also shared between the services hosted on the hardware.
2	Reduction in Duplication	Elimination of duplication	Government is not procuring and supporting duplicate infrastructure and Internet Service Provider (ISP) connections as all traffic is carried over shared infrastructure (routers and access links) via 2 centralised Point of Presence (PoPs).
3	Security	Security	Better control as connectivity to 3 rd parties is centralised, limiting possibility of violations

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L4. Service Category: WAN

L4.1 Service Metric: Dedicated Internet services

	Service Offering	Service Description	Configured Service		Service Components	Measurement		
			Basic features	Additional features required		Metric	Unit of measure	
Managed Infrastructure	Dedicated Internet	The Dedicated Internet service is only available to customers who are in their own VPNs. It provides Internet access to clients in their own VPNs by provisioning Internet bandwidth that is specifically allocated only to that VPN. This gives the client control of their environment as they can decide on the amount of bandwidth required in order to support their operations.	1. Internet Access -Customer can procure bandwidth as per the VPN's requirement	Managed Internet Services - Proxy services including URL filtering; Domain Name Services (DNS) Mail Relay services	1. Internet access	Availability: 98% during business hours as are defined in the main SLA	% Availability	Service Management
			2. Default bandwidth split between Local and International with 50% of the bandwidth allocated for international and the full bandwidth available for local should there be no international traffic at the time.	Capacity advisory services	2. Managed Internet services: SITA set up, manage, support and maintain the Internet Gateway and the Internet application services including firewall, proxy, DNS and mail relay services, running on the server.	Availability: 98% during business hours as are defined in the main SLA.	% Availability	
			3. Upstream outbound and inbound Antispam and antivirus filtering		3. Bundled Antispam and antivirus service	Availability: 98% during business hours as are defined in the main SLA	% Availability	
			4. SLA Reporting (access to web-based reporting tool)		4. Service Support	MTTr (Mean Time to RESPOND):	Hours	

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			5. 24x7 service			95% of calls responded to within 4 hours during business hours		
			6. Responsiveness and quality of Service Desk		5. Service Desk: Call Answering	1. 80% of calls handled in 20 seconds. 2. 80% Satisfaction Levels	%	
			7. Incident / Request Escalations		6. Incident and Request Management: Monitoring and escalation	90% escalations as per agreed escalation procedure	%	
			8. Availability of Incident/ Request Management Performance Reports		7. Incident Management: Reporting on performance against all Incidents and Request	90% Availability of Service Management Reporting Platform	%	

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L4.2 Services Detail

Service Category	Service Sub-Category	Service Component	Service Component Description	Service Measures	Definition of service measures	Service Level Metrics	Service dependencies
WAN	Dedicated Internet	1. Internet Access	Provision of a Dedicated Internet service to users in their own VPNs.	Availability	Availability of Internet service from the SITA NGN network during business hours as defined in the main SLA	98% Availability	Client infrastructure used in the provision of the Internet service must be available and correctly configured
WAN	Dedicated Internet	2. Managed Internet services	Managed Internet service is the service in which SITA set up, manage, support and maintain the Internet Gateway and the Internet application services including firewall, proxy, DNS and mail relay services, running on the server. The cost of the Virtual Machine will be recovered over the period of the SLA from the relevant VPN service annexure, if applicable. The cost of the hardware for dedicated standalone client server/s will be payable by a GO ahead of implementation.	Availability	Availability of Service Infrastructure as well as the Internet Gateway and Internet Applications (firewall, proxy, content filtering, DNS and mail relay services) during business hours as defined in the main SLA	98% Availability	Client infrastructure used for this service must be available and correctly configured
WAN	Dedicated Internet	3. Antispam	Provision of an upstream inbound and outbound antispam and antivirus mail filtering system.	Availability	Availability of the upstream antispam and antivirus mail filtering service during business hours as defined in the main SLA	98% Availability	Client infrastructure used for this service must be available and correctly configured

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Service Category	Service Sub-Category	Service Component	Service Component Description	Service Measures	Definition of service measures	Service Level Metrics	Service dependencies
WAN	Dedicated Internet	4. Service Support	Responding to calls logged by users through defined inbound communication channels	Responsiveness	MTTr (Mean time taken to respond) to calls logged for support in a calendar month during business hours as defined in the main SLA.	95% of calls will be responded to within response times rolled up across all priorities as follows: a. Critical: 4 Hrs b. High: 4 Hrs c. Medium: 4 Hrs d. Low: 4 Hrs	Users must log a call for support via the support process
WAN	Dedicated Internet	5. Service Desk : Call Answering	The handling of agreed inbound communication channels within acceptable response times and quality levels.	Responsiveness and quality of Service Desk	Number of calls handled that have breached 20 seconds before being answered) / Total number of calls received for the calendar month (within stipulated service hours.)	1. 80% of calls handled in 20 seconds over a period of one calendar month. 2. 80% Satisfaction Levels, i.e. (Inbound calls)	Level of users participating in the survey to obtain a reasonable sample.
WAN	Dedicated Internet	6. Incident and Request Management : Monitoring and escalation	Implementation of the Incident/ Request Management process supporting effective monitoring and escalation as defined by the escalation procedure with the Customer.	Incident / Request Escalations	% of automated escalations carried out as per agreed escalation procedure.	90% escalations as per agreed escalation procedure	As per agreed scope of the escalation procedure enabled by the Customer and/or 3rd Parties.
WAN	Dedicated Internet	7. Incident Management : Reporting on performance against all Incidents and Request	Provision of Incident/ Request Management reports on the performance of all Technical Support environments.	Availability of Incident/ Request Management Performance Reports	Provision of access to automated reports on : a. Mean Time to Resolve (MTTR) per service category and priority b. Mean Time to Respond (MTTr) per service category and priority	90% Availability of Service Management Reporting Platform	Customer and/or 3rd Parties must have Internet access.

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L5. Roles and responsibilities

Service Sub-Category	Responsibilities	
	SITA	Client
Dedicated Internet	1. Establish, monitor and manage Internet connectivity and application services according to SLA. 2. Register all identified Internet related calls and issue a reference number to the user. 3. Provide Internet related advisory services, particularly wrt Capacity management. 4. Escalate link/upstream failures to the ISP. 5. Establish and maintain processes for fault, incident and change management. 6. Provide tools to support the service management processes. 7. Provision of access to automated service reporting tools. 8. Ensure the underlying systems are maintained at levels required by eg the Auditor-General. This may require scheduling occasional downtime.	1. Report all identified Internet related calls via the SITA Toll free number (0800 11 55 75). 2. Submission of completed and signed Service Request Applications to SITA. 3. Providing SITA with accurate information when completing and submitting service request applications. 4. Compliance with SITA's recommended technical standards and specifications to realise this SLA. 5. Advising SITA of significant changes in usage forecasts, planned implementation of future changes or new service requirements where SITA will be impacted. 6. Maintain adequate capacity on the Internet bandwidth. 7. Ensure that all client owned and managed hardware and software which is used in the provision of Internet services is maintained, available and supported.

L6. Pricing

Internet bandwidth	Total
Total	300Mbps
Total Excluding VAT	R 283 286.55
15%VAT	R 42 492.35
Total per month including VAT	R 325 778.90
Total per annum including VAT	R 3 909 346.80

Notes:

1. Prices are subject to price fluctuations from the Service Provider
2. Data line cost as reflected above is based on the current Telco rates and tariffs
3. Data line rental cost will be adjusted annually
4. Pricing will change once a service is commissioned, decommissioned, upgraded or downgraded, and will be reflected on the monthly invoice to be settled within 30 days.

L7. Penalties

If SITA fails to achieve the service levels that are stipulated above, and provided that such a failure is not caused by a failure of the Client to comply with its obligations and duties in terms of this SLA, SITA shall compensate the Client by raising a credit note to the value of 2.5% of the Dedicated Internet invoice amount for the month in question for the affected services.

L8. Dependencies and constraints

L8.1 Dependencies:

1. Effective functioning and performance of upstream services.
2. The availability and reliability of the Client's Internet services infrastructure.
3. Service Level Agreements with third parties, e.g. TelCo and ISP.

L8.2 Constraints:

1. Bandwidth available to the VPN – clients must ensure they maintain adequate capacity.
2. The Client's Internet acceptable use policy (AUP) and Change Control Procedures.
3. Prevailing Internet Engineering Task Force (IETF) standards.
4. Prevailing legislation and Government Policies.

L9. Certification:

We hereby certify that this Annex covers the full extent of the Dedicated Internet Service as required. We further accept the service and the price accordingly.

This Annex shall be effective from **01 February 2024 until 31 January 2029**.

Thus done and signed at Kimberly on this 28 day of February 2024

Signature: 

Full names: Gushie Belubek

On behalf of **Northern Cape: Office of the Premier**

And duly authorised thereto

Thus done and signed at Centurion on this 19 day of February 2024

Signature: 

Full names: Ntombi Masinga

On behalf of **State Information Technology Agency SOC Ltd**

And duly authorised thereto