



**INTERNET & COMPUTERS**  
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## TRUEWAN NEWSLETTER

### Upgrades! Upgrades! Upgrades!

Over the past few months, we have been working diligently on our TrueWAN Wireless network infrastructure, upgraded our backhaul enterprise fibre and millimeter-wave wireless infrastructure and data-centre upgrades. We are pleased to report that these enhancements have resulted in a significant leap in the reliability of our own services, outperforming fibre in terms of dependability and consistency of throughput. Our next generation WAN network is now much more agile, resilient, secure, dynamic, and growing day by day.

*We are excited to inform you about some significant improvements and changes to our TrueWAN wireless packages. We are providing all our existing TrueWAN clients with enhanced speed, up to three times faster than before, for the same price or even less. Although the speed increase has already been increased, the product charges will only be adjusted on your next TrueWAN invoice in September.*



### TRUEWAN WIRELESS INSTALL FEE

**50% OFF** TrueWAN Installation fee **Now R500**

**FREE INSTALL** For Teachers, Pensioners Previous TrueWAN clients

Due to major upgrades on our infrastructure we can now offer double the speed at the same price. All existing TrueWAN clients' speed will automatically be upgraded.

### NEW TRUEWAN PACKAGES

OLD PACKAGE	NEW SPEED	BURST SPEED	NEW PRICE
<del>3Mbps</del> now	5Mbps	- 10Mbps	R 360
<del>6Mbps</del> now	10Mbps	- 20Mbps	R 550
<del>9Mbps</del> now	20Mbps	- 30Mbps	R 860
<del>12Mbps</del> now	30Mbps	- 45Mbps	R 990
<del>15Mbps</del> now	40Mbps	- 60Mbps	R 1250
<del>20Mbps</del> now	50Mbps	- 75Mbps	R 1780
Additional site/Hibernate fee (usage pro-rata excluded)			R 150

**We have slashed our TrueWAN install fees!** Now it is easier to join or return to the TrueWAN network!

**TrueWAN Wireless** Install fee now less **50%** - **ONLY R500.**

**FREE** install for **PENSIONERS & TEACHERS**

**FREE** install for **returning TrueWAN Wireless clients**

Please note the following basic services rate increase

Effective from **1 Aug 2023** for new contracts

Effective **1 Sept 2023** for existing TrueWAN clients

- TrueWAN clients with **multiple sites** and clients with **failover** or **hibernate** packages; the **basic connection/failover fee** is now **R150 per site**
- **VoIP monthly fee** is now **R70/R120** with recordings
- **Business accounts can now receive their first VoIP extension/number free of charge.** *If you have an existing telephone number that you would like to keep, a porting fee of R200 applies. We also offer a complimentary site visit to businesses with multiple lines or PBX systems and discuss unique requirements, please email [debtors@true.co.za](mailto:debtors@true.co.za) if you are interested.*

**All calls between TrueVoIP numbers & extensions are totally FREE and other calls are charged per second: Local call rates R0.45/min, cellular@R1/min.**

When you think about what you want from your internet service, some key words that likely come to mind include speed, reliability, convenience, cost-effectiveness, and, of course, superior customer service. Lucky for you, there's one company that rises to meet all these expectations and more—True Technologies.

At True Technologies, our commitment has always been to provide you with an exceptional internet service that meets and exceeds your needs. TrueWAN Wireless products are designed to offer reliability, high-performance, high availability, and interconnect services. Our Quality of Service (QoS) allows for superior quality of VoIP, video conferencing and other high priority protocols. TrueWAN also offers synchronous up-and-download speed, essential for online backup or CCTV monitoring etc. Our pricing reflects a half-duplex service, but what you get in reality is full-duplex connectivity. Our Voice over IPv (VoIP) service runs on a local WAN with a local server. This setup guarantees you a better call quality with lower latencies. No more embarrassing lags during crucial conference calls or precious long-distance family chats.

Recognizing that the internet is heavily trafficked during evening hours and post-midnight, TrueWAN cleverly increases speeds during these periods. Even if you subscribe to a smaller package, you still get to download big files without any fuss. It's as if we have a "magic hour" during which your internet speed is turbo-charged. All our TrueWAN wireless packages include the benefit of a burst speed that allows even budget products to enjoy a superior Internet experience without buffering. With this, you can experience fast browsing speeds for brief periods, offering an exhilarating surfing experience even on the most modest packages.

The most crucial element of TrueWAN wireless Internet is personal service by knowledgeable and helpful staff, with unrivaled repair speed. TrueWAN's wireless network affords a swiftness of repair that puts traditional methods to shame. There's no waiting around for days or even weeks for connection issues to be resolved. A quick call, and you'll have a local support team ready to address your issues, any time, day or night. Indeed, 24/7 local support is one of the hallmarks of TrueWAN's customer-first philosophy. All of our wireless towers have backup power and redundant links ensuring that our internet and VoIP services never goes down.

Do you have more than one premise?

Another major advantage of TrueWAN is its shared connections. Multiple premises can share one Internet account, slashing internet costs significantly. You can either share the same package between two sites and only pay an additional R150 for this service, or you can load a separate dedicated package to each site.

Do you have an AirBnB or holiday home?

TrueWAN offers a unique "hibernate" option for AirBnB hosts or premises that are only in use periodically. When your premises are not in use, simply hibernate your TrueWAN connection to save costs for a minimum fee of R150

In essence, TrueWAN isn't just an Internet service provider—it's a partner in your digital journey. We are committed to providing a service that is as reliable as it is cost-effective, as secure as it is fast, and as friendly as it is professional. So, why wait? Make TrueWAN your choice for an unparalleled Internet experience.



# True Technologies

**TrueWAN**  
WIRELESS | FIBRE  
Home & Business Internet & VOIP

Keeping  
Kouga  
Connected  
Since 2000

To sign up for TrueWan Fibre, send your address and contact details to  
[iwantfibre@truewan.co.za](mailto:iwantfibre@truewan.co.za)

**042 293 4168**

## TrueWAN Trivia and history

Below is a bit of trivia info for the new residents and other interested parties.

True Technologies was started in Kouga in 2000 and in 2006 we built our own TrueWAN (WAN means WideAreaNetwork) as ICASA licensed ISP & WISP (wireless internet service provider). We have been a trusted ISP long before ADSL was available in Kouga! We were also a role-player with other WISPs throughout SA for reduced fees, increased bandwidth and offering services in remote and unserved areas and move away from the monopoly created by Telkom other state-owned telecoms and internet service providers.

We connected our first store at the Spar centre to our then main branch in CBD (currently Brewhaha). Our home office was also connected via our first wireless tower on the Paradise water tower and a highsite on a roof of a home between Wavecrest & CBD. We have since then upgraded all our TrueWAN wireless equipment and infrastructure a few times over to keep up to industry standards. We are proud to say that we have a couple of clients who have remained TrueWAN clients since then!

Below: True Technologies first store at the Spar centre, early LAN competitions (check those screens!)



True Technologies second branch in da Gama rd, more LAN competitions(check the Windows themed wall-art)



Due to the owner, Anton Ekermans' programming expertise and visionary network design, TrueWAN operates as a Software-Defined Network (SDN) which enables us to offer secure and tailor-made solutions for home and business clients. Our ability to offer unique products with the flexibility to combine multiple sites, function as a fibre failover connection and the ability to hibernate your internet service when not in use. This availability comes at a huge cost to us in terms of the wireless infrastructure management, the latest WiFi equipment which we supply, maintain and upgrade when needed. We have therefor decided to increase our minimum service charges to help reduce the CAPEX. These services remain competitive and often a fraction of the cost of normal telephone lines & PBX services. Also, FTTH/FTTB solutions, while useful for bulk data-transfer, have proven to be disappointing due to their susceptibility to errors and extended repair times. We have several clients who cancelled their Fibre service and reverted to TrueWAN wireless for a better overall service. As ISP we have little or no control over the Fibre Network Operator's performance and service. FTTH is a best effort service with 3-4 day support time. For this reason, clients opted to keep their Wireless as Failover, to ensure minimum downtime in internet connection.

FYI: Did you notice that True Technologies' name is displayed when doing a speedtest, we would appreciate it if you could rate our service upon completing a speedtest here [www.speedtest.net](http://www.speedtest.net)

