

# Overview of the Service Contract

- Monthly contract fee
- 24 hour access (subject to Telkom availability and planned maintenance announcements)
- Secure access via internet based SSL certification
- Secure data warehousing
- Disaster Recovery (daily) and 48 hours recovery
- Ongoing application improvements
- Routine data maintenance
- User activity reporting
- User requirements:
  - Broad band connection (3G/ADSL/dedicated line)
  - Minimum workstation or laptop specifications (PC hardware)
    - a 500MHz processor or higher (Pentium processor recommended)
    - 128 MB of RAM minimum (256 MB recommended)
    - super VGA (800 x 600) or higher-resolution monitor with 16 bit colours (1024 X 768 recommended)
  - https access
  - Internet explorer version 6 and above

