

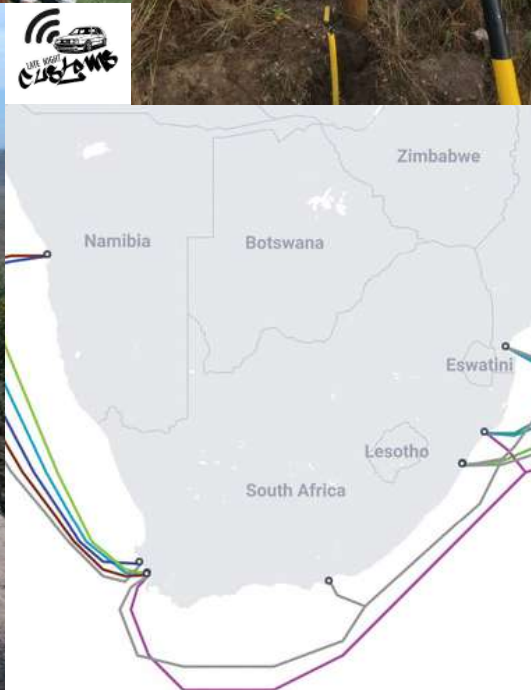
May 2024 | Issue 2

NEWS HUT

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



Awesome updates and General Feedback



November 2023 | Issue 1

INDEX

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

Page 3: Foreword

Page 4: Support & WhatsApp groups

Page 5: New Equipment

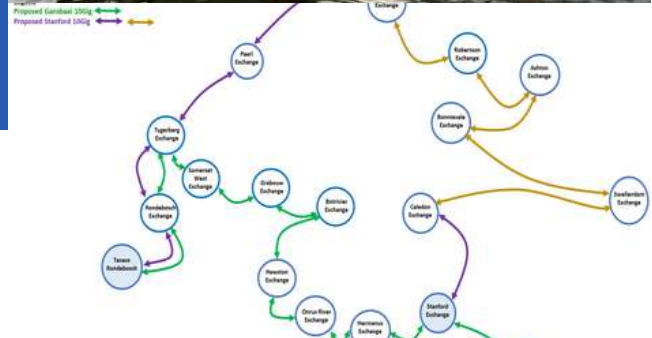
Page 6: Pearly Beach Damages & Way Forward

Page 7: Caledon Expansion

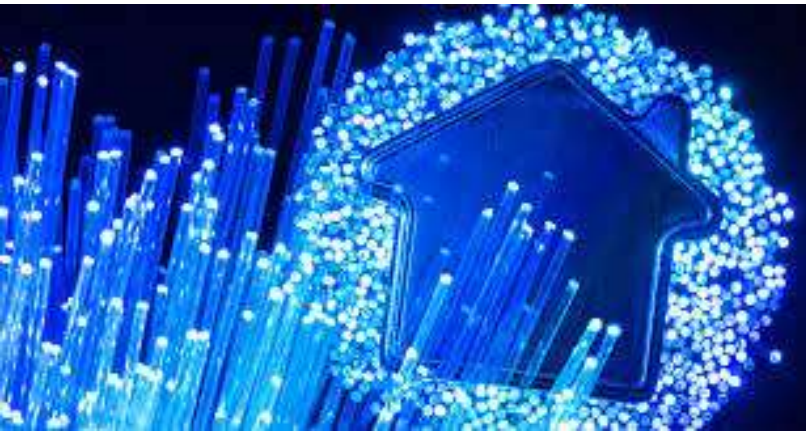
Page 8: Value-added Services

Page 9: Projects in Working

Page 10: General Updates



FOREWORD



“At Computer Hut, our mission has always been to deliver reliable, high-speed internet connectivity that keeps our community connected and empowers individuals and businesses alike.”

Dear Valued Customer,
Welcome to the latest edition of our newsletter! It is with great pride and excitement that we bring you the updates, news, and highlights from your local favorite internet service provider. As a company deeply rooted in this community, we couldn't be more thrilled to connect with you through this medium.

At Computer Hut, our mission has always been to deliver reliable, high-speed internet connectivity that keeps our community connected and empowers individuals and businesses alike. We believe that access to fast and dependable internet is no longer a luxury but an essential utility that drives growth, innovation, and progress in today's digital age.

In this newsletter, we aim to keep you informed about the latest advancements in our network and what has happened during the first quarter of 2024. We want you to feel not just satisfied with your internet connection but truly delighted by the value-added benefits we bring.

We take immense pride in being a locally-owned and operated business. This means that every decision we make is driven by our commitment to serving you better – our friends and neighbors. By choosing us as your internet service provider, you are not just supporting local business; you are investing in a partnership built on trust and reliability.

As we embark on this journey together through each section of this newsletter, I invite you to actively participate by sharing your feedback, suggestions or any topics of interest you would like us to cover. Your input guides us towards continual improvement as we strive towards excellence in everything we do.

Thank you once again for choosing Computer Hut as your trusted internet service provider. We look forward to continuing this exciting journey together!

Warm regards,
Gericke van Eck (General Manager)
The Computer Hut (PTY) LTD

Openserve is the main supplier of fibre circuits (routes) throughout South Africa. Openserve owns and manages the circuits that interconnect towns across South Africa. Openserve is the Eskom of telecommunications in South Africa.

Keeping the above statement in mind, we as Computer Hut are also dependent on their circuits to connect us to Teraco Data Centre in Cape Town. This entails that if there should be a problem at any of the exchanges that our circuits run through, Computer Hut will be affected.

We had severe issues with Openserve due to lack of communication from their side with regards to planned outages. This has been sorted and clients will be informed prior to these schedule outages to ensure clients can plan accordingly. If there are ad hoc breakages on these circuits, Computer Hut will not receive notifications, unless a support ticket has been logged on Openserve’s Uniweb Portal. Thus, as soon as Computer Hut receives alarms on an outage, Computer Hut will log a ticket immediately to gather appropriate feedback from Openserve. Once the feedback is provided, Computer Hut will communicate the feedback through to clients.

What did Computer Hut do in the back-end?

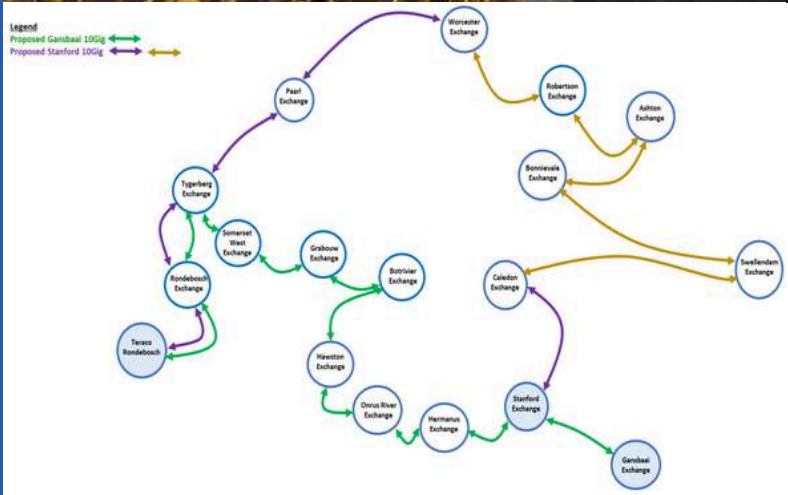
Computer Hut has taken initiative to rent more than one circuit from Openserve to ensure that exchanges are not shared as far as possible. These circuits are extremely expensive depending on the size of the circuit. Computer Hut applied for the new circuit in 2023 and are currently awaiting activation of this new circuit. As soon as we have this circuit operational we will update our clients accordingly. This new circuit will take a separate route and will mitigate most of the Openserve outages.

Computer Hut has implemented the following back-up routes to assist in mitigating Openserve outages. We have 4 back-up systems in place when Computer Hut does encounter an Openserve outage.

- Bredasdorp Back-up
- Hermanus Back-up
- Gansbaai Back-up
- Stanford Back-up

These back-ups are only in effect if the outage doesn’t influence our partners that assist with providing these back-ups. Thus if our partners are also affected by an Openserve outage, no back-ups will be available. It is very difficult to provide the same speeds over back-ups as the capacity needed is far more than the capacity available as it is sent via Wireless connections. We have fibre back-ups, but the distance of these back-ups are not suited for breakages or outages on Openserve's side.

OPENSERVE & WAY FORWARD



“Computer Hut has taken initiative to rent more than one circuit from Openserve to ensure that exchanges are not shared as far as possible.”

NEW EQUIPMENT

JUNIPER
NETWORKS



“We have recently added the state-of-the-art Juniper MX204 network router, with a value of R800 000.00, to our main routing equipment, further enhancing the performance and reliability of our internet services.”

Computer Hut is thrilled to announce a significant upgrade to our network infrastructure. We have recently added the state-of-the-art Juniper MX204 network router, with a value of R800 000.00, to our main routing equipment, further enhancing the performance and reliability of our internet services.

As technology continues to advance at a rapid pace, it is crucial for us to stay at the forefront of innovation in order to deliver exceptional connectivity and to meet the growing demands of our customers. The addition of the Juniper MX204 router allows us to do just that.

Renowned for their superior performance, scalability, and advanced features the Juniper MX Series is the cream of the crop. The MX204 model is specifically designed for service providers like Computer Hut who require high-performance routing in a compact form factor.

With its powerful capabilities, the Juniper MX204 offers enhanced speed, increased capacity, and improved efficiency compared to previous generation routers. It boasts advanced features such as line-rate performance up to 400 Gigabits per second (Gbps), comprehensive security functions, advanced traffic engineering capabilities, and extensive programmability options.

By upgrading our main routing equipment with this cutting-edge technology from Juniper Networks, we can ensure that our customers benefit from faster and more reliable internet connections. Whether you are streaming your favourite TV shows or movies, engaging in online gaming, conducting business meetings via video conferencing or simply browsing the web – you can expect a seamless online experience with minimal disruptions.

At Computer Hut, we are committed to investing in top-of-the-line equipment and technologies that enable us to deliver exceptional services that exceed customer expectations. This upgrade is another testament to our dedication towards providing you with the best possible internet connectivity solutions.

PEARLY BEACH DAMAGES & WAY FORWARD

At Computer Hut, we pride ourselves on delivering reliable and uninterrupted internet services to our valued customers. However, we have recently faced a significant challenge due to multiple events of cable theft and vandalism of our Pearly Beach fibre backhaul.

Cable theft and vandalism not only disrupt our services but also impact the entire community. We understand the frustration and inconvenience caused by these incidents, which is why we have taken quick action to address them. All attempts of theft and vandalism were communicated with Gansbaai SAPS and they have launched an investigation. Added to the security of the backhaul is that Computer Hut sponsors internet for 12 LPR cameras from Wolvengat to Grootbos. These cameras are integrated to the NAVIC system and assist in crime prevention as well as movement of criminals in the area.

Computer Hut has implemented timely repairs and restoration measures to ensure minimal downtime for our clients. In cases where cable theft or vandalism occurs, we immediately reroute traffic over backup connections to mitigate any potential service outages. This proactive approach allows us to maintain connectivity for our customers while repairs are being carried out. Computer Hut has a dedicated microwave back-up system in place, with ample capacity, to mitigate any damage or theft on the Pearly Back-haul. We planned for such occurrences so that clients can stay connected.

While we are doing everything within our power to rectify these incidents swiftly, it is important for us as a community to come together and address the root cause of this issue – the lack of awareness about the value of fibre cable.

Contrary to popular belief, fibre cable holds zero monetary value when stolen or vandalised. The thieves are often unaware that they are causing widespread disruption without any financial gain. By educating the local community about this fact, we hope to deter future instances of theft and vandalism.

Computer Hut is committed to raising awareness about the true value of fibre cable through various means. We will be reaching out directly to local schools, community centres, and other organisations with informational sessions aimed at educating residents about the importance of maintaining a reliable internet infrastructure for everyone's benefit.

Additionally, we encourage community members who witness any suspicious activities near our infrastructure or suspect cable theft or vandalism to report it immediately. By working together with law enforcement agencies and creating a sense of vigilance within our communities, we can help put an end to these disruptive acts.

We believe that by spreading knowledge about the true value lessness of stolen fibre cables, we can create a safer environment for everyone in Pearly Beach – one where uninterrupted internet connectivity is available for all residents who rely on it for work, education, entertainment, and communication purposes.



“Cable theft and vandalism not only disrupt our services but also impact the entire community.”

CALEDON EXPANSION



Computer Hut is excited to announce the expansion of our wireless services to the Bergsig community in Caledon. We are dedicated to bridging the digital divide and bringing reliable internet connectivity to even more residents in the region.

Access to high-speed internet has become an essential necessity for daily life, whether it's for remote work, online learning, video streaming, or staying connected with loved ones. Unfortunately, many communities still face limited, super expensive or no access to quality internet services. At Computer Hut, we believe that everyone deserves equal opportunities and access to technology.

With our expansion into Bergsig, we aim to empower residents by providing them with fast and reliable wireless internet solutions.

By leveraging advanced wireless technology, Computer Hut ensures that our customers can access high-speed internet connections. This flexibility enables us to reach underserved areas like Bergsig and deliver cutting-edge connectivity solutions directly into homes and businesses.

Our team at Computer Hut has worked diligently on this expansion project, deploying state-of-the-art equipment and conducting thorough network planning to ensure optimal coverage and performance. We are committed to delivering a seamless experience for all users in Bergsig. There is an independent contractor, Late Night Customs, that will conduct the home installations and Computer Hut will be delivering the service.

We understand that each customer's needs are unique, which is why we offer a range of flexible plans tailored specifically for homes and businesses in Bergsig. Whether you require basic internet browsing capabilities or want blazing-fast speeds for data-intensive tasks, we have a plan that meets your requirements.

We would like to express our gratitude for your continued support as we expand our services into new communities like Bergsig. It is through your trust and loyalty that we can make a difference by bringing reliable internet access where it's needed most.

If you're located in the Bergsig community or have family and friends that reside in the Bergsig community that would like more information about our wireless services or how you can get connected, please don't hesitate to reach out. Our friendly team at Computer Hut is here to help!

“Computer Hut is excited to announce the expansion of our wireless services to the Bergsig community in Caledon.”

Stay Connected with Computer Hut's Dedicated Support

At Computer Hut, we understand that reliable support is crucial when it comes to your technology needs. That's why we are proud to announce our extended availability, ensuring that you can reach out to us whenever you need assistance.

Our dedicated support team is available every day from 08:00 AM to 21:00 PM. Whether you have a question about your streaming, need help troubleshooting an internet issue, or simply want some advice on optimizing your internal networks, our experts are here for you. We have listened to your feedback and thus the implementation of the 3CX system so that there are more agents available to assist.

How to:

1. Send a WhatsApp to 076 671 8630
2. We will receive your WhatsApp on our 3CX & Respond.IO integrated systems where 15 employees are to respond.
3. If the agent you are talking are not in the department you are looking for, they will transfer you to an employee in that department.
4. From here you will speak to employee who can assist you with the issue you are experiencing.

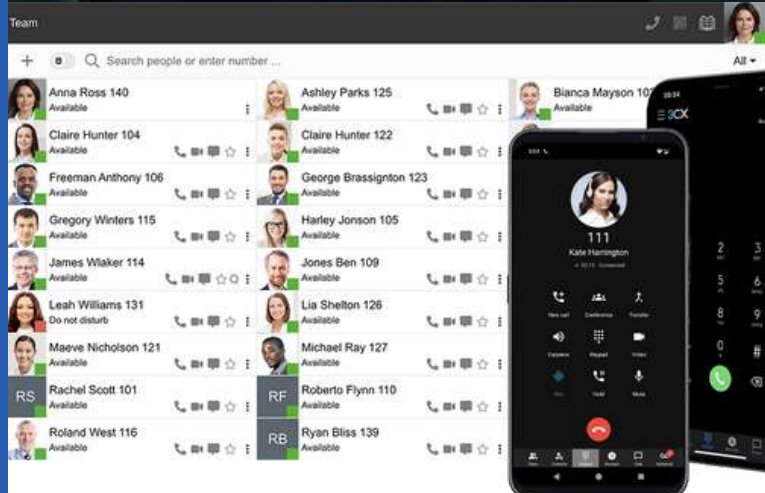
We believe in providing seamless communication channels for our valued customers. In addition to traditional methods like phone and email support that are available during business hours, we have also introduced a convenient and efficient way of staying connected for after hour support – our WhatsApp Chat.

With the majority of people using WhatsApp as their primary messaging app, we wanted to offer a platform where important notices and updates can be communicated directly to you. By joining our area WhatsApp groups, you will receive timely information about service interruptions, maintenance schedules, new product launches, and any other announcements that may impact your experience with Computer Hut.

Joining our WhatsApp Groups is easy. Simply go onto our website, thecomputerhut.co.za, and select the Media and Social tab. Here you can select WhatsApp. Once you have opened the page, please select your relevant WhatsApp group and click on the link to join.

At Computer Hut, customer satisfaction is at the heart of everything we do. We strive to provide not only top-notch service solutions, but also unparalleled customer support that goes above and beyond expectations. Our extended availability ensures that no matter when an issue arises or when you require assistance or guidance – day or night – we are just a WhatsApp message away.

SUPPORT & WHATSAPP GROUPS + RESPOND.IO



“Our dedicated support team is available every day from 08:00 AM to 21:00 PM.”

VALUE-ADDED SERVICES



“At Computer Hut, we take pride in offering a comprehensive range of value-added services to meet all your technology needs. Whether you're a homeowner, a small business owner, or an IT professional, we have the solutions and expertise to support you every step of the way.”

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CCTV:

Security is paramount in today's world, and our CCTV solutions provide you with peace of mind. Our team of experts will help you choose the right CCTV system for your specific requirements. From installation to maintenance, we ensure that your home or business remains protected around the clock.

VOIP:

Stay connected with our Voice over IP (VoIP) services. Enjoy crystal-clear voice calls and cost savings by making calls over the internet instead of traditional phone lines. Our VoIP solutions are scalable and customizable to suit homes and businesses of all sizes.

Computer Sales, Repairs, and Upgrades:

Whether you're in need of a new computer or looking to upgrade your existing one, Computer Hut has got you covered. We offer an extensive selection of high-quality computers and peripherals from leading brands. Our skilled technicians can also diagnose and repair any issues that may arise with your computer promptly.

Network and PC Related Hardware:

Building a reliable network infrastructure requires top-notch hardware components. At Computer Hut, we stock a wide range of network equipment such as routers, switches, cables, and more to ensure seamless connectivity throughout your home or office environment.

Printer Ink:

Running out of printer ink can be frustrating when you least expect it. That's why we provide printer ink cartridges for various printer models at competitive prices. With our quality ink cartridges readily available at Computer Hut, never worry about running out again.

ESET Antivirus:

Protecting your digital assets is crucial in today's cyber landscape. We offer ESET antivirus software that provides robust protection against online threats like viruses, malware, ransomware attacks - keeping your devices safe from harm.

Dedicated Business IT Support:

Computer Hut understands that businesses rely heavily on their IT infrastructure for day-to-day operations. That's why we offer dedicated business IT support tailored specifically to meet the unique needs of enterprises. From system administration to troubleshooting complex network issues – our experienced team is here to ensure smooth operations while maximising productivity.

Stanford Backhaul Update

Computer Hut has been working closely with the road builders between Gansbaai and Stanford. When the project kicked off, Computer Hut applied for a wayleave and it was approved by the Provincial Government. We made great strides to ensure we can work together with the road rebuilders.

The project is now close to its end as there are only a couple of kilometres left for us to trench and then we can float the cable to connect the two towns.

Baardskeerdersbos Route Update

With regards to the Baardskeerdersbos route, we have applied for provincial wayleave and had a meeting with the provincial engineer. All plans were submitted and we are now in the process of awaiting final approval. Once we receive the final approval, the material will be procured and the route will be built. Some of the material has already arrived and we can't wait to complete the project. We are very excited about this route as we will connect this route with Pearly Beach to ensure proper stability.

RDP and Masakhane Hotspot Project

With Gansbaai and Stanford's current expansions, we can not let potential clients be without a proper and stable connection. We have completed the build of Blompark's new expansion and the fibre team are currently busy with making the fibres live.

In the week of the 15th of April, the civils team moved to the new Masakhane expansion to connect those homes as well. As soon as the team is done in Masakhane, they will shift over to Stanford for the new expansion that side. All of these expansions have been planned properly to ensure the potential clients we have access to reliable and stable internet connections.

Added to this project is Computer Hut's Township Project. All equipment for this project has been acquired and as soon as the first phase in Masakhane has been completed, we will shift focus on the aerial route in Masakhane for the township hotspot project. Watch this space for more info as the project progresses.

PROJECTS IN WORKING



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GENERAL UPDATES



“We have received news in the early part of 2024 on multiple undersea fibre cable breakages. This had and still has a huge impact on our international traffic.”

New Stock Acquired

Computer Hut has imported new stock to install in our network as well as at clients' homes. These are new cutting edge networking equipment including new fibre cables as well as high power routers. We are continually upgrading and adapting to the technological environment to provide the best solutions to our clients.

New Storage Space

During the last part of 2023, the directors of Computer Hut acquired a storage facility in the Gansbaai Industrial area. This entails that all vehicles, installations and technicians will be moved to the new facility and the Computer Hut's current offices will mainly focus on the following:

- Sales
- Support
- Accounts

The move should be completed by mid 2024. With this move, Computer Hut will also upgrade our offices at 25 Dirkie Uys Street, Gansbaai. These upgrades are essential in creating more space and more efficient ways of interacting with the general public.

Undersea Cable Breakages

We have received news in the early part of 2024 on multiple undersea fibre cable breakages. This had and still has a huge impact on our international traffic. We have, with the new Juniper MX204 installation, also connected two different upstream providers to mitigate outages with regards to international traffic. These upstream providers also assist with local traffic routes between Teraco Cape Town and the rest of South Africa.

Director Elected for School Governing Body

We as Computer Hut staff wish to congratulate Jannes Coetsee for being elected on Laerskool Gansbaai's Governing Body. We as a local Gansbaai company feel that where we can assist and be a part of the local community, we want to be part of the progress and stimulate progress for our town and community. Both directors attended Laerskool Gansbaai and feel that they must be part of such a fundamental part of Gansbaai. All the best to Jannes and enjoy your new responsibility. We know you are the correct appointment and we support you all the way.

City Sunrisers Soccer Club

Computer Hut is a proud sponsor of the City Sunrisers Soccer Club in Masakhane. The focus is on youth development and keeping the youth off the streets and doing so through sport. They are extremely good and have been at the top of the log for two years in a row. They are now competing in a higher league and we wish them all the best! If you have a day off on a Saturday or Sunday, you can watch them play in their Computer Hut sponsored kit at the Gansbaai sport grounds. All the children will appreciate the support immensely.

Upgrade Your Internet Connection with Computer Hut's Wireless to Fibre Special

In today's increasingly connected world, a fast and reliable internet connection is essential. That's why Computer Hut is excited to announce our exclusive Wireless to Fibre Special, designed to enhance your online experience and provide you with lightning-fast speeds.

For a limited time only, we are offering a special promotion that includes the removal of your outdated wireless equipment and router, as well as free installation of fibre equipment and a brand-new free-to-use router at no extra cost.

Computer Hut understands that making the switch from wireless to fibre may seem daunting for some customers. That's why we're here every step of the way to ensure a seamless transition:

1. **Removal of Wireless Equipment:** Our trained technicians will safely uninstall any old wireless equipment and remove your current router at no additional cost. This includes resealing of holes where bracket has been removed.
2. **Free Installation of Fibre Equipment:** We will install state-of-the-art fibre optic equipment in your premises free of charge - ensuring optimal performance for your new connection.
3. **New Router Included:** As part of this special offer, we'll provide you with a new free-to-use router that is specifically designed for use with fibre connections - allowing you to fully maximize the benefits of this advanced technology.

Don't miss out on this incredible opportunity! Upgrade your internet connection today by taking advantage of Computer Hut's Wireless-to-Fibre Special before it expires at the end of June 2024!

WIRELESS TO FIBRE SPECIAL



"Upgrade your internet connection today by taking advantage of Computer Hut's Wireless-to-Fibre Special before it expires at the end of June 2024!"