Internet

Broadband Fibre

Product overview

Broadband Fibre is an excellent value-based Internet access service that provides uncapped and unshaped connectivity with speeds of up to 1 000Mbps.

Delivered over EC Internet's superior, robust fibre infrastructure, Broadband offers low -latency, symmetrical bandwidth along our next-generation network backbone. EC Internet delivers its broadband as an end to end solution and therefore minimizing the number of providers you require to deal with.

Fibre is symmetrical

This means that your upload and download speeds are equally fast! Most available broadband services are asymmetrical, which results in slower upload speeds. With our fibre solution, you can rest assured that important urgent documents will be delivered with great efficiency.

EC internet

Contention Ratio

When it comes to the internet and network connections contention is widely disregarded. This is mainly due to the focus on maximum speed and not on continuous throughput in which EC Internet offers a completely uncontended internet connection.

Superior fibre network

Our fibre network delivers superior speeds and low latencies, that remain unaffected by copper theft, which all too frequently leaves businesses stranded without connectivity or the ability to trade, which severely impacts your productivity and ultimately your bottom line.

Single point of contact

We offer end-to-end customer support services, so you only deal with a single contact centre and service provider.

'Best-Effort' service

In lieu of an SLA, EC Internet does not guarantee peak speeds on our   Broadband service but ensures that our 'Best-effort' service have high availability and the stability fibre has to offer.

Router

EC Internet will provide all new broadband fibre customers with router to access to the EC Internet network. However, over time bandwidth demand increase and the same router might become incapable of managing increased bandwidth with upgrades.EC Internet will however provide a new router on extension of agreement or alternatively a levy fee of R750 to replace the existing router.

Product portfolio and pricelist

The Broadband Fibre portfolio includes following services:

Service	Line speed up to	Monthly recurring cost	Once off installation cost
Broadband Fibre	10Mbps	R1,600.00	R1,500.00
Broadband Fibre	20Mbps	R2,350.00	
Broadband Fibre	30Mbps	R3,400.00	
Broadband Fibre	50Mbps	R4,250.00	
Broadband Fibre	100Mbps	R5,900.00	
Broadband Fibre	200Mbps	R9,900.00	
Broadband Fibre	500Mbps	R14,000.00	
Broadband Fibre	1000Mbps	R18,000.00	

* Subject to a minimum contract of 24-months depending feasibility.

Additional services

Voice services are available on our Broadband fibre product;
- 12 SIP channels at R500
- 24 SIP channels at R800
- 36 SIP channels at R1300

Booster services are available to customers who need to increase their speed at certain times of the month. This service is however dependent on the last-mile technology and router deployed on the service.
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Acceptable Use Policy

The purpose of this AUP is to ensure equity of access to all users of EC Internet internet access service. EC Internet endeavor to provide equitable access to all users to ensure the best possible performance and experience for the majority of its users. Many factors must be considered, including the regulatory environment. Generally, to be compatible with the spirit of Network Neutrality to enable EC Internet to deliver our internet access service. This AUP relates to the data usage of the internet access service only. Other issues related to our internet access service as well as data usage related to other access services are covered by the EC Internet service schedule.

Availability

Broadband Fibre is available in Johannesburg, Pretoria, Cape Town, Bloemfontein and Durban. All services are coverage dependent and therefore not limited to stated areas only as our network continue to grow.

Terms and conditions

- Broadband is designed to deliver service to an end customer and may not be resold.
- No SMTP Relay is offered with Broadband
- Each service is allocated 5 Static Public IP addresses. If a NAT solution is required, only 1 Public IP address will be made available.
- EC Internet reserves the right to use the most feasible last mile technology available.

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