



**KOUGA CAN NOW SIGN UP FOR TRUEWAN FIBRE!**

True Technologies now also offers  to the Kouga area and nationally! TrueWAN Fibre can be installed at Homes, Townhouses, Flats and other larger developments at no cost to unit owner/ occupant during the FTTH roll-out phase.

We have partnered with National 3rd Party Fibre providers who offers "Open Access" Fibre Networks – meaning that once the Fibre TP & ONT is installed, you can choose your ISP to sign up with. Your chosen Fibre package from us or other ISP will be activated as soon as the Fibre in the area goes live.

If you already signed up or pre-ordered Fibre from ANOTHER ISP, you can still cancel your pre-order, as long as the ISP has not yet installed the Fibre Termination point inside your premise. Once your cancellation is confirmed, you can sign up with True Technologies cc for TrueWAN Fibre

*\* Check the cancellation policy in the ISP's T&Cs*

## Kouga TrueWAN FIBRE Roll-out Promotion\*

<http://www.kouga.gov.za/municipalitytoroll-outfibre>

➤ FREE INSTALLATION of the Fibre Termination Point (TP)

➤ FREE Optical Network Terminal (ONT)

➤ NO FIBRE ACTIVATION FEE

*Subject to the availability in 3rd Party Fibre Suppliers FTTH coverage map*

➤ FREE-TO-USE  Router

**To Pre-Order your TrueWAN FIBRE, simply complete, sign and email the Termination Point Order or Site Survey Form to [iwantfibre@truewan.co.za](mailto:iwantfibre@truewan.co.za)**

**Termination Point Order Form:** For privately owned, single unit residences

**Site Survey Form:** If you own a building with separate units. If you have more than 1 property, please complete a separate form for each unit. We'll contact you within a few days to confirm an appointment for your installation or survey.








Kouga Fibre in the news: <http://www.kouga.gov.za/municipalitytoroll-outfibre>

## What can I do with TrueWAN Fibre?

**Fast, reliable internet** connection so you can **stream** your favourite music and TV shows and movies, **game** online, **browse** the internet and **much more**.

- TrueWAN Fibre packages are uncapped, unshaped and symmetrical (some 3<sup>rd</sup> party Fibre suppliers not).
- Month-to-Month TrueWAN Fibre contracts. 30 Day cancellation period applies.
- True 24/7 support, may be subject to the 3<sup>rd</sup> Party Fibre suppliers' Support hours.
- A 30-day notice period will apply if you wish to cancel your TrueWAN Fibre or change to another ISP
- Updates on progress of FTTH order, move requests and up-or-downgrades will be provided by your ISP.
- This promotional offer is only valid during the Fibre Roll-out phase in the Kouga area and is subject to the Terms and conditions of the TrueWAN Fibre MOA and Roll-out promotion, as well as those of the Fibre Supplier.

- See the chart below to see **which package** suits your needs, depending on your needs (E&OE)

	25 Mbps	50 Mbps	100 Mbps	200 Mbps	300 Mbps
 Email, Social Media, Web Browsing	✓	✓	✓	✓	✓
 Music Streaming	✓	✓	✓	✓	✓
 Voice/Video Calling	✓	✓	✓	✓	✓
 HD Video Streaming (Server Dependent)	5 Devices	5+ Devices	5+ Devices	5+ Devices	5+ Devices
 4K Video Streaming	✗	2 Devices	5 Devices	10 Devices	15 Devices
 Online Gaming	✓	✓	✓	✓	✓
 <b>MONTHLY FEE</b>	R 720	R 870	R1020	R1170	R1320
<b>CHOOSE YOUR PACKAGE</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Fibre terminology

**Micro-trenching** – This process involves using specialised machines to cut a narrow trench (30mm to 50mm wide) into a road's surface, alongside the pavement where the curb and the tarmac meet, to lay the fibre optic cable. This significantly reduces disruption to the area.

**Boundary boxes** – A boundary box is a box installed about 0.5 metres above the ground against your boundary wall. This is the connection point between the fibre network outside your house and the Termination Point inside your house.

**Termination Point** – This is the white box that is installed in your home, against your wall. Your router will be connected to this via ethernet cable.

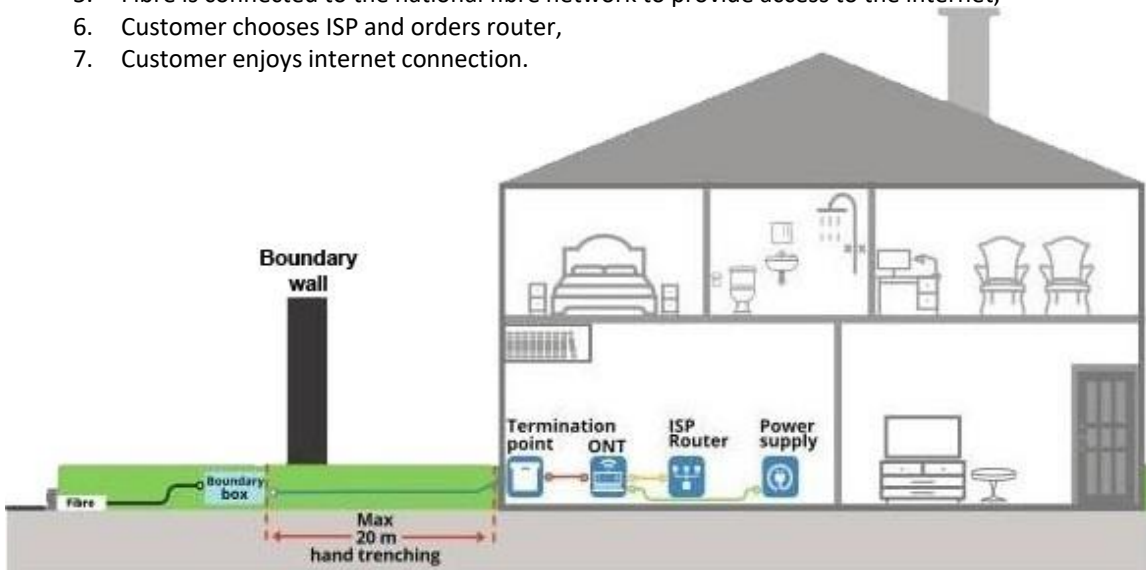
**Router** – This is the device that delivers the Wi-Fi signal throughout your home, allowing you to connect remotely to the internet.

**Optical Network Terminal** – The ONT (also called the modem) connects to the Termination Point with an optical fibre cable. It connects to your router via a LAN/ethernet cable and translates light signals from the fibre optic line from your TP into electronic signals that your router can read.

## The Fibre Process

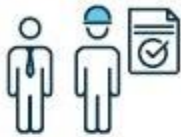


1. Fibre infrastructure is deployed in the street in a suburb,
2. Boundary boxes are placed on the pavement between houses,
3. Termination point order form is signed, giving permission for installation,
4. Termination point is installed into houses, connecting fibre to the boundary box,
5. Fibre is connected to the national fibre network to provide access to the internet,
6. Customer chooses ISP and orders router,
7. Customer enjoys internet connection.



### First steps: Fibre infrastructure - laying the fibre

We begin with the **planning** and **infrastructure** roll-out phase:



**1. Planning.** The Fibre installer scans and surveys the area for an optimal construction method with least disruption.



**2. Fibre Infrastructure is rolled out,** either via micro-trenching or traditional hand trenching in a public council-owned area.



**3. Construction.** Fibre installer works with contractors to trench and install fibre (civil works). Complex/Estate fibre infrastructure is installed as per detailed fibre plans that were signed off by Body Corporate/HOA.



**4. Reinstatement.** Once the fibre is in the ground, the installer replaces the grass, paving or other ground covering.



**5. Boundary box and Termination Point (TP) location.** Fibre installer determines the best positions for boundary boxes outside the property and offers to install a fibre TP in your home.



**6. You sign the TP order form,** giving permission for installation of fibre in your home.



**7. Connecting the fibre.** When all the fibre points are installed, the fibre is connected to the main network and lit up.



**8. Internet Service Provider (ISP) Installation.** Your home is fibre-ready. Sign up with an ISP and they will deliver your router.



**9. You enjoy your new FTTH connection!**



## TERMINATION POINT APPLICATION FORM For privately owned, single unit residences

	25 Mbps	50 Mbps	100 Mbps	200 Mbps	300 Mbps
Email, Social Media, Web Browsing	✓	✓	✓	✓	✓
Music Streaming	✓	✓	✓	✓	✓
Voice/Video Calling	✓	✓	✓	✓	✓
HD Video Streaming (Server Dependent)	5 Devices	5+ Devices	5+ Devices	5+ Devices	5+ Devices
4K Video Streaming	✗	2 Devices	5 Devices	10 Devices	15 Devices
Online Gaming	✓	✓	✓	✓	✓
<b>MONTHLY FEE</b>	<b>R 720</b>	<b>R 870</b>	<b>R1020</b>	<b>R1170</b>	<b>R1320</b>
<b>CHOOSE YOUR PACKAGE</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Property Details:**

Address	
Property Owner	

**Contact Details of Property Owner:**

First Name	
Surname	
Telephone	
Email address	

**Contact details to access the property, if it differs from Property Owner:**

Contact Person	
Surname	
Telephone	
Email address	

Signature: ..... Date: .....

Send this completed and signed TP order form to: [iwantfibre@truewan.co.za](mailto:iwantfibre@truewan.co.za)

By completing this TrueWAN Termination Point order it is deemed that consent has been received from the landlord, owner, or body corporate for the installation of the FTTH service. The provision of TrueWAN Fibre services is subject to network availability and is supplied as a best effort service by the supplier.





## CONSENT TO CONDUCT A SITE SURVEY

For buildings with separate units like Flats, townhouses, larger developments and businesses

If you have more than 1 property, please complete a separate form for each unit.

### Identification of the Property

Property Name	
Street Address	
Number of units	

### Grantor Information:

Full Name & Surname	
Title: Trustee, Chairperson, Director	
Telephone	
E-mail address	

### Contact details of person attending site survey:

Contact Person	
Contact Number	
Email address	
Additional information	

**Camera requirements to be discussed:** \_\_\_\_\_

Permission is hereby granted to True Technologies cc and the 3rd party Fibre Supplier's authorised employees and contractors to conduct a site survey for the purpose of producing a detailed fibre plan. Please ensure that all the required termination points form part of the site survey and are included in the completed plan. The final detailed plan will be submitted back to the Body Corporate/HOA for final approval. **This Site Survey Agreement in no way binds either True Technologies cc or the signatory below to a fibre build and contract. We will contact you within a few days to confirm an appointment for your installation or survey.**

**Signed by Grantor:** On this \_\_\_\_\_ day of \_\_\_\_\_ 2021 at \_\_\_\_\_

Signature: \_\_\_\_\_ Authorised Signatory Full Name & Surname \_\_\_\_\_  
 Designation: \_\_\_\_\_

**Signed by True Technologies cc:** On this \_\_\_\_\_ day of \_\_\_\_\_ 2021 at Jeffreys Bay

Signature: \_\_\_\_\_ Authorised Signatory Full Name & Surname \_\_\_\_\_  
 Designation: \_\_\_\_\_