

BROADACRES VILLAGE RESIDENTS COMMITTEE



COMMUNIQUE - 205

VOX PRICING

03 July, 2020

This is addressed to those residents in Phase 3 who have fiber contracts with VOX.

I understand that VOX has increased its monthly fees by approx. 54% with effect from 01 July, 2020 without any notice. Your ResCom appealed to Wilma to intervene on your behalf. She is looking for an original agreement between EPI and VOX covering what appears to have been a promotional offer under which you have been buying data services from VOX, so far without any success.

So, I called Garry Reed, the ELV MD in Cape Town and forwarded a typical service contract and some details of one resident's recent exchanges with VOX to him. He has taken the matter up with the MD of VOX and I await the outcome of his intervention. He cautions that the fiber suppliers tend to be a law unto themselves so probably the best you can hope for is to have the increase reversed, proper notice given and the increase reinstated.

He recommends that in the meantime you get out there and see what offers you can get from other suppliers! Chris Edwards has already done work on this and I'm sure he will be happy to share his results with you;

*Hennie du Preez,
ResCom chairman.*