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Llandudno (MALL) Road Representatives	
Llandudno (MALL) = Maori, Apostle, Liermans, Logies Residents	
Road Representatives (Road residents to confirm who represents their road)	
Apostle Road:	Gabi Horak, Kiki Bond-Smith
Logies Bay Road:	Jillian Davis, Glyn Ruck
Liermans Road:	John Simpson, Claire Putsman
Maori Road:	Steve & Lynn Beesley

6 Nov – Q&A 1-16 are new

Q&A	
QUESTION	ANSWER
1. *NEW* Why is high speed internet dependent on the City of Cape Town (COCT) offering an Internet Solution?	City planning has granted a route build from Camps bay to Houtbay for DFA .(Dark Fibre Africa. Works will only commence in 2014 and only once the route passes the Llandudno entrance will there be the option of FTTH (Fibre To The Home) . Smart Village has costed to do a full FTTH solution for all of Llandudno servicing 350 (est) homes at a cost of R8.9 million which equates to R25500.00 per home once off connection similar to the project SV did in Clifton in 2012. Once the DFA fibre lands in Llandudno, then all service providers will be able to interconnect to supply internet and voice
2. *NEW 6 Nov* Why is this reliant on COCT offering an Internet solution? Surely Internet access is best via established providers and not via the municipality? Such as Telkom, IS, Web Africa etc., especially Multichoice	The . CCT has a policy that you may apply to open the roads once to lay fibre and all parties may lean on your concession or lease from the company that installs the network
3. *NEW 6 Nov* If Multichoice is providing the backbone (fibre optic wiring), do they not intend offering internet (equiv to ADSL) via this backbone? Otherwise home owners have to subscribe to Telkom/other for cabling (they are also offering fibre optic) AND subscribe to SV/DSTV for same/similar cabling	Smart Village is 85% Multichoice owned and holds an Icasa licence to provision internet and voice . The fibre SV installs is an open access network so Telkom / Neotel / Cell C / Vodacom / MTN and others can provision via this fibre as well.
4. NEW 6 Nov* I want High Speed Internet. Will I have it when I am on the Smart Village network?	Only when there is a connection to DFA for Llandudno. The Smart Village cabling is high speed internet enabled HOWEVER connection to high speed internet can only happen when the City of Cape Town Project rolls out in the Llandudno area – maybe 2014-2015. 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 by the City of Cape Town, the Smart Village network will be able to connect to a high speed internet

Llandudno Smart Village Multichoice DSTV Q&A – Maori, Liermans, Logies Apostle

Q&A	
QUESTION	ANSWER
	network Each home will have a 4 core fibre we will use a pair for DSTV and the spare pair will be there to link into the future internet / voice service providers
5. *NEW 6 Nov* Although you inform that home-owners are not paying for infrastructure (Multichoice paying for fibre-optic wiring), from your correspondence, 100 households @ R3500 = R350K	SV estimate of costs to do the fibre back bone in accordance to COCT specs is of R25k per home. Those without signal as indicated are only paying for the replacement of the CPE (Customer Premises Equipment) in the home from copper to fibre if already connected to the ATEC network. Homes never connected we will do a site inspection and quote to run the required sleeving into their home
6. *NEW 6 Nov* The SV estimate of 100 properties in the MALL area is too high?	. Figures given by Atec to SV but we know 43 homes are defiantly connected to the network
7. *NEW 6 Nov* Surely each household still needs to factor in another R3000+ for the end-point equipment?	The once off R3500.00 is your end point and connection fee
8. *NEW 6 Nov* HD decoder, signal converter, wiring from street to house, connection fees etc. This is not mentioned in the SV correspondence.	Fibre connection delivers HD etc. the decoder is what you have be it PVR / Dual view / single view
9. *NEW 6 Nov* Previous experience of ATEC in a secure complex in Hout Bay was that the fibre optic solution cost a lot more than the estimate and was initially unstable with long repair times – SV to respond?.	SV is aware of the HB site as SV is also acquiring that network . ATEC have Llandudno and Berg-en-Dal on a Coax head end converted to fibre and back to Coax . SV will have 2 systems IPTV using appear and an IP decoder or a passive fibre system which requires no head end conversion . Result is as if you have a dish on your home and no power between LMB and home CPE
10. *NEW 6 Nov* How will SV ensure stability during the XMAS/holiday period?	A lot of pre-planning is going on now to ensure SV completes the installation by 10-12-2013
11. What type of dish does SV install?	We use a commercial dish with a fibre LMB and this is a quad LMB supplying full HD
12. *NEW 6 Nov* Why is the existing ATEC network said to be illegal?	Smart Village bought a network that was installed by another company to provision DSTV to residents. Council is aware of the network but some road crossings are not legal and the pipes are not the prescribed 450mm – 600mm below surface and the pipe size is 25mm and must be 110mm The network is legal as in were in that it runs; but it is not fully compliant with trunking specifications and road reserve laws
13. *NEW 6 Nov* Why is the whole ATEC cabling network being replaced?	This is a Smart Village and Multichoice management decision.
14. *NEW 6 Nov* Is this a monopoly 'take it or leave it' decision?	The solution does not differ from the existing scenario where the network was owned solely by ATEC. It will now be owned by Smart Village/Multichoice. It should be noted that the full network replacement costs of R25k per connection is not being charged to MALL properties.
15. * NEW 6 Nov* Fibre to the Home (FTTH networks) over a PON (passive optical network) system to an ONU (optical network unit) in your home has only one real advantage over what we have at present and that is greater bandwidth i.e. it could carry more services than the hard wire network. Open to the elements it could prove just as Mickey Mouse as what we	WRT the network the fibre requires no power amps or boosters in the field . We are aware of the condition of the underground works and council await a full report and diagram from Smart Village with a solution in accordance to council regs . This can only be done in the new year for way leave applications . The fibre installed now will be moved into the new ducts laid in 2014 .Costs of the fibre to the home and to redo the network sleeving will equate to around 2 million which is not being charged to the home owner . So in short SV will supply a fibre from the dish into your home at their cost . Your R3500.00 payment is for the convertor from fibre to RF for your signal and splicing testing .This CPE is the property of the home owner after installation , the network from dish to home is the property of Smart Village

Llandudno Smart Village Multichoice DSTV Q&A – Maori, Liermans, Logies Apostle

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<p>have at present. Subject to the same potential physical damage as the present network & similarly disrupted by power offs at the host station etc.</p> <p>Question: Other than the padding of pockets, what is each home paying another R3500 for? What is the breakdown? Why does ONU cost R3500 if MultiChoice is paying for the rest?</p>	
<p>16. * NEW 6 Nov* How will Smart Village guarantee good service – please can they provide track record statistics from existing clients.</p>	<p>In the Cape region conventional DSTV installations for bulk supply to residents in estates that SV has installed and can be contacted WRT are the following . Sunset Bay (Big Bay 36 units 4 years) Eden on the bay (Big Bay 238 units 4 years) Boschen Park (Stellenbosch 172 units 5 years) 35 On Rose (Bokaap 22 units 5 years) Upper East Side (Woodstock 172 units 5 years) Rondebosch Oaks (Rondebosch 289 units 4 years) . Using IP TV with FTTH La-Pinta (Laangebaan 4 years 170 units) Boardwalk Casino (PE 2 years 178 rooms) Longlands (Stellenbosch 1 year 11 units) Clifton (1 year 90 units) Table Bay Hotel (8 months 363 units)</p>
<p>17. Why has this happened so suddenly?</p>	<p>Problem Statement provided by Smart Village 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. Barry who installed the cable network in Apostle, Logies, Liermans and Maori, sold the network to ATEC ATEC has been unable to support the network as it is aging, non-standard and is not designed for upgrading.</p> <p>Multichoice Instruction to Smart Village The Multichoice Customer Services Director has instructed Smart Village to sort out the cabling problems to Llandudno (MALL) properties as well as the other the Cape Town pockets that do not have signal due to the mountain.</p>
<p>18. Why have no other suppliers quoted or been considered?</p>	<p>Smart Village has bought ATEC Llandudno effective from 1 November 2013. Multichoice is replacing the cabling network at no cost to Llandudno Residents. The ATEC cabling is old and user copper based and not fibre and cannot be supported technically any more. Important Information: Smart Village cannot provide technical support for the ATEC cabling.</p>
<p>19. Who are/is Smart Village?</p>	<p>Multichoice owns 85% of Smart Village Smart Village is 85% owned by DSTV and is an accredited and preferred Multichoice supplier. Smart Village buys Llandudno ATEC cabling network As of 1 November 2013 the ATEC Llandudno has been bought by Smart Village Smart Village Cape Town footprint Smart Village has 26 sites in Cape Town providing fibre-to-home solutions in gated communities, resorts etc</p>
<p>20. Who was Barry?</p>	<p>Barry was an entrepreneur who installed the initial cabling. Barry sold his business to ATEC when he retired at the end of 2012.</p>
<p>21. Which Properties are Impacted?</p>	<p>Llandudno (MALL) properties impacted use access the ATEC network. Some of these properties do not currently subscribe to DSTV and are not users of the cabling network. The status quo remains: the cabling point will be outside each property, but residents will decide if they want to sign up for the Multichoice Service.</p>
<p>22. Why must this happen now?</p>	<p>Smart Village cannot provide technical support to the existing Llandudno (MALL) properties using the ATEC cabling. Therefore there is now a MAJOR RISK that if the DSTV signal is lost by a resident either at the dish or at their residence it cannot be fixed.</p>
<p>23. When will I have DSTV</p>	<p>There will be DSTV DOWNTIME between 25 November 2013 and 9 December</p>

Llandudno Smart Village Multichoice DSTV Q&A – Maori, Liermans, Logies Apostle

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downtime?	2013. Some properties will have less downtime than others depending on the sequence of the roll out of the new cable system connection points.
24. Why must I pay R3500 (excl VAT) when I have paid ATEC and Barry already?	The Smart Village connection cost per Llandudno (MALL) residents is R3500. The cabling access to each residence must be upgraded in order to connect to the Smart Village network. <u>If a property does not pay the R3500 they will NOT BE ABLE to access DSTV as the ATEC cabling network is going to be removed and replaced with the Smart Village cabling network If you have questions about this please contact Mike Clegg mike@smartvillage.co.za Mobile 0730013325</u>
25. What do I pay towards installing the new cable network?	No cabling installation cost to Llandudno (MALL) Properties There is no cost to Llandudno (MALL) Residents for the Smart Village Cabling installation 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]. <u>If you have questions about this please contact Mike Clegg mike@smartvillage.co.za Mobile 0730013325</u>
26. What is the monthly service cost for the new cabling network?	The monthly charge is R107 excl VAT. Billing will be done by Smart Village.
27. Great – So I will have DSTV for R107 exl VAT a month??	NO you will not have DSTV you will be able to connect to a cable network. To have DSTV you must have a DSTV decoder, a DSTV subscription and a TV.
28. What are the details of the Smart Village Cable installation project?	Smart Village new network 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. It will comply with Council regulations. The current ATEC network is illegal and not council approved. It will be Multichoice approved. Planned time to install the new Llandudno (MALL) network is 2 weeks – there will be DSTV DOWNTIME during this period – 25 November 2013 to 9 December 2013 Smart Village project plan to install the network is 2 weeks. There will be DSTV downtime for Llandudno (MALL) properties during this period.
29. Will I be able to received HD TV?	All DSTV subscribers on the Smart Village network will be HD enabled. You will need to purchase a DSTV HD decoder in order to have DSTV HD functionality and your TV will need to have HD functionality as well.
30. Who will I phone for support when I am using the Smart Village cable network?	The Smart Village call centre will provide 24x7 support to Llandudno (MALL) properties connected to the Smart Village network.
31. Why is the cabling not being rolled out to the whole of Llandudno (all 321 erf's)?	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 around 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 Additionally, the immediate objective is to ensure continued DSTV service for the Llandudno (MALL) residents.
32. I want High Speed Internet. Will I have it when I am on the Smart Village network?	The Smart Village cabling is high speed internet enabled <u>HOWEVER connection to high speed internet can only happen when the City of Cape Town Project roles out in the Llandudno area – maybe 2014-2015.</u> 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 by the City of Cape Town, the Smart Village network will be able to connect to a high speed internet network.
33. Why do the Llandudno (MALL) properties need to have a committee and	The size of the committee will be 8 people from Llandudno and 2-3 people from Smart Village. This means that meetings will be attended by at least 10 people which is a reasonable size for a committee.

Llandudno Smart Village Multichoice DSTV Q&A – Maori, Liermans, Logies Apostle

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<p>meetings and why is the committee limited to 2 representatives per road? I want to be on the committee.</p>	<p>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. Please liaise with the residents in your road who attended the meeting you wish to be involved:</p> <p>Apostle Road: Gabi Horak, Kiki Bond-Smith Logies Bay Road: Jillian Davis Liermans Road: John Simpson, Claire Putsman Maori Road: Steve & Lynn Beesley</p>
<p>34. Where can I find the latest information about the Smart Village cabling installation</p>	<p>The information will be published on the SERVICES page of the website www.llandudno.org.za and will be kept up to date. All communications will be published on the website effective from Wednesday 4 November 2013.</p>
<p>35. Q&A: Question and Answer</p>	<p>If you have questions about the information on the website please email info@llandudno.org.za. This will enable the Q&A document to include your new questions as other residents may have the same questions.</p>

Smart Village: Contact Details for clients

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