

**Date:** 1 November 2013

**Time:** 17h30 to 18h40

**Venue:** Beesley Residence 9 Maori Road

**Smart Village Attendees:**

Mike Clegg: Operations Manager  
 Hennie Thompson: Project Manager Western Cape  
 Rowan Clegg: Technician

**Llandudno Attendees:**

Apostle Road: Gabi Horak, Kiki Bond-Smith  
 Logies Bay Road: Jillian Davis  
 Liermans Road: John Simpson, Claire Putzman  
 Maori Road: Steve & Lynn Beesley

**Llandudno Apology:**

Liermans Road: Shayne Richardson-Bayly

**Meeting Objective**

The meeting was scheduled at very short notice by the LCA Chairperson on request of Smart Village.

**Llandudno (MALL) = Maori, Apostle, Liermans, Logies Residents**

Item	Minutes
<b>Meeting Chairperson</b>	Jillian Davis
<b>1 Welcome, Introductions &amp; Roles</b>	
<b>2 Smart Village</b>	<p><b>2.1 Multichoice owns 85% of Smart Village</b></p> <ul style="list-style-type: none"> <li>Smart Village is 85% owned by DSTV and is an accredited and preferred Multichoice supplier.</li> </ul> <p><b>2.2 Smart Village buys Llandudno A-Tec cabling network</b></p> <ul style="list-style-type: none"> <li>As of 1 November 2013 the A-Tec Llandudno has been bought by Smart Village</li> </ul> <p><b>2.3 Smart Village Cape Town footprint</b></p> <ul style="list-style-type: none"> <li>Smart Village has 26 sites in Cape Town providing fibre-to-home solutions in gated communities, resorts etc</li> </ul>
<b>3 Llandudno Maori, Liermans, Logies, Apostle Road DSTV cable network - Smart Village context</b>	<p><b>3.1 Problem Statement by Smart Village</b></p> <ul style="list-style-type: none"> <li>There are several pockets in Cape Town with no DSTV signal due to the mountain blocking the signal. Over time this has resulted in 'home-grown' cabling solutions which do not work effectively. This has resulted in multiple and increasing complaints about service to the Multichoice call centre and Multichoice management. In summary, if a DSTV subscriber cannot get a DSTV signal, they see it as a DSTV problem.</li> <li>Barry who installed the cable network in Apostle, Logies, Liermans and Maori, sold the network to A-Tec. A-Tec has been unable to support the network as it is aging, non-standard and is not designed for upgrading.</li> </ul> <p><b>3.2 Multichoice Instruction to Smart Village</b></p> <ul style="list-style-type: none"> <li>The Multichoice Customer Services Director has instructed Smart Village to sort out the cabling problems to Llandudno (MALL) properties as well as the other Cape Town pockets that do not have signal due to the mountain.</li> </ul> <p><b>3.3 Llandudno (MALL) properties impacted</b></p> <ul style="list-style-type: none"> <li>The Smart Village network will cover all 104 properties that currently can access the A-Tec network. Some of these properties do not currently subscribe to DSTV and use the A-Tec cabling network.</li> </ul>

<p><b>4 Smart Village and A-Tec cabling immediate RISK of no DSTV</b></p>	<ul style="list-style-type: none"> <li>Smart Village cannot provide technical support to the existing Llandudno (MALL) properties using the A-Tec cabling. Therefore there is now a <b>MAJOR RISK</b> that if the DSTV signal is lost either at the dish or at their residence it cannot be fixed.</li> </ul>
<p><b>5 New Smart Village Cabling – work starts 25 Nov 2013</b></p>	<p><b>5.1 Smart Village new network</b></p> <ul style="list-style-type: none"> <li>Smart Village will start installing their fibre-to-home cable solution on 25 November 2013. They have already been given permission by the City of Cape Town to work on the road verges.</li> <li>The Smart Village cabling network will comply with Council regulations. The current A-Tec network is illegal and not council approved.</li> <li>The Smart Village cabling network will be Multichoice approved.</li> </ul> <p><b>5.2 No cabling installation cost to Llandudno (MALL) Properties</b></p> <ul style="list-style-type: none"> <li>There is no cost to Llandudno (MALL) Residents as Multichoice will be providing Smart Village with the funding to do this. Multichoice is funding the cabling to stop the brand damage and when high speed internet becomes available they will be able to sell capacity to the ISP's. [Internet Service Providers]</li> </ul> <p><b>5.3 Planned time to install the new Llandudno (MALL) network is 2 weeks – there will be DOWNTIME during this period</b></p> <ul style="list-style-type: none"> <li>Smart Village project plan to install the network is 2 weeks. There will be DSTV downtime for Llandudno (MALL) properties during this period.</li> </ul>
<p><b>6 Start date Nov 2013 or Jan 2014</b></p>	<ul style="list-style-type: none"> <li>As there were immediate concerns from the residents present that houses were being let out over the season and might not have DSTV if the project had delays, Smart Village asked the residents present if the work should start.</li> <li>When it became clear that there is absolutely no technical support with immediate effect for the A-Tec network, it was agreed by the residents present at the meeting that the work should start as soon as possible.</li> </ul>
<p><b>7 HD</b></p>	<ul style="list-style-type: none"> <li>All DSTV subscribers on the Smart Village network will be HD enabled.</li> <li>They will need to purchase a DSTV HD decoder in order to have DSTV HD functionality and might need to purchase a new HD enabled TV as well.</li> </ul>
<p><b>8 No cable solution for all 321 properties in Llandudno.</b></p>	<ul style="list-style-type: none"> <li>There are 231 Erf's in Llandudno. Smart Village noted that they have looked at the business case to provide cabling to the whole of Llandudno and the estimate was R22500 per home owner. Based on the Smart Village business model there were several reasons why this was not viable at this time. Costs cannot be recovered in the short term as high speed internet is not available yet; Smart Village initial of take up was possibly 35% of all residents. If you wish to know more about this please contact Majda Horoun of Smart Village 0860 104 669 or Mike Clegg <a href="mailto:mike@smartvillage.co.za">mike@smartvillage.co.za</a> Mobile 0730013325</li> <li>The immediate objective is to provide continued DSTV service for the Llandudno (MALL) residents</li> </ul>
<p><b>9 Cost for Llandudno (MALL) properties</b></p>	<ul style="list-style-type: none"> <li>The connection cost per Llandudno (MALL) residents is R3500 excl VAT. The cabling access to each residence must be upgraded in order to connect to the new network.</li> <li><b><u>If a property does not pay the R3500 excl VAT they will not be able to access DSTV as the A-Tec network is going to be removed.</u></b></li> <li>The monthly charge is R107 excl VAT</li> <li>Billing will be done by Smart Village.</li> </ul>
<p><b>10 Smart Village support 24x7</b></p>	<ul style="list-style-type: none"> <li>The Smart Village call centre will provide 24x7 support to Llandudno (MALL) properties connected to the Smart Village network.</li> </ul>
<p><b>11 High Speed Internet</b></p>	<p><b>11.1 High Speed Internet Ready</b></p> <ul style="list-style-type: none"> <li>The Smart Village cabling is high speed internet enabled <b><u>HOWEVER connection to high speed internet can only happen when the City of Cape Town Project roles out in the Llandudno area – maybe end 2014-2015.</u></b></li> <li>The Llandudno (MALL) properties will not require additional cabling to be laid to connect to high speed internet when it is rolled out into Llandudno..</li> </ul>
<p><b>12 Llandudno (MALL) Smart View Committee</b></p>	<ul style="list-style-type: none"> <li>It was proposed that a committee of 2 residents per road should be set up to liaise with Smart Village with immediate effect.</li> <li>The representatives of each road present in the meeting are to communicate with the residents in their road to nominate the 2</li> </ul>

	representatives for their road. • The key requirement is for the representatives of the different roads to communicate with the residents in that road and represent them at the liaison meetings.
<b>13 Next Meeting</b>	Wednesday 13 <sup>th</sup> November 2013, 17h30 to 18h30. Venue 9 Maori Road
<b>14 Attendees Next Meeting</b>	2 Representatives from each road (Maori, Liermans, Logies, Apostle and Smart View Team)

Minutes prepared by Jillian Davis: [info@llandudno.org.za](mailto:info@llandudno.org.za)

**Smart Village: Important contact details for clients**

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