



**Zomerlust  
Systems  
Design**  
(CK1997/001363/23) trading as ZSD

Unit D11,  
Clareview Business Park  
236 Lansdowne Rd

info@zsd.co.za  
<http://www.zsd.co.za>

P.O. Box 46827  
Glosderry, 7702  
South Africa

+27-21-683-1388  
+27-21-674-1106

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## **Openserve Fibre to the Home Services**

Telkom's Wholesale division, now rebranded as “Openserve” announced last year a drive to roll out an extensive fibre network to their existing ADSL customers. These services will be made available to existing and new customers through a number of resellers, including Telkom retail and ZSD.

ZSD has been reselling Telkom Wholesale services for over 15 years. We are one of the resellers who are contracted to supply Openserve “Fibre to the Home” services. ZSD is an established ISP and we hold ICNS and ICENS licences issued by ICASA and we have been in business, under our current ownership and management, since 1997.

ZSD focuses on small to medium sized business customers and we also service many home customers. We have negotiated with our upstream providers in order to put together a series of products associated with Openserve “Fibre to the Home”. Our packages have been carefully tailored to suite the requirements of our existing customers when they migrate to “Fibre to the Home”, or as is likely for many of our customers “Fibre to the Business”. Our staff have all received extensive training from Openserve on this new technology.

ZSD has retained our primary business principals for these products:

- All these products are sold by ZSD are on a month to month contract basis. This includes the provision of the Openserve Fibre connectivity.
- ZSD provides separate products for Fibre Rental, Bandwidth and supply of hardware items. This provides maximum flexibility for the customer and no “lock in”.
- We focus on providing the highest level of customer support, clear advice to our customers and the minimum of red tape.

ZSD offer the following packages associated with Fibre to the Home (or Business) services:

- Fibre Installation and Rental.
- “Flexible Cap” bandwidth for low volume, high quality requirements. This may suite many business applications.
- “High Cap” bandwidth, in Home and Premium quality options. These we believe these will suit the majority of home users and many business users.

- “Work Uncapped” bandwidth. These are premium uncapped accounts which will operate at speeds compatible with moderate fibre applications. They will suite those customers who require a fixed budget and the assurance that their service will never be interrupted.

ZSD appreciates that Fibre to the Home is still in the early stages of its life cycle. Thus customers who take up the service will be “Early Adaptors” of the technology. ZSD is committed to working with these customers to ensure a satisfactory outcome.

If you have any questions or queries, please do not hesitate to contact us.

Ian Forbes