

CONNECTED SPACE INFO PACK



BODY CORPORATE INFO



Wireless and fibre for your building

A SHORT INTRODUCTION

Connected Space brings high speed wireless links or fibre into apartment blocks across the Cape Town CBD and the Atlantic Seaboard, giving each block a dedicated broadband solution. It is an opt-in service: only tenants who want it subscribe, and we do not need the whole block to sign up. In most cases we only need one unit to sign up before we bring the service into the building.



Opt-in service

Only tenants who want it subscribe



One unit to start

In most cases one signed-up unit is enough



Dedicated per unit

Every unit gets its own line, not a shared one

Two ways to partner with us

Opt-in service

MOST BUILDINGS

- No cost to the body corporate
- Residents subscribe individually
- Standard packages for tenants
- Usually one signed-up unit is enough to start

Sole-provider partnership

BUILDINGS THAT COMMIT TO US

- Pricing for residents built for your building and well below our standard rates
- 2 free lines for things like CCTV or the building manager's office, your choice
- Option for the body corporate to cover the service and recover it through levies
- Terms and SLA agreed with our sales team

Costs

To the body corporate

In general there is no cost to the body corporate or managing agent to bring the service to the block. This is based on using the existing infrastructure in the building, such as conduits, risers and trunking.

Additional services

We also offer services over our infrastructure, for the body corporate, such as intercom, at cost price. Buildings that partner with us as sole provider qualify for added benefits. Ask our sales team.

Installation

The installation includes all backbone infrastructure for the building. In some cases the body corporate asks us to install our own trunking, which we do in consultation with the body corporate and building manager.

INCLUDED

Receivers

**Modems for
the units**

Switches

Wall boxes

**Backbone
cable**

How it works

1

Enquiry

Tell us about the building

2

Free site survey

We inspect risers, conduits and roof access

3

Proposal and approval

Trustees approve the plan

4

Installation

About 2 weeks for a full block

5

Tenants sign up

Residents connect when ready

A wireless link can be live in about an hour. A direct fibre line can take 4 to 5 months because of trenching.

Equipment used

NODE

Depending on the size of the building and number of units, smaller buildings (under 20 to 30 apartments) generally use option A and larger blocks use option B. Nodes are placed in riser shafts, basements or discreet areas of the building. Each end user is connected to the node by cable.

A: 340 x 265 x 125 mm (W x H x D)

B: 600 x 280 x 450 mm (W x H x D)



A



B

Equipment used

ROUTER (IN THE APARTMENT)

A Cudy M3000 router is installed in each apartment.



Equipment used

RECEIVER

Depending on our method of entry into the building we may need to install a receiver. Size may vary by a few centimetres, but in most cases the dimensions are 420 x 420 x 230 mm.



Licensed and careful



ICASA licensed

Licensed to operate our network



ISPA Code of Conduct

Member in good standing



Vetted installers

Every installer is screened



Agreed working hours

Installs scheduled with the building manager

FOR THE TENANTS



Packages

Standard prices below. Visit connectedspace.co.za/packages for the latest.

Speed	Per month	Data	Connection
20 Mbps	R299	Uncapped	Fibre or wireless
30 Mbps	R399	Uncapped	Fibre or wireless
50 Mbps	R499	Uncapped	Fibre or wireless
100 Mbps	R650	Uncapped	Fibre or wireless
200 Mbps	R950	Uncapped	Fibre or wireless

No contracts. Month to month.

R999 once-off

for the router in your apartment. It is yours to keep.

Sole-provider buildings

get lower pricing. Ask your sales contact.

FAQ's

How long does an installation take? Depending on the type of solution and the number of subscribers, a full apartment block can generally be done in about 2 weeks, with all tenants up and running.

What is the difference between a fibre and a wireless link? The infrastructure inside the building stays the same. Only the way connectivity reaches the block differs: a roof link instead of a trenched underground line. A wireless link can be converted to direct fibre later because everything else stays the same. Direct fibre can take 4 to 5 months to install because of trenching, while a wireless link takes about an hour.

FAQ's

Is any additional hardware required? Do I need a Telkom landline? No. You only need your own devices, such as your phone or laptop. The monthly package price is all you pay each month, with no line rental or extra monthly fees. The only other cost is the once-off R999 for your router. We supply and install everything else.

Can tenants upgrade or downgrade their package? Yes, at no additional cost, on a monthly billing cycle.

How many devices can connect? There is no hard limit. It works like any normal router.

Is this a shared service with my neighbours? No. Each unit has its own dedicated line according to its package, so neighbours do not affect each other.

FAQ's

What does the R999 cover? The R999 is a once-off payment for the router installed in your apartment. The router is yours to keep. It is not locked to our network, so you can use it with another provider if you ever leave.

What is the cancellation policy? No contracts. The service is month to month. If you cancel part-way through a month, your service runs until the end of that month and you are never billed again.

We have another fibre provider in the building. Can you run on their lines? No. We do not run on third party infrastructure. We run our own lines, so we do not pass any line rental fees on to residents.

FAQ's for the body corporate

Does the body corporate pay anything? In general no, when we can use the existing risers, conduits and trunking. Optional extras such as intercom are offered at cost price.

Do all units need to sign up? No. It is opt-in. In most cases one signed-up unit is enough for us to bring the service into the building.

How do you handle disruption in the building? Installs happen in working hours agreed with the building manager, using vetted installers.

Who looks after residents with problems? Our support team. Residents contact us directly, 7 days a week.

Our support

Mon to Fri 06:00 to 22:30
Sat, Sun, public holidays 08:00 to 21:00



WhatsApp

+27 (0) 21 824 0277



Email

support@connectedspace.co.za



Website

www.connectedspace.co.za

Get started

Building managers and trustees

Cullum, Sales

cullum@connectedspace.co.za

sales@connectedspace.co.za

021 824 0277

connectedspace.co.za/property-managers

Residents

Check your building and sign up online. It is an enquiry. We confirm everything with you before anything is booked.

connectedspace.co.za/sign-up

