

The Telkom logo consists of a black square with the word "Telkom" written in white, bold, sans-serif font. To the left of the square, there is a vertical line extending upwards and a horizontal line extending to the left, meeting at the top-left corner of the square.

**Telkom**

**Information document**

**Customer communication to the residents in The Wilds estate – *Internal communication solution from Telkom***

Dear resident

As you might be aware, your home owner association has decided on an internal communication solution from Telkom and we would now like to provide a little more detail to what this solution entails as well as what you as a resident of The Wilds can expect going forward.

### **1. The solution description:**

This solution provides a communication capability that enables all that are internally connected to the solution, to freely communicate with one another at no additional cost. This includes free calls to the security control room, the HOA offices or any of your neighbours inside the estate.

This will also provide the HOA with the capability to push messages per complex. So if the Blue Crane complex plans to have a street braai Saturday after the rugby, the HOA will have the ability to push an invitation through to every household inside the Blue Crane complex over the IP phone.

### **2. Business rules**

Like every service there are a couple of business rules that goes with this solution

- Unlimited internal calls.
- No outgoing calls other than emergency numbers are possible for the residents.
- The use of LAN points other than the relevant value added service the HOA subscribed to is not permitted.

### **3. Roll out plan**

The sequence of complexes that was agreed on are as follows:

1. Leopards Den
2. Individual Complexes
  - a. Kudupark
  - b. Gemsbokpark
  - c. Springbokpark
  - d. Impalapak
3. Rhino Ridge
  - a. Weavers Nest
  - b. Blue Crane
4. Buffalo Creek
5. Lions Head
6. Elephant Hills
7. Cheetahs View

### **4. What you can expect going forward:**

The implementation will be done in a phased approach and the residents of the complex in focus will be informed with a sms before the appointment scheduling starts.

- SMS will be sent to the complex in focus.
- Technical installation appointment with residents
  - The technical skills required to install the fibre access is different to the skills required to install the IP phone, so for this reason 2 technicians and 2 appointments are required.
    - The first appointment is to install the fibre access into the home (If not installed with an internet bundle already).
    - The second appointment is to install the IP phone.
  - There will be a team that will contact the resident to set up an appointment and then the technician will install either the ONT or the IP phone on the agreed date.

## 5. The IP phone to be installed

LIP-9020 – Standard Gigabit IP Phone



### 5.1 Phone features:

- 4 line gray scale graphic with backlit(320x80)
- 10 programmable feature keys with 3 color LED
- 2 Gigabit LAN port (10/100/1000 Base-T)
- Wide Band Speaker phone
- PoE(802.3af)
- LLDP-MED/802.1x security support
- Open VPN support

### 5.2 Pre-configured speed dial buttons

The Speed dial buttons are pre-configured to the following:

- Button 1: To be used for panic button
  - To dial the security control room
- Button 2: Medic alert
  - To dial the ambulance/hospital
- Button 3: Police
  - To dial the Police

- Button 4: Clubhouse/HOA office
  - To dial the Clubhouse/HOA office

**6. The installation setup**

- The phone will be installed next to the ONT if it is already installed.
- The LAN cable that comes with the phone is 1m long.

Kind regards

The Lifestyle Community product team.