

Cloud Service Description

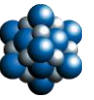
Internet, Interconnect and S2SC Services

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Revision Details

Change Control: The below table should be updated if any changes are made to the document. Table 1: Revision Details

Description of Change	Version	Date	Author
Initial Version	2012-01	01/11/2011	Jürgen R. Weiss
Update	2019-01	20/08/2019	Vanessa Maresch





1. Definitions

IP Sec: is a secure network protocol suite that authenticates and encrypts the packets of data sent over an Internet Protocol network. It is used in virtual private networks (VPNs).

CRAN: Communications Regulatory Authority of Namibia

2. Terms and Conditions

2.1 In addition to Salt's Service Description General Terms and Conditions, the Customers', Resellers' or its Customers' use of the

2.1.1. Services described in this document are subject to the additional terms and conditions as described in this document. Should any Section or provision of this document contravene with any Section of the Salt's Service Description General Terms and Conditions, the provisions of this document will supersede.

3. Internet Services

3.1 Introduction

3.1.1 Salt's Internet Access Services offers two solutions:

3.1.1.1 "Enterprise Internet Bandwidth" which provides limited, dedicated (one to one contention ratio) uncapped Internet bandwidth measured in Kbit/s to the Customer.

3.1.1.2 "SME Internet Bandwidth" which provides limited, shared broadband (best effort) Internet bandwidth measured in Kbit/s to the Customer

3.2 Deliverables

3.2.1 "Enterprise Internet Bandwidth" and "SME Internet Bandwidth":

3.2.1.1 Support for the following standard Internet protocols: HTTP, HTTPS and FTP and custom port requests so far as is possible.

3.2.1.2 SALT does not guarantee Internet Access availability, as this is third party (ISP) dependent.

3.2.2 "Enterprise Internet Bandwidth" only:

3.2.2.1 SALT does not limit (cap) the total traffic of the Internet bandwidth.

3.2.2.2 SALT does not oversubscribe its upstream bandwidth for this Service.

3.2.2.3 SALT provides public IP addresses on Customer request, at an additional fee, for the Customer's exclusive use.

3.3 "SME Internet Bandwidth" only:

3.3.1 SALT oversubscribes its upstream bandwidth for this Service. This is a best effort service.

3.4 Responsibilities

3.4.1 Whenever the Customer subscribes to the "Enterprise Internet Bandwidth" OR the "SME Internet Bandwidth", it shall also subscribe to the "Internet Security" parts of the Managed Internet Access service.

3.4.2 Salt will monitor the service and the Customer will be advised on outages and downtimes.

4. Internet Security

4.1 Introduction

4.1.1 Internet Security is an Internet Edge Firewall which is required for all Internet connected Customers, and covers standard protocols, custom ports and Public IP's.

4.1.2 This service consists of either/ or:

4.1.2.1 Salt hosted firewalls

4.1.2.2 Customer on-premise firewall/s





4.2 Deliverables

- 4.2.1 Internet Security enables customer specific rule base, standard protocols and Public IP's.
- 4.2.2 Custom ports and protocols are configured on a customer specific requirement.
- 4.2.3 On the Salt hosted firewalls (4.1.2.1) Salt will ensure that policies and intrusion protection and detection policies are industry standard defined.
- 4.2.4 On the Customers on-premise firewall/s (4.1.2.2) the Customer is to define policies and intrusion protection and detection policies, as per their company security policy, industry regulation or any other requirement as deemed necessary by the Customer.

4.3 Responsibilities

- 4.3.1 The Customer must inform Salt in writing by sending an email to assist@salt.na from an authorised representative of the Customer, specifying firewall rule base requirements.

5. Interconnect

5.1 Introduction

- 5.1.1 The Interconnect Service includes the setup, configuration and monitoring the Customer's data to be replicated between Salt's Data Centre footprint.

5.2 Deliverables

- 5.2.1 With this service Salt endeavours to alleviate the dependency on one data route, by providing redundant routes between Salt Data Centre's.
- 5.2.2 Salt will monitor the Links between Data Centres for availability, latency and utilisation, and make the monitoring results available to the Customer upon written request from Customer's authorised representative.
- 5.2.3 Salt does not guarantee any Service Level Guarantee for this Service since any and all communication links provided by Salt to a Customer are the property of, and thus controlled, maintained and operated by, external service providers over which Salt has no influence.

5.3 Responsibilities

- 5.3.1 It is the Customer's responsibility to inform Salt timeously about any congestion or slowness experienced by using this Service.
- 5.3.1.1 Salt will monitor the service and the Customer will be advised on outages and downtimes.

6. Site to Site Secure Connectivity

6.1 Introduction

- 6.1.1 Site to Site Secure Connectivity (S2SC) is a secured IP Sec tunnel between Salt and Customer, or Customer to Customer, Remote Firewall set up via the Internet.

6.2 Deliverables

- 6.2.1 Salt will set up and configure IP Sec Tunnels, at an additional fee as defined in Service Description 06. Support Services.
- 6.2.2 Salt will manage and monitor IP Sec Tunnels, on Customers behalf, as defined in Service Description 06. Support Services. Reports are available on request from the authorized Customer representative. The Customer's authorized representative must send an email to assist@salt.na.





- 6.2.3 Salt can, by Customer request provide the firewall, as a once off purchase or on a rental basis (at Salt's discretion). The Customer is not obliged to procure the units from Salt, but by subscribing to this service, benefit from our management of their network, as required by CRAN.
- 6.2.4 Salt owns maintenance stock, for swop out in case of hardware failure. Maintenance stock is the manufacturer of the approved Salt specifications. Salt can make this available while the customer is attending to warranty processes. This deliverable is only possible if the Customer's Firewall is of the same manufacturer as the maintenance stock of Salt's.
- 6.3 Responsibilities
 - 6.3.1 It is the Customer's responsibility to inform Salt timeously about any congestion or slowness experienced by using this Service.
 - 6.3.2 Salt will monitor the service and the Customer will be advised on outages and downtimes, via email, as indicated in the Service Level Agreement, to the Customer's authorized representative.
 - 6.3.3 Salt will ensure that it retains the ECS/ECNS license required by CRAN, the regulatory authority, to manage cross border communications. This license allows Salt to manage data links across property boundaries as defined in Act 8 of the COMMUNICATIONS ACT, 2009, section 43.
 - 6.3.4 Salt will retain a back up of the configuration of the firewall.

7. Termination of Services

- 7.1 Should the customer wish to terminate any of the services hereto engaged as per the Service Order, the customer will: -
- 7.2 Give Salt 30 days' notice in advance of such termination
- 7.3 Arrange an equipment collection on or before the 30 day-notice period expires.

