

November 2023 | Issue 1

# NEWS HUT

THE OFFICIAL COMPANY NEWSLETTER OF THE COMPUTER HUT (PTY) LTD

**COMPUTER HUT** 

**See what Computer Hut did in 2023  
&  
what we are planning for 2024!**



**Fibre coming soon...**



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THE OFFICIAL COMPANY NEWSLETTER OF THE COMPUTER HUT (PTY) LTD



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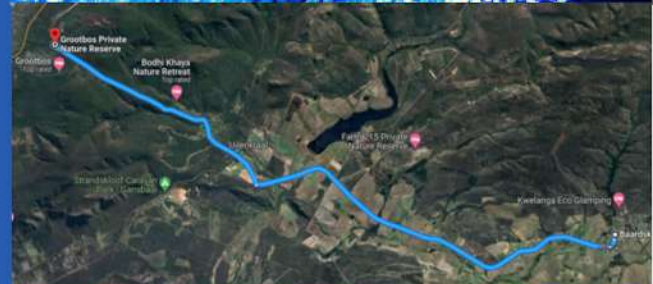
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# COMPUTER HUT PROJECTS

## 1.Stanford Backhaul



The Stanford to Gansbaai Backhaul has been in planning since 2020, the primary goal of this project was to improve diverse routes on our backhauls out of Gansbaai. This was one of the factors that affected our service greatly the last couple of months.

The backhaul will also enable us to provide fibre to the residents on the R43. This project has several big challenges as we have to navigate with the contractors who are responsible for the upgrades to the road.

The backhaul will ensure that Stanford clients are directly connected to our distribution centre. Once completed we will notify the public of the success and what can be expected of the backhaul.



*“The backhaul will ensure that Stanford clients are directly connected to our distribution centre.”*



# COMPUTER HUT PROJECTS

## 2.Pearly Beach Backhaul



At the beginning of 2023, The Computer Hut took up the challenge to build a direct fibre line from Gansbaai to Pearly Beach. The goal of this project was to ensure that we have more than enough bandwidth for the Pearly Beach area and to ensure that services will not be affected by weather or other factors that affect wireless backhauls.

It was quite a difficult task to complete, but we made great strides to procure the correct materials and we put in immense efforts to plan correctly for the task at hand.

We built an aerial route on poles from after the Uilkraalsmond bridge up to the Pearly Beach turn-off. This project took four months to complete and we officially activated the backhaul at the end of April 2023.

We are very proud of this accomplishment as this shows how far we are willing to go to ensure client satisfaction.

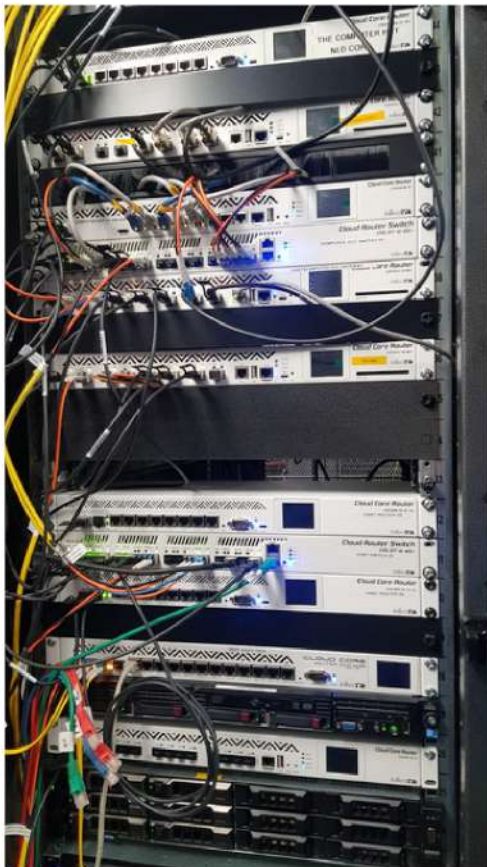


*“We built an aerial route on poles from after the Uilkraalsmond bridge up to the Pearly Beach turn-off. ”*



# COMPUTER HUT PROJECTS

## 3. Equipment Upgrades



With the enormous growth of clients on The Computer Hut's network, we had to do some major equipment upgrades to keep up with the demand for more bandwidth. This equipment included :

- Upgrading core equipment at our Gansbaai fibre node
- Upgrading core equipment at our Pearly Beach fibre node
- Upgrading core equipment at Teraco in Rondebosch

The equipment installed at Teraco in Rondebosch serves as a distribution point for all major ISPs in the Western Cape.

We currently have dedicated Netflix and Google caching servers at our cabinet in Teraco to make it possible for our clients to have the best internet and streaming experience in their home and business. Even though we have moved the majority of our clients to our fibre network, we are continuously upgrading our wireless high sites to ensure that we can meet the high demand of bandwidth-hungry customers and provide the best wireless experience possible. These upgrades include upgrading to lithium batteries, higher bandwidth backhaul links, improved sectors, and an increase in solar charging capacity.

We have also upgraded our network's monitoring system. This improves the way we constantly monitor our network to ensure that our equipment is always operating at optimal levels and to avoid any congestion.

Some of the challenges we have faced were caused by the Level-9 storm that disrupted communities in the Western Cape. Our hearts go out to all the Stanford residents who lost a great deal with the floods. As well as everyone who incurred damages during the storm. The Computer Hut also had a lot of damage. Damage was especially bad on mountain high-sites. We lost several solar panels and various equipment damages. As soon as we could access the sites, we made repairs as well as upgrades to the current equipment.



*"We have also upgraded our network's monitoring system. This improves the way we constantly monitor our network to ensure that our equipment is always operating at optimal levels and to avoid any congestion. "*



# COMPUTER HUT PROJECTS

## 4.Back-up Power

With the current status of South Africa's power grid, The Computer Hut was forced to adapt to the situation. Computer Hut had a solar system in place for backup power, but due to equipment upgrades and more clientele, we needed to do some upgrades to the current system.

So what did The Computer Hut do? We upgraded our solar capacity as well as our inverter system from 8KVA to 16KVA. We also bought an industrial 20KVA generator to support the solar and keep the backup power running. All of this is to ensure that we keep the connectivity on when there are interruptions from Eskom.

Due to the fact that The Computer Hut can not power your home or supply power to your home, we have various models of backup power models to keep your internet equipment powered on during load shedding. You can visit our office and speak to agents about the best solution for your internet.

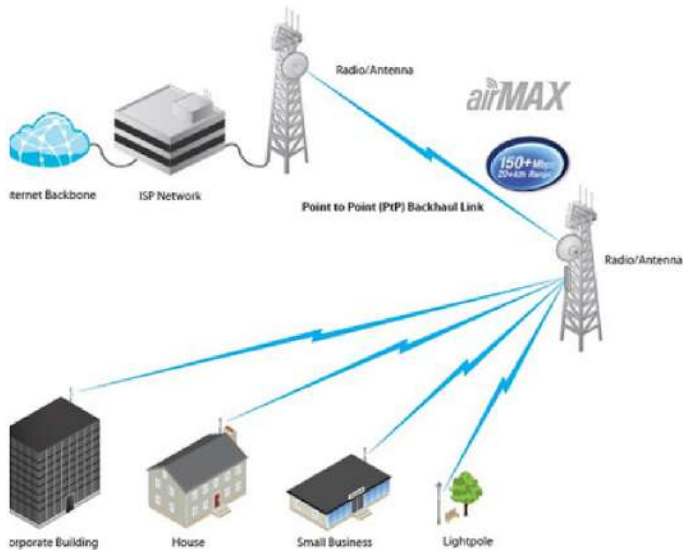


*"We upgraded our solar capacity as well as our inverter system from 8KVA to 16KVA. We also bought an industrial 20KVA generator to support the solar and keep the backup power running."*



# COMPUTER HUT PROJECTS

## 5.Back-up Connectivity



Openserve classifies Gansbaai as a rural area and has the only fibre backhaul out of Gansbaai. Outages on this backhaul have had severe consequences on our service delivery. This manifests in multiple forms such as routine maintenance on our feeder cables from Cape Town, storm damage, damage as a result of malicious intent and general maintenance of exchanges. We would like to take this opportunity to thank Openserve for their timely repairs and assistance during this past year.

Therefore we were forced to think outside of the box and collaborate with other service providers to have back-up internet links so that our clients can still have a connection, although the speed is not always optimal to continue normally.

We now have the following backup links in place:

- Gansbaai
- Stanford
- Hermanus
- Bredasdorp
- Satellite
- Starlink

We walk the extra mile for each and everyone, and because we value you as a client so much, we put measures in place that support our view



*“Therefore we were forced to think outside of the box and collaborate with other service providers to have back-up internet links so that our clients can still have a connection, although the speed is not always optimal to continue normally.”*



# COMPUTER HUT PROJECTS

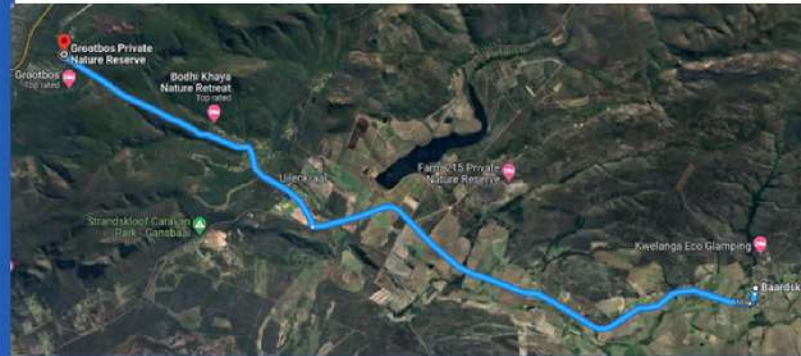
## 6.Plans for 2024

The Computer Hut has big plans for 2024! We are going to roll out more fibre, enhance more of our technology hardware and continue to do general upgrades to our network.

One of the biggest projects is a hybrid fibre line deployed from Grootbos to Baardskeerdersbos.

Phase 1 of the project will start at the Grootbos turn-off on the R43 and continue to De Uijlenes' turn-off on the Baardskeerdersbos road.

Phase 2 will consist of completing the project up to and including Baardskeerdersbos. We are also going to do major upgrades to our networking hardware to enhance the overall customer experience as well as to ensure that we can supply better support to our clients.



*“One of the biggest projects is a hybrid fibre line deployed from Grootbos to Baardskeerdersbos.”*



# COMPUTER HUT PROJECTS

## 7. First Aid Training



During the month of June 2022, 14 employees of The Computer Hut did First-Aid level 3 training. All 14 employees passed the competency test and we are pleased to announce that these employees are now seen as The Computer Hut's first responders if other employees encounter injuries on-site.

We would also like to thank Cassie and Chantelle who provided the training and for Back to Basics Health Training (Pty) Ltd for access to the training and certification.

Four of our employees moved on to explore new career opportunities. Our team includes:

- Bennie van Eeden
- Jannes Coetzee
- Gericke van Eck
- Chris Uys
- Gerhard Erasmus
- Gideon Links
- Howard Kock
- Ronnie Rautenbach
- Sarel Esterhuizen
- Sidwill Lottering



*"14 employees of Computer Hut did First-Aid level 3 training."*



As part of our Corporate Social Investment program, we have various projects that The Computer Hut sponsors various organisations. We firmly believe that a tree can only provide shade, where it is planted.

Thus we are excited every time we can assist the organisations in our service delivery areas. We are involved in education, sport, and general assistance. We wish to encourage other businesses to also get involved with our local community to uplift and build a better Overstrand. We as businesses rely on the local community for labour and what better way to secure skilled labourers than by giving back to the systems that cultivate future employees.

One of The Computer Hut's biggest involvement is with the education of Gansbaai and Stanford. We currently sponsor the following schools with free fibre connections and installations:

- Gansbaai Primêr
- Laerskool Gansbaai
- Okkie Smuts Primary
- Gansbaai Academia
- De Kleine Gansies

We are also part of sports and recreation sponsorships. We have adopted the City Sunrises soccer team from Masakhane. We assist with match transport as well as playing kits. We are very proud to be associated with this team who finished second on the log for the 2022 season.

Part of our sponsorship profile is also IMED Africa in Masakhane. We sponsor one year's worth of internet connectivity as well as assistance with their needs when international meetings need to be held with investors and management.

## COMMUNITY INVOLVEMENT



*“We are involved in education, sport, and general assistance.”*



# GROWTH & LOCAL JOB OPPORTUNITIES



During the course of 2023, we have seen significant client growth and we thank everyone that entrusts The Computer Hut as their internet service provider. Year on year we have grown by 51.5%. This is all due to your belief. This number is a large driving force on why we have made so many upgrades. We take our service seriously and your response has made the growth exceptional. With your support, we now have over 4,000 clients.

This section goes hand in hand with growth. The more client growth, the more opportunities for employment arise. We currently employ over 40 permanent employees and the number is still rising as we have current vacancies that need to be filled. Added to this we have multiple contract employees helping us to expand our fibre network. We also have a set of 19 fleet vehicles that operate on a daily basis to assist you with the best service.

Indirectly we support over 100 households in our local community with a job opportunity.

This information shows that Computer Hut is putting back into the local economy of Gansbaai and Overstrand. We proudly partake in the local economy and are a firm believer in supporting local!



*“We take our service seriously and your response has made the growth exceptional. With your support, we now have over 4,000 clients.”*



Have you signed a new contract with The Computer Hut yet?

We urge all clients to sign a new contract as the old packages namely FL01, FL02, FH01, FH02, FH03 and FH04 will be discontinued as of March 2024.

All clients that are still on those packages can choose any relevant contract if it is a 24-Month Contract or Month-to-Month Contract.

All our packages are 100% uncapped and clients will have more value for money when they switch over. Please speak to a sales agent to get the best solution for you.

Don't wait till March 2024 to change, change now and spoil your family this holiday season!

## COMPUTER HUT CONTRACT PACKAGES



### COMPUTER HUT FIBRE PACKAGE SOLUTIONS

TOTAL INSTALLATION & ACTIVATION FEE: FREE

(24 MONTH CONTRACT ONLY, PRICING CAN INCREASE WITH INFLATION DURING CONTRACT PERIOD)

FREE INSTALL WILL BE SUBJECT TO A BASIC 30M INSTALLATION AND FREE TO USE EQUIPMENT, OTHER REQUIREMENTS WILL BE BILLED ACCORDINGLY. ALL EQUIPMENT WILL REMAIN THE PROPERTY OF COMPUTER HUT INDEFINITELY

Asymmetrical Packages (per month)				Symmetrical Packages (per month)			
FC-01-V5	10MBPS/5MBPS UNCAPPED	R395		FC-08-V5	60MBPS/60MBPS UNCAPPED	R695	
FC-02-V5	25MBPS/10MBPS UNCAPPED	R495		FC-09-V5	100MBPS/100MBPS UNCAPPED	R895	
FC-03-V5	40MBPS/20MBPS UNCAPPED	R545		FC-10-V5	150MBPS/150MBPS UNCAPPED	R995	
FC-04-V5	80MBPS/40MBPS UNCAPPED	R695		FC-11-V5	*250MBPS/250MBPS UNCAPPED	R1095	
FC-05-V5	150MBPS/75MBPS UNCAPPED	R945		FC-24-V5	*500MBPS/500MBPS UNCAPPED	R1245	
FC-06-V5	*250MBPS/125MBPS UNCAPPED	R1045		FC-13-V5	*1000MBPS/1000MBPS UNCAPPED	R1345	
FC-07-V5	*500MBPS/250MBPS UNCAPPED	R1195					

*“We urge all clients to sign a new contract as the old packages namely FL01, FL02, FH01, FH02, FH03 and FH04 will be discontinued as of March 2024. ”*



## BLACK FRIDAY SPECIAL 2023



With the coming Black Friday, We want to share the special beforehand with all our clients.

Special:

Sign a new contract with The Computer Hut and we will upgrade you to the next package for free until January 2024. This means that you will only pay for the package you chose and Computer will upgrade you for free until January 2024.

Spread the word and invite everyone you know to join The Computer Hut family.

This special is also available to The Computer Hut clients, who have not yet upgraded to the new packages as well.

So don't wait till the end of November 2023, contact our sales department straight away on 028 384 1443.



*“This special is also available to Computer Hut clients, who have not yet upgraded to the new packages as well.”*



With regards to streaming, The Computer Hut receives a lot of support calls coming through about clients who are struggling with buffering streams. During these calls, we found that a lot of our clients are streaming from locations that are not secure. During the Rugby World Cup a lot of secure service providers had issues and there were online articles released on the difficulties they faced. Streaming has made huge strides in providing content to consumers. However streaming has its own difficulties if you make use of unsecure streams.

If you make use of unsecure streams, please note that we are not liable for buffering or slow connections from the stream provider. These sites have very little server capacity and cause slow and buffering connections. Some streaming sites are paid streaming sites, this does not make them secure. Current legitimate streaming services in South Africa include ShowMax, Netflix, DStv Stream, HBO Max, Amazon Prime, Hulu, Britbox, Disney+, AppleTV, SABC+ and YouTube.

If you encounter any issues with unsecure streaming, please know that we can not assist. The best way to test if you have an issue is to open YouTube and check if the same difficulties are present there as well. If not, then you know it is the stream and not your internet.

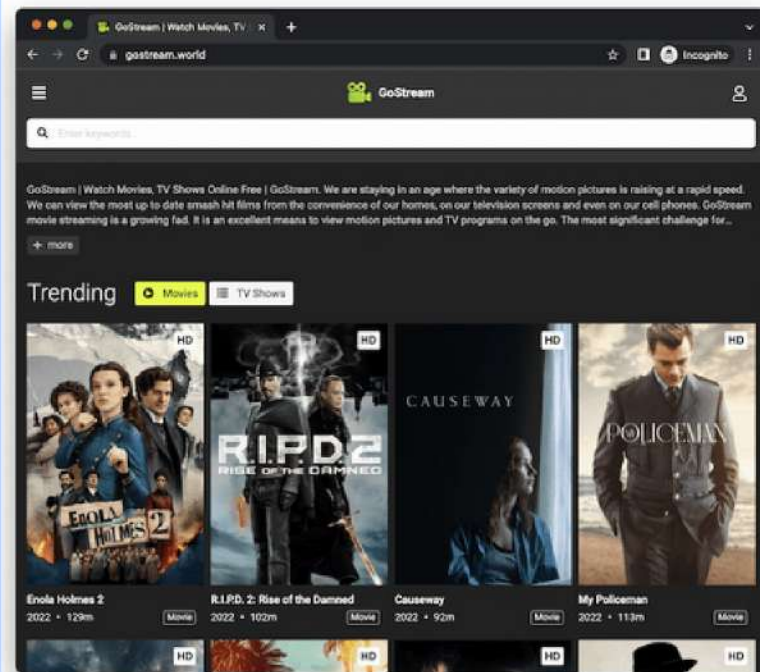
#### Untrusted Sources:

- Unreliable / Low Quality

Unsecure streams often come from unverified or questionable sources, in the context of online streaming, unsecure streams typically refers to a video or audio stream that is delivered over the internet without proper security measures in place, which can lead to unreliable or low-quality content. This can manifest in several ways. Unsecure sites may experience frequent downtime, slow streaming speeds, or server issues, making it frustrating to watch content consistently. Such sources may also include pirated or illegally distributed material. You may encounter buffering, pixelation, and other issues that can diminish your viewing experience. Shows and movies may be taken down or moved frequently, causing frustration for users. While some unsecure streaming sites may offer a wide range of content, others may have a limited selection, particularly for newer or less popular titles.

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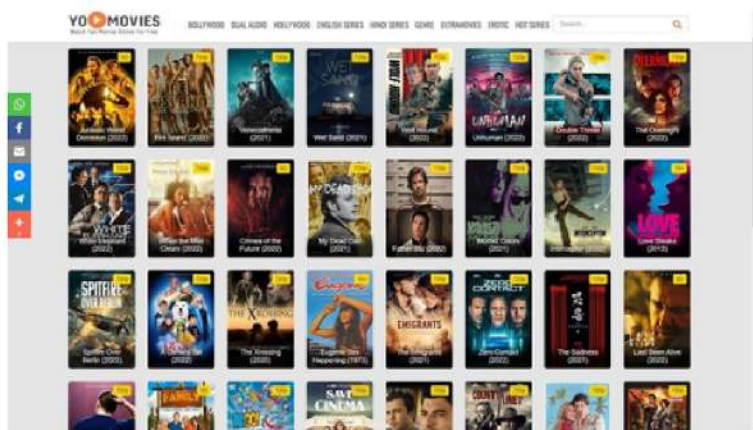
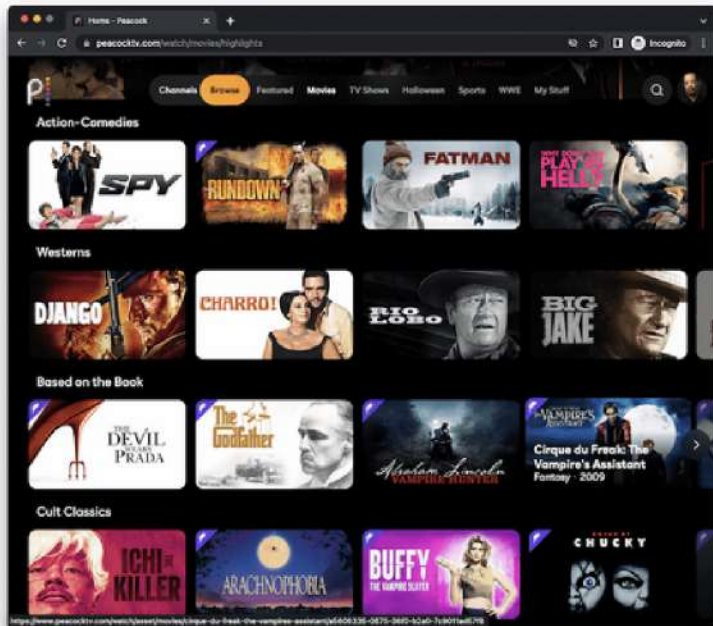
## STREAMING PART 1



*“During these calls, we found that a lot of our clients are streaming from locations that are not secure.”*



## STREAMING PART 2



*“The best way to test if you have an issue is to open YouTube and check if the same difficulties are present there as well. If not, then you know it is the stream and not your internet.”*

- Malware / Viruses / Security Threats

Unsecure streams may not use encryption to protect the data being transmitted. Without encryption, the content can potentially be intercepted and viewed by unauthorised parties, posing a privacy risk. Unsecure streams may lack authentication mechanisms, which means anyone can access the content without proving their identity. This can lead to unauthorised access and content piracy. Many unsecure streaming sites offer copyrighted content without proper licensing or permission. Accessing and streaming such content can lead to legal repercussions, including fines and lawsuits. Unsecure streaming sites often host malicious ads, pop-ups, and downloads. Clicking on these can expose your device to malware, viruses, and other malicious software that can harm your computer or steal your personal information.

- No Support

Unsecure streams may lack customer support, and if you encounter issues or problems with the content, you may have no recourse or way to address these problems. The problem is not your internet service provider.

- Data Privacy Risk

Unsecure streaming sites may collect and sell your personal data without your consent, exposing you to privacy risks. Your personal information may be used for targeted advertising or other nefarious purposes. Unsecure streams may lack authentication mechanisms, which means anyone can access the content without proving their identity. This can lead to unauthorised access and content piracy.

- Legal Consequences

Many unsecure streaming sites offer copyrighted content without proper licensing or permission. Accessing and streaming such content can lead to legal repercussions, including fines and lawsuits. Unsecure streaming sites may inadvertently support illegal activities, which could result in legal consequences for users.

### The Computer Hut's Recommendation:

1. Connect your streaming device via cable to the primary router in your home. This will rule out interference and Wi-Fi signals.
2. Play a test video from YouTube.
3. If the connection is unstable, make use of different devices (Laptop, Cell Phone or Desktop PC)
4. Many smart TV's have various issues. They become outdated and applications (Apps) can not update to the latest version. This has a direct influence on your streaming experience. The Computer Hut has a test Media Player for our clients to use to fault find streaming issues. If possible, buy a normal TV and not a smart TV, rather buy a Google Certified media player and connect it directly to your primary router.



Did you know?

The Computer Hut does not only provide internet solutions to clients? We have a wide variety of services and products that clients can use. These services and products include, but are not limited to:

- VoIP (Voice over Internet Protocol)
- CCTV (Psira Registered)
- Business Support
- PC Hardware
- PC Rebuilding and Upgrades
- Ink
- Specialised Network Security
- Insurance Repairs and Reports

Breakages:

The Computer Hut has various scenarios that cause breakages during the year. These include:

- Digging trenches in your garden
- Municipal breakages or upgrades, they work with large machinery and sometimes the fibre gets damaged with their scope of works
- Extreme weather can damage wireless equipment
- Moles that chew through our ducting

## DID YOU KNOW?



## BREAKAGES



*"We have a wide variety of services and products that clients can make use of."*



## LETTER FROM THE DIRECTORS



*“We will never stop striving for perfection. Therefore you as clients can rest assured, Computer Hut will always be there to improve and assist with your needs and to adapt to changes and challenges we may face.”*

### **Bennie van Eeden:**

*“We have so many words, but it all boils down to two words, Thank you. We have put a lot of pressure on our employees to deliver the best service to you, our loyal clients. 2023 had its ups and downs, but we overcame the downs with persistence and knowledgeable solutions. We had a lot in the back end to deal with, the part you as the client never see, but we managed to keep the gears turning and rise above the difficulties. As you would’ve read in the newsletter, a lot has happened in 2023, and we are thankful as well as grateful for each and every opportunity that crosses our paths. I also wish to thank each and every employee who really puts in their best every single day! We are proud of you and your accomplishments.*

*We will never stop striving for perfection. Therefore you as clients can rest assured, The Computer Hut will always be there to improve and assist with your needs and to adapt to changes and challenges we may face. I wish everyone the best holiday season and a blessed 2024.”*

### **Jannes Coetzee:**

*“To all our loyal clients, I wish to thank all of you for your loyal support. Without your support The Computer Hut would never have been such a success story. Myself and Bennie always state that we want to grow old in Gansbaai and that is only possible through continued business. I wish to thank everyone from holiday homeowners and permanent residents, from Fibre to Wireless, for making our dream possible.*

*Thank you to all our staff members for your support and great work ethic. You are really a team worth routing for! We had our difficult times and we had our great times, but through it all it is still worthwhile to continue to build and expand. We had a lot of changes through 2023 and we overcame a lot of difficulties through 2023. Thank you for standing with us and let's make 2024 even bigger and better.”*



*"2023 has been a year filled with mixed emotions. We had highs and lows, but in the end, we made it through tough obstacles in our way. This has been a year where we had to face many challenges as a growing company in the Overstrand region, but we conquered the challenges and grew our experience and expertise immensely.*

*Firstly I wish to thank the most important part of our business, our clients, businesses and individuals who pressured us to be better, who believe in us and trust us to provide them with the best service and products out there. Thank you for opening your homes and businesses to our staff, you are the best and let's make 2024 another great year!*

*I would like to take this opportunity to instil local pride. We are big supporters of "support local" and do our utmost best to support our local community and businesses. I would like to thank everyone who gave us the opportunity to support them with their endeavours.*

*I wish to conclude with the following saying. Those who never dare will never succeed. We dared to push the limits and we succeeded! We are extremely proud of what we achieved in 2023 and I firmly believe 2024 will be even bigger and better!*

## MESSAGE FROM GERICKE VAN ECK - GENERAL MANAGER



*"Thank you for opening your homes and businesses to our staff, you are the best and let's make 2024 another great year!"*



# WORLD CHAMPIONS SPRINGBOKS



The Computer Hut is extremely proud of our Springbok Rugby team! They have fought a great battle in France. Three close games, but the Springbok will always prevail! To everyone who supported the BOKS, thank you!

They have shown us that we can be stronger together. You have united a country once again, with all the troubles we face daily in our country, the BOKS makes life a little bit easier.

Let's hope we can successfully defend our title in 2027 in Australia!

AMABOKO BOKO!!!





The Computer Hut team wishes everyone a fantastic holiday season!

Those who are travelling to and from Gansbaai, may your travels be blessed with safe kilometres.

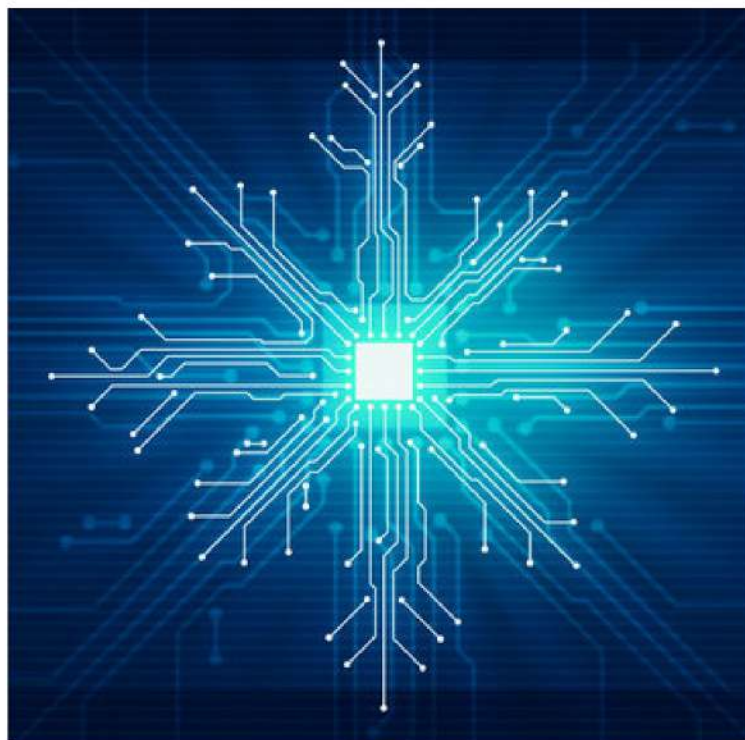
To all who are busy getting ready, everything will be done in time. Take this festive season to recap on 2023 and to learn from your achievements and failures. Take time to spend with loved ones. Embrace our summer sun and keep the braai going till late!

To conclude, we wish everyone a Merry Christmas and a prosperous 2024!

Please note the following operating hours for the coming festive season:

- 18-22 December 2023: 08:00 - 17:00
- 25 December 2023: Closed
- 26 December 2023: Closed
- 27-29 December 2023: 08:00 - 12:00
- 1 January 2024: Closed
- 2-5 January 2024: 08:00 - 12:00

## FESTIVE MESSAGE & OPERATING HOURS



*"Take this festive season to recap on 2023 and to learn from your achievements and failures."*