

BLUENETBROADBAND IS A TRUSTED AND AUTHORISED RESELLER PARTNER FOR MORCLICK. YOUR SATELLITE SERVICES WILL BE SUPPLIED, OPERATED, INSTALLED AND BILLED BY MORCLICK.

MORCLICK FREQUENTLY ASKED QUESTIONS

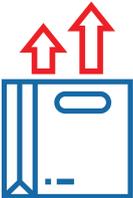
Where is MorClick Satellite Internet available?

Absolutely anywhere! MorClick is fibre infrastructure, telephone line and mobile signal tower independent. This means that our satellite offerings are available everywhere – no matter how remote your location is. Apart from your equipment installation and subscription, all you need is a clear view of the sky.

Are MorClick Satellite Internet Solutions Internet safe and secure?

Yes. Satellite Internet is considered more secure than other means of connectivity because intercepting the beam between the dish and the satellite is much more difficult than intercepting the signal in a physical cable. When using satellite imagine a giant beam being sent when you click send on an email up to the satellite. The email is broken down into digital pieces that only our satellite can piece back together - keeping your confidential data more secure than terrestrial Internet!

What packages does MorClick Satellite Internet Solutions offer?

 R849 /pm 5mbps Download Speed 2mbps Upload Speed 24 Month Subscription	 R1099 /pm 10mbps Download Speed 3mbps Upload Speed 24 Month Subscription	 R1299 /pm 20mbps Download Speed 6mbps Upload Speed 24 Month Subscription
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What is MorClick Satellite Internet's Fair Use Policy (FUP)?

MorClick is committed to ensure fair Internet access for all our satellite broadband subscribers. To ensure this, we vigilantly maintain a special Fair Use Policy to safeguard equitable balance Internet access for all subscribers.

As per your Contractual Terms & Conditions, our Fair Usage Policy covers the following:

5.14.1. The Fair Usage Policy (FUP) is our super simple way of protecting the integrity of MorClick. As with all acceptable usage policies, if you use more than a certain, predetermined "fair" amount of data (your FUP threshold) in a given timeframe, you stand to be restricted to slower speeds during peak times, in order to allow other users to access the network fairly.5.14.2 Each line speed has its own FUP threshold.

5.14.3 The FUP is subject to change from time to time.

5.14.4 **Uncapped** generally mean there are no limits but you could see a reduced speed once a threshold is reached. You will find the reduced speeds that would be imposed on the Application Form

5.14.5. The uncapped price plans do not have out-of-bundle rates.

5.14.6. We reserve the right to terminate the contractual relationship with customers who regularly breach the fair usage policy for Service price plans by more than 100% on no less than 30 days prior written notice.

5.14.7 A customer cannot load a top-up bundle to restore the speed on an uncapped price plan.

Fair Usage Policy	First throttle	Second throttle	Third throttle
Unlimited 5 Mbps	3Mbps - 100GB	1.5Mbps - 150GB	1Mbps - 200GB
Unlimited 10 Mbps	5Mbps - 150GB	3Mbps - 250GB	1.5Mbps - 300GB
Unlimited 20 Mbps	10Mbps - 200GB	5Mbps - 350GB	2Mbps - 400GB

Our Fair Usage Policy establishes an equitable balance in Internet access for all our subscribers. Your Fair Use policy will run according to your activation date, even though billing will happen per calendar month.

Are there any limits on how much data I can download?

All MorClick products include unlimited data thresholds & ensure Fair Use Policy (FUP):

Fair Usage Policy	First throttle	Second throttle	Third throttle
Unlimited 5 Mbps	3Mbps - 100GB	1.5Mbps - 150GB	1Mbps - 200GB
Unlimited 10 Mbps	5Mbps - 150GB	3Mbps - 250GB	1.5Mbps - 300GB
Unlimited 20 Mbps	10Mbps--200GB	5Mbps--350GB	2Mbps--400GB

Is Soft Throttling applied in any of MorClick Plans?

To ensure fair access, soft throttling speed management is implemented on disproportionate date usage as follows:

Fair Usage Policy	First throttle	Second throttle	Third throttle
Unlimited 5 Mbps	3Mbps - 100GB	1.5Mbps - 150GB	1Mbps - 200GB
Unlimited 10 Mbps	5Mbps - 150GB	3Mbps - 250GB	1.5Mbps - 300GB
Unlimited 20 Mbps	10Mbps--200GB	5Mbps--350GB	2Mbps--400GB

What is internet shaping?

Internet traffic shaping is a bandwidth management technique used on internet networks which delays some/all datagrams to bring them into compliance with a desired traffic profile. Traffic shaping can be used to optimize or guarantee performance, improve latency, or increase useable bandwidth of some forms of data traffic by reducing others that are less prioritized.

Does shaping apply to Satellite?

No, it does not the service is unshaped.

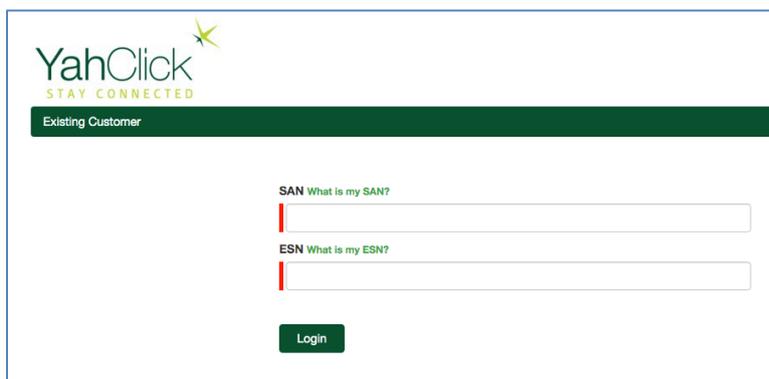
Is the traffic classification and priority (Shaping) the same for all MorClick Plans?

Yes, the traffic classification and priority queues are the same for all MorClick Plans. It is not possible for us to define traffic classification and priority queues as per plan level.

Can I check how much data is being used on my contract?

Yes you can! There are three options available to you to check how much data is being used on your package:

1. Call the MorClick call center on 010 593 0880;
2. Email us on customer@morclick.co.za;
3. Log into our YahClick powered network on https://selfcare.yahclick.com/YAHS_PRT_CC_Login



The screenshot shows the YahClick login interface. At the top left is the YahClick logo with the tagline 'STAY CONNECTED'. Below the logo is a dark green bar with the text 'Existing Customer'. The main content area contains two input fields: the first is labeled 'SAN What is my SAN?' and the second is labeled 'ESN What is my ESN?'. Below these fields is a green 'Login' button.

Make sure that you have your Service Number (SAN) and your Equipment Serial (ESN) ready, as you **will** require them to log in. When inputting your ESN password, **only use the**

numerical part of the number. For example, if your modem serial number is “BY001312345A6”, your ESN password will be “1312345”.

Can I use MorClick Satellite Internet to stream entertainment and work from home?

Yes, you can! MorClick Satellite Internet Solutions puts entertainment and working from home at your fingertips.

MorClick Satellite Internet Solutions are ideal for:

- Streaming videos, music and movies;
- Video conferencing;
- Working from home;
- Online shopping;
- Online banking;
- Holiday planning;
- Web surfing;
- Social Networking like Facebook, Instagram, LinkedIn, Pinterest, more!

For example, Netflix streaming requires a download speed of 1.5 Mbps for low quality, 3 Mbps for SQ quality, and 5 Mbps for HD quality, so any of MorClick’s Satellite Internet Solutions can comfortably handle any binge-watching needs!

It is also ideal for streaming music via applications like Spotify and Napster. Music giant Spotify for example only requires .096 Mbps of speed for streaming on your phone and .1670 Mbps to listen on your computer or tablet.

MorClick also delivers good video chat capability. Video chat users, according to Skype, need 1.5 Mbps download and 1.5 Mbps upload, while video calls with multiple people need 8 Mbps to download.

Can MorClick Satellite Internet Solutions be used for interactive online learning?

Yes. MorClick is sufficiently fast, robust and reliable to support students to fully and successfully participate in online learning experiences; including access to online learning

tools, web-based rich content (such as video), interactive digital textbooks, e-books, online assessments and student & teacher conferencing.

Are MorClick Satellite Internet Solutions able to support gaming?

Yes, “turn-based” games, such as casino games, and strategy games, such as chess, will work fine as will popular Facebook games like Candy Crush.

You will be able to download games and game updates and use the streaming video and music services offered through your gaming system. However, the majority of real-time, multi-player games played on Xbox LIVE and PlayStation will not work over any satellite Internet service, due to transmission latency.

What is transmission latency?

There is a half second delay with satellite Internet service caused by distance that data needs to travel up to the satellite and back again. Therefore, time-sensitive applications that require fractions-of-a-second user inputs (such as multi-player “twitch” games or real-time equities trading) are not supported by MorClick’s Internet Satellite Solutions.

Why choose MorClick Satellite Internet Solutions?

MorClick partners with the communities where we install, making support and service a part of the community revenue stream. This means that should you ever encounter problems – the appointed service provider is in your community and available to answer questions and provide solutions.

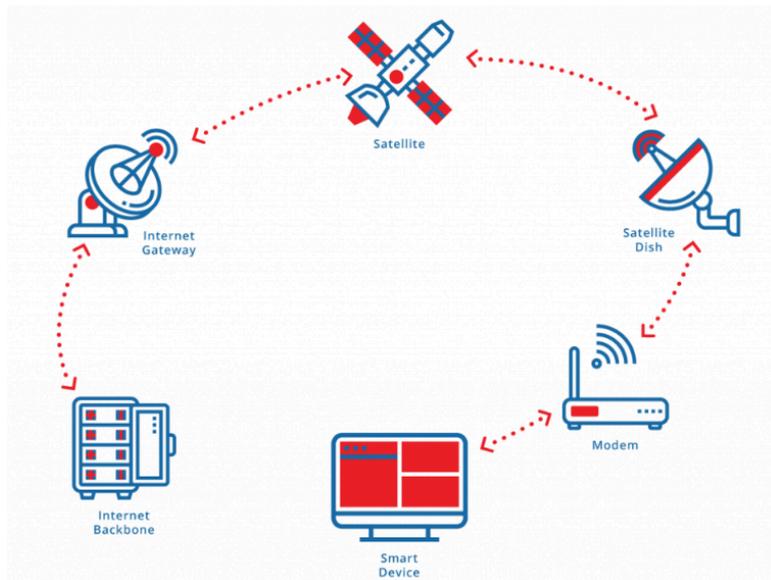
We are affordable. MorClick invests in our customers by providing free *standard* equipment infrastructure and installation*. And all our packages offer unlimited data. MorClick offers different package options to suit your needs.

How long is the contract length on MorClick Packages?

Once you have signed up, your subscriber contract will run for a period of 24 months

How does it work?

In a nutshell, MorClick's Satellite Internet Solutions simply works as follows:



Your smart device sends a signal request through your modem to your MorClick satellite dish and then up to our orbiting satellite, which sends a signal to us. Then, we transmit the signal back to the satellite, then to your dish, your modem, and finally, your smart device. All of this happens in less than half of a second!

How do I subscribe?

1. Visit our website to log a direct enquiry. (www.morclick.co.za)
 - a. Visit our Facebook/Instagram Page
 - b. Contact us directly on leads@morclick.co.za
 - c. Or call us on 081 017 1257

Alternatively

2. MorClick partners with local businesses to help you subscribe in three easy steps:
 - a. Process the order
 - b. Install the *standard* equipment terminal, including the satellite dish and modem
 - c. Activate the service.

NB: It is important to note that all the necessary RICA documentation will be required to process your application for both individuals and business entities. The following documentation is as follows:

Private Individuals:

1. Certified copy of identification:

- a. Certified copy of ID Book (Main Page).
- b. Certified copy of ID card (front and back).
- c. Certified copy of passport.

2. Proof of Address:

- a. Copy of utility bill or another bill traceable to source that contains both physical & postal customer addresses.
 - i. Rental Lease
 - ii. Utility Bill
 - iii. Clothing/Retail account
 - iv. Rates and Taxes Bill

3. Proof of Income/Funds:

- a. Individual – Salary slip (Latest Payslip)
- b. Bank letter to confirm funds
- c. Banks Statements (Not older than 3 Months)
- d. Bank confirmation letter

Where will you install the satellite dish?

It can be mounted on a roof, wall or via a pole mount on the ground. We cover up to a distance of 60kms!

How do I pay?

You simply sign up a monthly debit order!

What speeds can I achieve 'up to'?

Our services deliver headline speeds in the following as follows:

Unlimited Packages		Download Speeds	Upload Speeds
Unlimited 5 Mbps		5 Mbps	2 Mbps
Unlimited 10 Mbps	10	10 Mbps	3 Mbps
Unlimited 20 Mbps	20	20 Mbps	6 Mbps

The 'up to' speed of our plans is dependent on many factors. These can include the general state of the network loading across the Internet and the speed of the servers that the website you are viewing is delivered from.

The number of active users and their activity levels on the network determine our network speed at any given time.

MorClick Satellite Internet Solutions will always guarantee that you have sufficient bandwidth to deliver on your plan Megabits per second quota.

These measures are in place to ensure that no users take a disproportionate share of the capacity.

Is there a Free Zone?

Night data allocation is not applicable to our satellite service as we do not offer a data bundling deal like an LTE provider would.

Does weather affect the dish?

The aim here is to ensure that our subscribers do not notice the effect of the weather on the signal. The service is designed to cope with most weather conditions, including wind speeds of up to 100mph. During periods of extremely heavy rain or snow, the radio signals may become attenuated (reduced). There are sophisticated, automatic measures to effectively increase the power of your system to compensate for any attenuation by using Adaptive Coding & Modulation (ACM). ACM enables the system to automatically react to the effects of rain fade.

Does your service support standard VOIP?

Yes, all of our packages support standard VOIP applications like Skype, IMO etc. Latency times associated with satellite broadband may cause a short delay (~1second) between you speaking and the other person hearing. This is an additional cost of R50.00 per voice channel. Please enquire as to the number of channels that are applicable to the 3 available packages.

Do I need a phone or landline to use MorClick Satellite Internet Solutions?

No, the MorClick Satellite Solutions do not require a telephone line. It is a bi-directional satellite system, independent of telephone lines.

What does Congestion mean?

When the number of people using the network simultaneously increases, the Internet speed may reduce. Think of broadband as a tunnel with traffic moving through it. The more traffic in the tunnel, the slower traffic moves. In other words, you may find that during peak periods, your download speeds are slightly less than usual. This is a universal phenomenon that is commonly referred to as *congestion* on the network.

Are there any minimum requirements for computers when implementing MorClick Satellite Internet Solutions?

Our satellite system can connect to any smart device; PC, MAC, or laptop provided that there is a network card installed.

Can I use wireless router?

Yes, a wireless router can be connected to the MorClick Satellite Solution! It is important that the router is **not a network specific/branded router**:

- Huawei or ZTE routers are normally pre-loaded with network firmware that do not integrate
- The router will not require a SIM
- MorClick can supply the Outside Cambium E500 router & amortize the price over 24 months. This will cost only an extra R200p/m over your 24-month contract.
- The Indoor Cambium will only cost an extra R200p/m over your 24-month contract.

Why does a ping give a slow response over Satellite?

A ping is not a reliable test for connectivity or speed. The reason for this is that a Satellite is based in a geostationary orbit approximately 36,000 km above the equator. Due to the distance it has to cover, it will normally take approximately 600ms.

Added to this, a ping is classified as *low priority command* by networks. This means that *all* other applications will be processed *before* the ping command!

As there is no acceleration applied to the ping command, this can sometimes cause increased ping times or even a 'time out' – making it an undependable speed test.

**Installation is free until December 2020, for up to a distance up to 60km.*