

# Master Services Agreement:

## Annexure A1: Service Schedule – Services Fees Schedule v8.0.0



This **Service Fees Schedule for Connectivity Services v8.0.0** replaces all previously signed / incorporated version(s) of the Service Fees Schedule(s) for Cloud Services (if any) and forms part of the Master Services Agreement and Master Services Schedule and its provisions are an integral part of the Master Services Agreement. Words and expressions defined in the General Conditions and Master Services Schedule shall (unless otherwise defined in this addendum) bear the same meanings where used in this Service Fees Schedule.

EMMA - Email Migration and Management Accelerator Notes	2016			
	1 Month	1 Year	2 Year	3 Year
EMMA Express Backfill Migration Per 25 mailboxes or part thereof, per 10GB or part thereof Includes: 5 pass, calendars, tasks, contacts, mail up to 10GB of data per mailbox	R 7 974	R 1 185	R 593	R 539
EMMA Express Backfill Migration Per 50 mailboxes or part thereof, per 10GB or part thereof Includes: 5 pass, calendars, tasks, contacts, mail up to 10GB of data per mailbox	R 15 948	R 2 155	R 1 078	R 970
EMMA Co-Existence Per 25 mailboxes or part thereof, per 10GB or part thereof Includes: 5 pass, calendars, tasks, contacts, mail up to 10GB of data per mailbox	R 21 444	R 1 886	R 916	R 862
EMMA Co-Existence Migration Per 50 mailboxes or part thereof, per 10GB or part thereof Includes: 5 pass, calendars, tasks, contacts, mail up to 10GB of data per mailbox	R 32 112	R 2 802	R 1 401	R 1 293
EMMA Co-Existence Migration Per 100 mailboxes or part thereof, per 10GB or part thereof Includes: 5 pass, calendars, tasks, contacts, mail up to 10GB of data per mailbox	R 53 341	R 4 688	R 2 371	R 2 101
EMMA Express Backfill Migration Per mailbox, per 10GB or part thereof Includes: 5 pass, calendars, tasks, contacts, mail up to 10GB of data per mailbox	R 0	R 0	R 0	R 0
EMMA Backfill Migration Project Management Per organisation, 1 pass calendars, tasks and contacts up to 50Mb of data per mailbox	R 0	R 0	R 0	R 0
EMMA Backfill Migration Per mailbox, per 10GB or part thereof Includes: 5 pass, calendars, tasks, contacts, mail up to 10GB of data per mailbox	R 0	R 0	R 0	R 0
EMMA Co-Existence Migration Project Management Per organisation Includes: 5 pass, calendars, tasks and contacts, up to 50Mb of data per mailbox	R 0	R 0	R 0	R 0
EMMA Co-Existence Migration Per mailbox, per 10GB or part thereof 5 pass calendars, tasks and contacts,	R 0	R 0	R 0	R 0
EMMA Co-Existence Migration Per mailbox, per 10GB or part thereof 5 pass calendars, tasks, contacts and mail	R 0	R 0	R 0	R 0

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<b>Hosted Exchange</b>		<b>2016</b>			
<b>Notes</b>	<b>1 Month</b>	<b>1 Year</b>	<b>2 Year</b>	<b>3 Year</b>	
Hosted Exchange - Small Business - Lite 2GB mailbox	R 44	R 31	R 29	R 26	
Hosted Exchange - Small Business - Std 10GB mailbox	R 116	R 83	R 77	R 69	
Hosted Exchange - Medium & Enterprise – Super Lite 500MB mailbox	R 34	R 25	R 23	R 20	
Hosted Exchange - Medium & Enterprise – Lite 2GB mailbox	R 64	R 45	R 42	R 38	
Hosted Exchange - Medium & Enterprise – Std 5GB mailbox – SP provided SAL(s)	R 117	R 84	R 78	R 70	
Hosted Exchange - Medium & Enterprise – Std 50GB mailbox– SP provided SAL(s)	R 143	R 102	R 94	R 85	
Hosted Exchange - Medium & Enterprise – Pro 100GB mailbox– SP provided SAL(s)	R 221	R 156	R 145	R 129	
Hosted Exchange - Outlook 2010 Per License	R 26	R 26	R 26	R 26	
Hosted Exchange - Journaling to 3rd party Archiving service Enabled for entire organisation - Per mailbox	R 22	R 22	R 22	R 22	
Hosted Email Archiving SP Mail Source - Per Mailbox Per Mailbox	R 75	R 54	R 50	R 45	
<b>Exclaimer Email Signature</b>		<b>Q2 2016</b>			
<b>Notes</b>	<b>1 Month</b>	<b>1 Year</b>	<b>2 Year</b>	<b>3 Year</b>	
Exclaimer Email Branding Per domain	R 226	R 162	R 151	R 135	
Exclaimer Email Branding template manager Per device	R 0	R 0	R 0	R 0	
<b>Hosted McAfee</b>		<b>Q2 2016</b>			
<b>Notes</b>	<b>1 Month</b>	<b>1 Year</b>	<b>2 Year</b>	<b>3 Year</b>	
Hosted McAfee - Email Protection and Continuity - Per Mailbox Per Mailbox	R 38	R 27	R 25	R 23	
Hosted McAfee - Email Archiving Non SP Mail Source - Per Mailbox Per Mailbox	R 86	R 61	R 56	R 51	
Hosted McAfee - Email Archiving SP Mail Source - Per Mailbox Per Mailbox	R 77	R 55	R 51	R 45	
Hosted McAfee - Email Encryption - Per Mailbox Per Mailbox	R 29	R 20	R 19	R 17	
Hosted McAfee - Intelligent Routing - Per Mailbox Per Mailbox	R 15	R 11	R 10	R 9	
Hosted Archive - Historical Data Import Per 25 users - Per 10GB storage per user or PST or part thereof	R 0	R 1 185	R 593	R 539	

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Hosted Archive - Historical Data Import Per 50 users - Per 10GB storage per user or PST or part thereof	R 0	R 2 155	R 1 078	R 970
Hosted Archive - Historical Data Import Per 100 users - Per 10GB storage per user or PST or part thereof	R 0	R 4 041	R 1 994	R 1 832
Hosted Archive - Historical Data Import Per 10GB storage per user or PST or part thereof	R 0	R 0	R 0	R 0
Hosted Archive - Managed Export Per 5GB storage per user or PST or part thereof	R 0	R 0	R 0	R 0

<b>Hosted Backup - RecoveryVault</b>	<b>Q2 2016</b>			
<b>Notes</b>	<b>1 Month</b>	<b>1 Year</b>	<b>2 Year</b>	<b>3 Year</b>
RecoveryVault - Express - Unlimited Workstation Per Backup Agent Workstation or Laptop with unlimited device backup - End of Life January 2017	R 112	R 80	R 73	R 67
RecoveryVault - Express - 50 GB Workstation Per Acronis Workstation with 50GB device backup	R 109	R 78	R 71	R 65
RecoveryVault - Express - 100GB Workstation Per Acronis Workstation with 100GB device backup	R 140	R 100	R 93	R 84
RecoveryVault - Express -100GB Server Per Acronis 100GB Server Storage	R 889	R 636	R 587	R 533

<b>Hosted Desktop and Applications</b>	<b>2016</b>			
<b>Notes</b>	<b>1 Month</b>	<b>1 Year</b>	<b>2 Year</b>	<b>3 Year</b>
Hosted Citrix XenApp - Shared - Std Per Standard User	R 792	R 566	R 523	R 474
Hosted Citrix XenApp - Shared - Perf Per Performance User	R 029	R 733	R 673	R 614
Hosted Citrix XenApp - Dedicated - Std Per 20 Standard Users or part thereof	R 511	R 500	R 11 476	R 10 506
Hosted Citrix XenApp - Dedicated - Perf Per 10 Performance Users or part thereof	R 284	R 782	R 8 082	R 7 381
Hosted Citrix Custom Application Enablement Per Application	R 694	R 940	R 1 778	R 1 616
Managed SQL Server Includes: A5.HMMedium, VCPU:2, RAM:14GB, 100GB Disk + 135 Disk, Windows Standard PLs, Microsoft SQL Server Std PLs, 5Nine Cloud Security Firewall, 5Nine Cloud Security AV, RecoveryVault Express 50Gb	R 123	R 675	R 7 920	R 7 435
Managed SQL Server Includes: A6.HMLarge, VCPU 4 RAM: 28GB DISK: 285GB 15GB Windows Standard PLs, Microsoft SQL Server Std PLs, 5Nine Cloud Security Firewall, 5Nine Cloud Security AV, RecoveryVault Express 100GB	R 138	R 241	R 15 894	R 14 494
Managed SQL Server Includes: A5.HMMedium, VCPU:2, RAM:14GB, 100GB Disk + 135 Disk, Windows Standard PLs, Customer Supplied Microsoft SQL Server Std PLs, 5Nine Cloud Security Firewall, 5Nine Cloud Security AV, RecoveryVault Express 50Gb	R 004	R 657	R 5 226	R 4 741
Internet Facing Bandwidth Per 10GB or part thereof	R 259	R 183	R 167	R 151

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Hosted Virtual Server Services	2016			
	Notes	1 Month	1 Year	2 Year
Hosted Hyper V - Unmanaged - Standard_A1 VCPU 1 RAM: 1.75GB DISK: 100GB 5GB Bandwidth + Windows Web or Standard PL	R 690	R 496	R 453	R 409
Hosted Hyper V - Managed - Standard_A1 VCPU 1 RAM: 1.75GB DISK: 100GB 5GB Bandwidth + Windows Web or Standard PL	R 2 963	R 2 101	R 1 940	R 1 724
Hosted Hyper V - Managed Replica -Standard_A1 Replica Pair of VCPU 1 RAM: 1.75GB DISK: 100GB 5GB Bandwidth + Windows Web or Standard PL + Agentless anti-virus + malware scanning with Kernel Mode Firewall	R 3 125	R 2 263	R 2 047	R 1 832
Hosted Hyper V - Unmanaged - Standard_A2 VCPU 2 RAM: 3.5GB DISK: 135GB 5GB Bandwidth + Windows Web or Standard PL	R 1 202	R 857	R 787	R 717
Hosted Hyper V - Managed - Standard_A2 VCPU 2 RAM: 3.5GB DISK: 135GB 5GB Bandwidth + Windows Web or Standard PL	R 3 448	R 2 478	R 2 263	R 2 047
Hosted Hyper V - Managed Replica - Standard_A2 Replica Pair of VCPU 2 RAM: 3.5GB DISK: 135GB 5GB Bandwidth + Windows Web or Standard PL + Agentless anti-virus + malware scanning with Kernel Mode Firewall	R 4 041	R 2 856	R 2 640	R 2 371
Hosted Hyper V - Unmanaged - Standard_A3 VCPU 4 RAM: 7GB DISK: 285GB 10GB Bandwidth + Windows Web or Standard PL	R 2 425	R 1 724	R 1 616	R 1 401
Hosted Hyper V - Managed - Standard_A3 VCPU 4 RAM: 7GB DISK: 285GB 10GB Bandwidth + Windows Web or Standard PL	R 4 688	R 3 341	R 3 071	R 2 802
Hosted Hyper V - Managed Replica -Standard_A3 Replica Pair of VCPU 4 RAM: 7GB DISK: 285GB 10GB Bandwidth + Windows Web or Standard PL + Agentless anti-virus + malware scanning with Kernel Mode Firewall	R 6 142	R 4 364	R 4 041	R 3 664
Hosted Hyper V - Unmanaged - Standard_A4 VCPU 8 RAM: 14GB DISK: 605GB 15GB Bandwidth + Windows Web or Standard PL	R 6 843	R 4 849	R 4 472	R 4 041
Hosted Hyper V - Managed -Standard_A4 VCPU 8 RAM: 14GB DISK: 605GB 15GB Bandwidth + Windows Web or Standard PL	R 9 106	R 6 466	R 5 981	R 5 442
Hosted Hyper V - Managed Replica - Standard_A4 Replica Pair of VCPU 8 RAM: 14GB DISK: 605GB 15GB Bandwidth + Windows Web or Standard PL + Agentless anti-virus + malware scanning with Kernel Mode Firewall	R 14 278	R 10 183	R 9 375	R 8 513
Hosted Hyper V - Unmanaged - Standard_A5 VCPU 2 RAM: 14GB DISK: 135GB 5GB Bandwidth + Windows Web or Standard PL	R 5 388	R 3 879	R 3 556	R 3 233
Hosted Hyper V - Managed - Standard_A5 VCPU 2 RAM: 14GB DISK: 135GB 5GB Bandwidth + Windows Web or Standard PL	R 7 651	R 5 496	R 5 065	R 4 580
Hosted Hyper V - Managed Replica - Standard_A5 Replica Pair of VCPU 2 RAM: 14GB DISK: 135GB 5GB Bandwidth + Windows Web or Standard PL + Agentless anti-virus + malware scanning with Kernel Mode Firewall	R 11 261	R 5 119	R 7 381	R 6 735
Hosted Hyper V - Unmanaged - Standard_A6 VCPU 4 RAM: 28GB DISK: 285GB 15GB Bandwidth + Windows Web or Standard PL	R 10 938	R 7 813	R 7 166	R 6 519
Hosted Hyper V - Managed - Standard_A6 VCPU 4 RAM: 28GB DISK: 285GB 15GB Bandwidth + Windows Web or Standard PL	R 13 200	R 9 429	R 8 675	R 7 920
Hosted Hyper V - Managed Replica -Standard_A6 Replica Pair of VCPU 4 RAM: 28GB DISK: 285GB 15GB Bandwidth + Windows Web or Standard PL + Agentless anti-virus + malware scanning with Kernel Mode Firewall	R 20 797	R 14 871	R 13 685	R 12 392

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Hosted Hyper V - Unmanaged - Standard_A7 VCPUs 8 RAM: 56GB DISK: 605GB 20GB Bandwidth + Windows Web or Standard PL	R 21 767	R 15 517	R 14 332	R 13 039
Hosted Hyper V - Managed - Standard_A7 VCPU 8 RAM: 56GB DISK: 605GB 20GB Bandwidth + Windows Web or Standard PL	R 24 030	R 17 134	R 15 841	R 14 332
Hosted Hyper V - Managed Replica - Standard_A7 Replica Pair of VCPU 8 RAM: 56GB DISK: 605GB 20GB Bandwidth + Windows Web or Standard PL + Agentless anti-virus + malware scanning with Kernel Mode Firewall	R 43 319	R 30 927	R 28 448	R 25 970
Hosted Hyper V - Unmanaged - Standard_A9 VCPUs 16 RAM: 112GB DISK: 382GB 20GB Bandwidth + Windows Web or Standard PL	R 45 905	R 32 759	R 30 172	R 27 478
Hosted Hyper V - Managed - Standard_A9 VCPU 16 RAM: 112GB DISK: 382GB 20GB Bandwidth + Windows Web or Standard PL	R 48 168	R 34 375	R 31 681	R 28 879
Hosted Hyper V - Managed Replica - Standard_A9 Replica Pair of VCPU 16 RAM: 112GB DISK: 382GB 20GB Bandwidth + Windows Web or Standard PL + Agentless anti-virus + malware scanning with Kernel Mode Firewall	R 75 754	R 54 095	R 49 784	R 45 366
Hosted Hyper V -Locally Redundant Storage 100GB or part thereof	R 156	R 108	R 102	R 92
Hosted Hyper V -Replica Storage 100GB or part there of	R 307	R 221	R 205	R 183
Hosted Hyper V - Internet Facing Bandwidth - Per 10GB or part thereof Hosted Hyper V - Internet Facing Bandwidth - Per 10GB or part thereof	R 237	R 167	R 156	R 140
Hosted Hyper V - 5nine Cloud Security Agentless anti-virus + malware scanning with Kernel Mode Firewall- Per Virtual Machine	R 167	R 119	R 108	R 97
Hosted Hyper V - Terraco Data Centre Interconnect - NR1GB Per 1GB (Non Redundant) Port	R 4 095	R 2 909	R 2 694	R 2 425
Hosted Hyper V - Terraco Data Centre Interconnect - R1GB Per 1GB (Redundant) Port	R 6 789	R 4 849	R 4 418	R 4 041
Hosted Hyper V - Terraco Data Centre Interconnect - R10GB Per 10GB Redundant Port	R 27 047	R 19 289	R 17 780	R 16 164
Hosted Hyper V - F5 BIG-IP - Shared Partition Dedicated Partition on Shared Appliance - up to 1Gbps	R 6 034	R 4 310	R 3 987	R 3 610
<b>IDSync</b>				
<b>2016</b>				
<b>Notes</b>	<b>1 Month</b>	<b>1 Year</b>	<b>2 Year</b>	<b>3 Year</b>
ID Sync - 10 Per 10 identities or part thereof up to 5 applications per identity	R 92	R 66	R 60	R 55
ID Sync - 1 app Per additional application over initial 5	R 24	R 17	R 16	R 14
ID Sync Setup -5 Per Organisation includes up to 5 hours of installation time				