

CRESCENT WOOD ESTATE INFORMATION COMMUNICATION NETWORK UPGRADE

Dear CWE Homeowner,

The CWEHOA board is embarking on an information communication network upgrade by installing optic fibre around the estate. In this regard, Openserve, a subsidiary of Telkom has been appointed to do this on behalf of the CWEHOA Board and at no cost to the CWEHOA. It is anticipated that this infrastructure will facilitate homeowners to access fibre based services in the future, should they opt to.

In this regard, Openserve's site review has indicated that in order to enable access, each property/unit in your will need to be connected. This will require that firstly, trenching for the cabling might have to be carried out on the common property and secondly, trenching to individual property/unit will need to happen.

With respect to individual connections for each property/unit, a separate communication we write to request that you indicate if you wish to be connected. To do so, please respond to this email and indicate 'yes' or 'no'. We anticipate that some trenching would need to take place on individual properties/units, hence the specific request. Please be advised that you don't have to take up this opportunity and are welcome to use other providers, but that will for at you cost (if any). By appointing one provider, we believe in the long-run, it will be easier to manage how infrastructure improvements are done and would allow us to deal with one provider. Importantly, Openserve will restore grass/paving bricks/tar road to condition it was in prior to the trenching.

The entire infrastructure upgrade for the entire estate is expected to take 16 weeks to complete. Openserve's will wear uniform and will carry appropriate identification at all times. The work would take place between 7am – 6pm during the week and to accommodate residents for the individual connections, work would be permitted during the weekend after appropriate authorisations have been provided. Should there be any queries, these can be directed to Adele Olivier at adeleo@trafalgar.co.za for the attention of the CWEHOA board.

FAQS

WHAT IS THE COST OF CONNECTING MY STAND/UNIT?

Please be advised that this infrastructure installation (i.e. the laying of the optic fibre cabling) is free and there is no cost to you related to connecting your stand/unit.

WHAT COSTS WILL I INCUR?

If you then decide that you want to use Internet/data services, you will have to enter into a contract / agreement with an internet service provider of your choice and then pay for such a service. There are over 65 such providers and this list will be provided in due course. This will be for your direct cost.

DO I HAVE TO USE THE SERVICE PROVIDER THAT HAS BEEN APPOINTED TO LAY THE OPTIC FIBRE INFRASTRUCTURE?

No, you can opt to have another provider to install fibre to your stand/unit. If there are costs related to that, it would be for your cost. The Board has decided to pre-empt damage to common property by using a single provider whom it can have direct control over the rehabilitation of trenched roads, grass etc.

Please indicate if you wish to be connected onto the optic fibre network that is being installed by replying
'Yes with your stand/unit number'
or
'No with your stand/unit number'
to adeleo@trafalgar.co.za