

From: info@llandudno.org.za [mailto:info@llandudno.org.za]
Sent: 23 November 2013 07:52 PM
To: undisclosed-recipients:
Subject: DSTV Maori, Liermans, Simpson Leeukoppie Roads: IMPORTANT NOTICE

Dear Residents,

DSTV / ATEC / SV (SMART VILLAGE) - Maori, Liermans, Simpson and (a few) Leeukoppie gully properties

Communication from Stephen Beesley (Maori Road) and Eric Putsman (Liermans Road)

Smart Village (SV), a Multichoice majority owned company has acquired the Llandudno networks from ATEC who formerly provided access to DSTV in parts of Llandudno through a cable network. There will be a period of time when DSTV will not be available due to the change over in the cable to the new **FIBRE OPTIC** solution.

This note specifically applies to those residents who used the ATEC networks. To other residents, it is for information only as you will probably notice technicians working in your streets in January 2014 (start date TBA).

1. BACKGROUND

Please note there was no resident involvement in the decision by **SV** to acquire the **ATEC** network. **SV** are however a reputable company and have the backing and certain funding from Multichoice and are 85% owned by Multichoice. In theory this new cable will provide a stronger, clearer signal, with the future benefit of being a backbone to host additional channels and services.

2. SV CABLE REPLACEMENT TIMELINE

Where the DSTV signal is blocked by the mountain there are currently 2 separate cable networks in Llandudno.

The proposed methodology is to install in phases, this decision was based on managing the risk profile(s) in linking the 2 pre-existing separate dishes that will serve the relevant sections.

Phased Installation

SV has notified that there will be 3 phases to the replacement cable work. This is due to City of Cape Town (COCT) freeze on working on roadsides from 10 December.

Phase1

The Section A Dish roads: which include Logies Bay, St Marks and Apostle. Work commenced on Thursday 20 November, this work is hoped to be concluded by Tuesday 26 November, but may continue until latest 9th December if there are problems. **There will be DSTV downtime during this period.**

Phase2

The Section B roads: which include Maori, Liermans, Simpson and (a few) Leeukoppie gully properties. This is planned to commence mid late January/February 2013 (start date

TBA). There will be DSTV downtime during this period. **SV will need access to your property to install new cabling and equipment to attach to your DSTV set up.**

Phase 3:

This includes the change over and servicing of all of the properties via ONE dish. This can only be done once all properties are on the new network. Start date TBA 2014.

Long Term Future:

Finally the long term SV goal is to link Llandudno to the planned new City of Cape Town fibre cable to run from Camps Bay to Hout Bay (2014/2015).

Power

The system requires 220 V power which is currently (and kindly) obtained from private residences.

3. SUPPORT AND MAINTENANCE

With immediate effect SV have taken over the maintenance of the networks, this includes a “best endeavours” on the old ATEC network until such time as the new fibre is installed. the 24x7 number for the SV call centre is 0861 8455243 (VILLAGE) or via email info@smartvillage.co.za

4. COSTS AND APPLICATION FORM

There is a ONE OFF connection cost of R3500 per household.

The installation cost of the new network will be absorbed by SV, (SV has funding for this from Multichoice).

The monthly support cost going forward is R121.98 per connection.(ex DSTV)

The network connection cost includes a basic connection and excludes internal cabling. SV responsibility is to install on an equivalent basis to the old ATEC. As such any new conduits or changes / additions to the previous cabling will be for each homeowners account. The system comes with a new box that is provided by SV. Any legacy residents with previous agreements and lifetime contracts from SATRON or ATEC will not be honoured by SV.

You are advised to stop your ATEC debit orders immediately.

It is **imperative that you fill in the Smart Village APPLICATION FORM** which is downloadable from website www.llandudno.org.za - [Select **SERVICES** from the horizontal menu] ***as you will not be reconnected if you do not submit your application form to SV.***

You also need to submit your application form in order to receive support from the SV call centre even if you are on the old ATEC system.

5. THE COMMITTEE

Please note that this is not an LCA matter. Once the SV decision was announced certain concerned residents formed an urgent committee to try and assist and benefit all the residents.

If you would like to participate in the Llandudno Impacted Road Committee with which SV liaises please email info@llandudno.org.za

6. QUESTIONS & COMMUNICATION

Please look at the Llandudno website www.llandudno.org.za - [*Select **SERVICES** from the horizontal menu*]- for more information on the acquisition of the ATEC network by SV, for letters from both companies and Q&A's which have been produced.

Please continue to visit the Llandudno website which we will endeavour to keep up to date as this roll out of the new network takes place.

If your neighbours use the ATEC network, please check with them to make sure they have received this email.

If you have any questions please email info@llandudno.org.za and a member of the committee will respond.

SV 24x7 Call Centre - 0861 8455243 (VILLAGE) or via email info@smartvillage.co.za

REMEMBER TO GET YOUR APPLICATION FORMS TO SV!

End