

Smart Village DSTV Fibre Network update.

Smart Village A Converged Fibre Optic DSTV Solutions Provider.

Dear Llandudno Resident

We are very proud to introduce Smart Village to you as a leader in DStv Signal Distribution.

The *Fusion of Lifestyle and Technology* is becoming a 21st Century norm as people continue to incorporate evolving technologies such as fibre optic DSTV provisioning into their daily lives.

Smart Village provides a comprehensive, intelligent, technologically advanced Fibre Optic DSTV service that is designed specifically to provide efficient, reliable, cost effective solutions to the end user, such as yourself.

As an affiliate of Multichoice, the largest television broadcast service provider in South Africa, Smart Village has purchased the existing network infrastructure and will be conducting interim upgrades on Logies, St Marks and Apostle Roads from the 21<sup>st</sup> November 2013 until the 10<sup>th</sup> December 2013 during which time there will be a break in service for the Residents of the above mentioned roads until such time as their connection is completed.

Please note the above works will only affect the specified Roads in Llandudno and any other residents that experience technical concerns are requested to log faults with our contact centre via the contact details provided below.

In order to conduct the interim upgrade to provision the Fibre DSTV Solution to your home there would be a once off charge of R3500 (Excl VAT) payable by each home owner. You are not required to change the existing internal DSTV network of your home nor would you be required to purchase any further decoders in order to benefit from the service.

A Basic Access Fee of R107 (exclusive of VAT) per month is payable per home connected to the Smart Village network. This fee covers network maintenance and upgrades

Please note that this fee is only applicable to those whom are already connected to the existing network and any new installations and connections for home owners not currently connected will be quoted on separately.

Smart Village Technical teams will be in Llandudno during the above mentioned timeframe and will require access to the homes of all residents residing on the above mentioned roads and whom have already applied for services. Please note that bookings for the upgrade connections will be on a first come first serve basis.

By doing this we are able to afford you the peace of mind that comes from knowing you will be taken care of by a highly reputable, well established and technologically advanced organisation. With Smart Village, you can be assured that you will receive nothing short of the best, most reliable service.

*Should you require additional information please do not hesitate to contact Majda Haroun by dialling our Local office on 0860 104 669 (selection option 2) or emailing [salescpt@smartvillage.co.za](mailto:salescpt@smartvillage.co.za)*



To log technical faults or for general queries please contact our Contact Centre by dialling 0861 8455243 (VILLAGE) or via email [info@smartvillage.co.za](mailto:info@smartvillage.co.za)

Should you have any billing or accounts queries once connected please contact our local debtors / accounts team on 0860 104669 and select option 3 or via email [ctaccounts@smartvillage.co.za](mailto:ctaccounts@smartvillage.co.za)

The Smart Village Team would like to take this opportunity to thank all the Llandudno residents whom have already contacted us and the support we have received thus far along with the overwhelming interest in our service provisioning.

We look forward to being of further service to you.

Kind Regards

Smart Village Western Cape Team

