



ZOL Broadband Pricing

STARTER PACKAGE

ZOL is offering an Internet “taster” package called ZOLite which allows you to enter the Broadband world at a very affordable and fixed monthly fee. Although there are no additional usage charges, we have a fair usage system that reduces priority the more you use, to ensure heavy users do not crowd out light users.

	Speed*	Monthly Fee	Annual Fee**
ZOLite	Peak Time up to 1 mbps Off-Peak up to 2 mbps	\$70	\$60/mo

* This is a BEST EFFORT service with no guaranteed minimum speed. Your initial 2GB will be given priority, but the more you use thereafter, the lower priority you will receive.

** Annual payment required to get this discount. You pay 12 months in advance of the regular monthly fee and ZOL gives you 14 months of service, giving you 2 months free.

CAPPED PACKAGES

Capped packages are recommended for high quality, high speed access for home use and small or home offices. ZOL capped packages are un-contended or CIR. If you stay within your TRAFFIC LIMIT you will always receive the guaranteed speed if your LAST MILE connection can handle it. However, if you exceed your prepaid TRAFFIC LIMIT, you will be placed into a BEST EFFORT POOL and you will be billed at \$95 per 1 GB. You can at any time add a prepaid Bolt-On for extra traffic, which will allow you to carry on at the full package speed and at a lower cost.

	Speed	Included Usage	Monthly Fee	Annual Fee *	Excess Usage
Small	1 mbps	4 GB	\$115	\$99/mth	35/GB
Medium	2 mbps	7 GB	\$175	\$150/mth	35/GB
Large	3 mbps	12 GB	\$265	\$227/mth	35/GB

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UNCAPPED PACKAGES

Heavy users or large businesses and enterprises will benefit from uncapped packages. These are shared packages and maximum speed available will depend on network usage. Our shaping system ensures fair use, and those that use their link heavily will receive reduced priority. The Platinum service receives higher priority than Gold.

	Speed	Gold Monthly Fee	Gold Annual Fee*	Platinum Monthly Fee	Platinum Annual Fee*
Small	up to 1 mbps	\$275	\$236/mth	\$645	\$553/mth
Medium	up to 2 mbps	\$495	\$424/mth	\$1095	\$939/mth
Large	up to 3 mbps	\$825	\$707/mth	\$1895	\$1624/mth

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CIR SERVICES available on application



ZOL Broadband Terms

Thank you for enquiring about our Broadband service, here are a couple of things we think you should know regarding the pricing options below.

TERMS:

- **SOHO/SME** - Small Office/ Home Office or Small to Medium Enterprise. We use this term to represent a company of less than 10 individuals that will be connecting to the Internet through the service we are quoting.
- **CONTENTION RATIO** - The ratio of the potential maximum demand to the actual bandwidth. The higher the contention ratio, the greater the number of users that may be trying to use the actual bandwidth at any one time and, therefore, the lower the effective bandwidth offered, especially at peak times
- **LAST MILE** - Last-mile technology is any telecommunications technology that carries signals from the broad telecommunication backbone along the relatively short distance (hence, the "last mile") to and from the home or business. Or to put it another way: the infrastructure at the neighborhood level. UHF is through Transmedia. This company charges a monthly fee for their last mile connection as follows:

UHF (Transmedia) - \$70
- **TRAFFIC USAGE** - This is the amount of data that comes through your broadband link measured in MB (megabytes) If you are on a CAPPED package you will have a TRAFFIC LIMIT, if you are UNCAPPED then your traffic is unlimited.
- **TRAFFIC LIMIT** - The maximum allowed data through your link during OFFICE HOURS in a month
- **EXTRA TRAFFIC** - A top up of data allowance if you have exceeded your TRAFFIC LIMIT
- **INTERNATIONAL BANDWIDTH** - Any data coming through your link from international websites or locations i.e. youtube.com, gmail.com, facebook.com
- **LOCAL BANDWIDTH** - Any data coming from local websites or locations i.e. zol.co.zw or your ZOL email
- **RX/TX** - Receive and Transmit, this will refer to your package speed. If your package is a 192 kilobit package, it will be 128RX and 64TX. This means that when you DOWNLOAD data you will get it at 128 kilobits/second, and when you UPLOAD data (i.e. send an email) it will happen at 64kilobits/second
- **PROXY** - Our server that relays your Internet requests. This benefits you because if you request data that has been requested by someone else, it will come to you through our proxy, meaning it will be LOCAL rather than INTERNATIONAL bandwidth

THE ZOL DIFFERENCE:

Here are a couple of things that make ZOL stand out from the pack:

- We only meter TRAFFIC USAGE from 7a.m. to 6p.m. All usage outside these times is FREE, including weekends and public holidays.
- Only INTERNATIONAL BANDWIDTH is counted - LOCAL BANDWIDTH is FREE
- Websites and files served from our PROXY (this can be up to 35% of your traffic) is FREE.

This means that depending on your usage profile, up 60% of your TRAFFIC USAGE will not be metered, and therefor will not count towards your TRAFFIC LIMIT.