Circular 9 - 2019

26 April 2019

Dear Resident

FIBRE TO THE HOME (FTTH) INSTALLATION 2019

We are excited to announce the introduction of FTTH to our Evergreen Bergvliet Village, as discussed at a recent presentation to residents. Installation will commence in the village next week Monday, 29 April and will take approximately three weeks to complete.

Contractors may be digging up some pathways and verges as the connection will be pulled through the current communications pipeline to install an ONT (optical network terminal) box in your unit. The contractors will need to access your homes for a brief time to complete the installation and we will advise residents timeously. They will work in numerical order until all the houses have been done.

Each resident will still be connected to the switchboard and Telecare and if they wish to retain their Telkom line, they may of course do so. However ALL units in the village are required to be fitted with fibre.

Our IT specialist presented the Village offering by Frogfoot and Vox Telecoms to Evergreen residents. I have attached the poster of packages available from Vox. As explained, if residents wish to be connected when FTTH is installed into the village by the end May, then we suggest you confirm your package and benefit from free installation charge, as outlined in the attached promotional leaflet (terms and conditions apply).

There are many telecommunications operators and service providers to choose from. Should you wish to use another service provider, they will only be able to connect through Frogfoot from end June 2019.

Why would you use FTTH? It effectively replaces the Telkom line and your ADSL connection. The main advantage is a more **cost-efficient package** for both a telephone connection (voice line) and a data package (fast un-interrupted internet connection), 24/7 and 365 days' service support.

Please contact reception if you would like a representative from Vox to contact you directly.

Kind regards
Yours sincerely

Christine Dempers
Village Manager
encl/.