



Telkom Fibre Network for Raptor's View Wildlife Estate

Why Fibre?

A fibre-optic cable is a bundle of incredibly thin strands of glass. In fibre broadband applications like Telkom's, data is transmitted along these optic cables using light impulses instead of the electrical impulses transmitted along traditional ADSL copper cables. In layman's terms, this just means a very fast internet connection!

Fibre broadband is commonplace in most first world countries and is the way forward in the modern world. Fibre is generally more reliable than copper cable ADSL and is not affected by weather conditions like rain, lightning or extremely high temperatures.

Telkom propose installing a fibre solution on Raptor's View which will bring these fast connections to each home; so the slow 4Mbps (megabits per second) limit on the Estate's ADSL lines, will thankfully be a thing of the past! Each home will have the capability to receive up to 100Mbps Broadband service if they so choose. This is a must in the modern world and a fibre network can only increase the marketability of the estate and in turn boost property values.

As an example of the improved download speeds of a fibre network here are some comparisons to our current top-of-the-range ADSL service:

Type of Download	Download time: 4Mbps ADSL	Download time: 50Mbps fibre
50 Photos (50MB)	3 minutes, 20 seconds	16 seconds
1 TV episode (250 MB)	8 minutes, 20 seconds	40 seconds
1 high definition movie (5GB)	2 hours, 50 minutes, 40 seconds	13 minutes, 39 seconds

Why Telkom?

As Telkom are the existing provider for landline and ADSL services on the estate, they already have much of the required sleeve infrastructure in place. Fibre cables will be run through these existing sleeves alongside the current copper cabling, so limited (or no) trenching will be required (except in cases where the homes do not have an existing Telkom landline).

The Telkom network solution complies with ITU (The International Telecommunication Union) standards, making it future proof and added value service options (such as CCTV perimeter security monitoring) can be considered at a future date.

Raptor's View will be reclassified as a business client. A key feature of the new network and the business client classification is Telkom's response times to outtages:

Priority 1 - which is when the whole system (estate) is down – response & repair time, between 4 – 8 hours

Priority 2 - which is when just part of the system is down – response and repair time, 24 hours

Priority 3 - which is when an individual home is down – response and repair time, 48 hours

Hoedspruit will have its own dedicated fibre technical division, including a specific contact number staffed by a fully trained IT person for problem solving and fault reporting.

Telkom will provide and bill broadband clients for the Active Port Fee as well as their choice of line speed. Telkom has various packages available – see attached 'Telkom Fibre Flyer' – that include the above as well as various data options. However, homeowners may use any ISP to provide their data and/or e-mail services, and contract Telkom for standalone broadband connection only.

As a special promotional offer to all residents Telkom are offering all residents a 100Mbps broadband line with 200GB of data at no charge for the first two months. (T&Cs apply)

Extra Q&As

(in addition to Telkom flyer) from the Telkom presentation and from the November information evening.

1. What happens if I don't have a Telkom line and want to access the fibre network?

This case will require trenching and the installation of a sleeve connection from the road to the house at the homeowner's cost. The RV farm management team will advise on the required positioning of the trench – please see the attached (Telkom Fibre Flyer) for specifications.

2. How do I know if my existing point of entry pipe (POE) exists or is usable?

If the home has an existing Telkom landline, your POE exists and, in most cases, should be usable. But a Telkom pre-installation inspection team will determine this. Please see the attached specifications for a fibre POE.

3. Can I use my old DSL router?

Yes, but only if it has a WAN (Wide Area Network) port. Many older routers do not have this port, but newer ones do – so check your existing router. If you decide on a higher speed package, your router must be able to handle 100Mbps. The average DSL router only allows speeds of 40Mbps, so you will need a new router to enable the faster speeds – again check your existing router capabilities.

4. What happens to my existing Telkom landline and DSL service?

These will be migrated across to the Fibre network.

6. When do I inform my ISP I'm migrating to Telkom?

At the scheduling of installation

7. Can I still use my own ISP for my internet after the promotional offer?

You may retain own ISP to provide data and/or email services. Telkom, however, will provide and bill homeowners directly for the broadband connection.

7. Can I use my private registered e-mail account & Cloud storage if switching to Telkom as an ISP?

Yes, using registered e-mail or cloud storage services is independent from Telkom ISP

8. What happens if there is a power outage, do we lose all services?

There will be a +/- 9-hour back up at the exchange, which is currently not the case on Raptor's View. Currently, if the Eskom power is out, then the Telkom lines are out. You will of course also have to have your own UPS at home for this to work as your router, phone etc. still require power to run.

9. How long will the switch over period be?

It will take approximately 4 - 7 months after the contract has been signed, for the Telkom equipment and infrastructure to be in place and before individual homes can be connected.

10. Do I have to have a Telkom landline to access fibre broadband?

No. Fibre broadband is not dependent on a landline as with the current ADSL system. Homes without existing landlines, can subscribe to the fibre service without subscribing to a Telkom landline. Homes with existing landlines can migrate them to the fibre system if they wish, or alternatively explore other landline service choices and providers (VOIP, etc).