



FREQUENTLY ASKED QUESTIONS

As the first households are due to be connected soon, residents are being faced with the decision of which Internet Service Provider (or “ISP”) they should choose.

We thought that we should circulate some useful information in the form of FAQs to help people make up their minds.

Please remember that ConnectParkview (a PRA initiative) has no commercial interest in this project and cannot advise residents on which service provider to use.

For the latest information on which ISPs are offering services on the network and how to contact them please check the ConnectParkview Facebook page <http://bit.ly/1PFpiO1>

1. How much will it cost?

The FTTH packages offered in Parkview start at R539 pm with some special launch bundles offered by some ISPs.

The ISPs offering service in Parkview are: Cool Ideas, iBurst, iConnect, Mweb, Vodacom, Vox Telecom, SA Digital Villages and Reflex Solutions (WebSolutions).

The ISP will arrange for the installation from the boundary to your house – they have DFA-designated installers available to do this kind of work. Please check with the ISP for pricing as some include this cost in their installation cost and others exclude it.

There seems to be a very big difference in price between the services offered by different ISPs (e.g. Cool Ideas is offering a line speed of 50 MBPS, with no cap on the amount of data used for R799 per month, while Vodacom is offering a 40 MBPS line speed, with a 100 GB cap for R1199 per month). What’s behind these differences and how should I respond?

ISPs are being charged some of the lowest rates in the country (if not the lowest) to connect customers onto the Fibre network. Some of them are passing that saving onto customers but others, at this stage, are not, or not as much. It is important to shop around and compare deals.

Fibre-to-the-home is a new service and time will tell how prices will respond to a large and growing market. In any event, it’s possible that the cost of the packages being offered by some of the firms will come down over time. Bear in mind that the network is designed as an Open Access Network, which by its nature ensures that the pricing of services running over the network remain competitive.





2. What will happen to my email address?

You can keep your email address with just about all the ISPs even if you move ISP. There could be a charge for this, the going rate is around R10/mailbox/month. If you have a personalised email address (temba@sithole.co.za) or a gmail, yahoo or other such address you will still be able to use it.

If you do have to change an email address, we would suggest that:

- you create a new account with a free email service like gmail (e.g. tembasithole@gmail.com). You can create a gmail account at <http://gmail.com>
- forward or bulk forward all the emails you want to keep from your existing email
- put a message on all your outgoing emails saying you have changed email address from to your new address.

3. What Line Speed do I need?

ISPs are offering line speeds of between 10 and 100 megabits per second (Mbps). Most current ADSL users are accustomed to something between 2 and 9 Mbps on lines that have often proved quite unstable. Whatever you choose, it's going to be very much faster. For streaming video, searching websites and email etc. the smaller bundles should be a good experience. If you have a demanding household with teenagers wanting to download videos or play online computer games, sometimes at the same time, faster services may add real value to you.

4. Capped vs Uncapped?

As is the case with current ADSL connections, FTTH customers can choose between generally costlier uncapped or less costly capped services. The choice facing you is much the same and is based on your likely data use and cost.

You may now more than in the past use more data on fibre if you start doing a lot more things - especially downloading HD movies for example. If you can pick a cap limit you may find that capped services are cheaper than uncapped (though check the deals from ISPs). If you choose an ISP that lets you change your cap month to month and which offers to warn you when you are close to your cap, having a capped service may be a good deal. Even on a capped service you can buy additional data, often at a fraction of the cost of data on the Telkom network.

5. What guarantee do I have that the DFAs network and the ISPs services will be of a high quality?

The quality of service for all ISPs will be the same on the DFA network that runs through Parkview and to Rosebank and that quality of connection is likely to be excellent in comparison to ADSL services. In this regard, it's important to know that DFA have signed a Service Level





Agreement (SLA) with the PRA underpinning their commitment to high levels of service on the Parkview fibre network.

From there, each ISP connects to the rest of the Internet. There are many ways in which, from Rosebank onwards, an ISP can make the service better or worse and this may be experienced by a resident as a faster or slower internet connection.

It's not easy to know now who will be better or worse. Once a range of ISPs are up and running we should be able to run tests to see who is doing best.

6. Will I be able to replace my Telkom landline using FTTH?

Many of the ISPs are offering Voice Over Internet Protocol (or "VOIP", pronounced like "Oink") telephone services at an additional monthly and per minute charge (both lower than Telkom rates), using special (but uncomplicated) desk or cordless phones. If you chose this option, you'd be able to cancel your Telkom contract. You should also be able to transfer your Telkom number. You can ask your ISP about this.

7. If I find that my ISP isn't living up to its promises, what can I do?

As you'll see, many of the ISPs are proposing monthly contracts, rather than the longer contracts offered by cellular companies. Put simply, if they don't perform, you can end the contract within a month and switch. That's the advantage of an open access network.

8. Will the network benefit the suburb as a whole?

We believe so. As well as offering homeowners new and better services, we are working to create public wifi access points so that those who work and reside here who do not have access to fibre to the home will also benefit from Internet access. Fibre will also bring opportunities to the business community in Parkview.

9. What is the relationship between the resident, the PRA, the ISPs and Dark Fibre Africa ("DFA")?

Acting on behalf of its members and the customers of the FTTH network, the PRA negotiated a Memorandum of Understanding with DFA. These are the critical terms of that MOU:

- 9.1. DFA will construct and maintain the fibre optic network with committed response times to repairing faults on the network.
- 9.2. DFA is required to have an Open Access Network. This means that any ISP must be allowed to offer services to Parkview residents using the DFA network, and be charged on the same basis as other ISPs. This ensures real competition between the ISPs.



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- 9.3. The prices charged by DFA to ISPs will not be increased for five years.
- 9.4. As far as we are aware, no other suburb has secured these commitments from a network provider and together they should give us a world class fibre network at competitive prices.

The PRA has no commercial interest in the network and no commercial relationship with any ISP. We have engaged with DFA and engage with ISPs solely on residents' behalf in order to improve services in Parkview and protect the interests of residents and the wider Parkview community to the extent that we can.

