



## Zero-rating FAQs

*Please note: we are continuously updating this document as discussions progress*

Question	Answer
What does zero-rating mean?	Zero-rating is when service providers charge no fee for internet users to access and use specific internet pages. This is an arrangement between the service provider and the host of the internet page.
Which service providers currently zero-rate SUNLearn?	See the next <a href="#">table</a> .
Which Stellenbosch University sites are zero-rated?	See the last <a href="#">table</a> .
Is it still necessary to worry about file sizes if SUNLearn is zero-rated?	Yes – it not only about the cost of data but also about the download speed. On slow 3G, even a small and data light video (say of 20 MB) will take very long to download. Bigger files might potentially not even download on very slow internet connections. <a href="#">Read more, here.</a>
Are library resources zero-rated?	So far, the library site is zero-rated on <b>Telkom</b> . (Rating on other service providers to be confirmed).
Are (embedded) YouTube videos free for students to watch on SUNLearn?	No. SUNLearn’s zero-rating will only apply to videos uploaded directly to SUNLearn. This does not include hyperlinks to videos that are hosted outside SUNLearn (e.g. TED talks or YouTube videos), even if these external videos are embedded on the course page itself.
Is MS Teams zero-rated, if (potentially) integrated with SUNLearn?	MS Teams is not currently zero-rated, even when integrated with SUNLearn.
Is MS Teams generally zero-rated?	MS Teams is not currently zero-rated.

Which synchronous software is zero-rated?	SUNstream (which uses Adobe Connect), as created within SUNLearn, is zero-rated and can be used for synchronous activities within modules.
Are other Microsoft Office applications, including Outlook, zero-rated?	Not currently.
Is the SUNLearn mobile app zero-rated?	The SUNLearn app is also zero-rated and is a handy app to use for working offline. <a href="#">Read more, here.</a>
Are there ways to minimise data usage (in case I need to access a platform/website that is not zero-rated)	<a href="#">Yes, there are various ways to do this..</a> (For Lecturers: A PDF of all the above tips are also uploaded <a href="#">here</a> ).

## SUNLearn: zero-rated service providers

*Please note: zero-rating for these providers is only applicable within South Africa.*

Service provider	
Telkom	Telkom requires a minimum amount of data to allow access to SUNLearn. Telkom will not open SUNLearn if your balance is zero. You should therefore always maintain a minimum balance of data (it can be a small data bundle) even though SUNLearn is zero-rated.
Vodacom	Vodacom requires a minimum amount of data to allow access to SUNLearn. You should therefore always maintain a minimum balance of data (it can be a small data bundle) even though SUNLearn is zero-rated.
MTN	MTN has a <b>monthly</b> cap of 500MB free SUNLearn usage. Once you have reached that cap you will incur data costs when using SUNLearn.
Cell C	Cell C is currently zero-rated.

## Zero-rated sites

Zero-rated Stellenbosch University sites, as per service provider.

Service	URL	Vodacom	Telkom	Cell C	MTN
Service Desk: IT and Learning Technologies	<a href="https://servicedesk.sun.ac.za">https://servicedesk.sun.ac.za</a>	Y	Y	Y	Y
SUNLearn	<a href="https://learn.sun.ac.za">https://learn.sun.ac.za</a>	Y	Y	Y	Y
SUNOnline (for short courses)	<a href="https://online.sun.ac.za">https://online.sun.ac.za</a>	N	Y	Y	Y
SUNStream/Adobe Connect	<a href="https://stream.sun.ac.za">https://stream.sun.ac.za</a>	Y	Y	Y	Y
		This site is listed as zero-rated but we are monitoring data usage discrepancies to address user queries.			
Learning Hub (USB)	<a href="https://usblearn.belpark.sun.ac.za">https://usblearn.belpark.sun.ac.za</a>	Y	Partial	Y	Partial
University Library	<a href="https://library.sun.ac.za">https://library.sun.ac.za</a>	N	Y	N	N
EZproxy library access (links library users to databases)	<a href="https://ez.sun.ac.za">https://ez.sun.ac.za</a>	N	In testing	N	N
Single Sign on (login authentication)	<a href="https://sso.sun.ac.za">https://sso.sun.ac.za</a>	Y	Y	Y	Y
Single Sign on (login authentication)	<a href="https://sso-prod.sun.ac.za">https://sso-prod.sun.ac.za</a>	Y	Y	Y	Y
Citrix (secure server connection)	<a href="https://stbcitrix.sun.ac.za">https://stbcitrix.sun.ac.za</a>	Y	Y	Y	Y
Citrix (secure server connection)	<a href="https://suvpn.sun.ac.za">https://suvpn.sun.ac.za</a>	Y	Y	Y	Y
Student Feedback site	<a href="https://studentfeedback.sun.ac.za">https://studentfeedback.sun.ac.za</a>	Y	Y	Y	Y
Content Distribution Network	<a href="https://cdn.sun.ac.za">https://cdn.sun.ac.za</a>	Y	Y	Y	Y