

## Fibre-to-the-Home Update - Hilton / Howick - 22 February 2021

Following some unprecedented challenges over the last year we're pleased to finally bring you some great news. The first precincts are live and over the coming weeks we'll see more and more areas activated and homes connected.

### Free Standing Homes

#### Go-Live!

The schedule alongside provides estimated go-live dates for the **Free-Standing Home** network across the project area. Note that this is not the date your home goes live. Once the network is live all ISP's are advised so they can action any pending orders. Any orders in the system are processed and services rolled out.

Note that Winterskloof has been brought forward slightly and is currently in Execution stage which means that the project is a go but still too soon to provide concrete completion and Go-live dates. Mount Michael is at Project stage which means it is approved as a project but has not yet been kicked off yet. Dates for both will be provided as soon as we have them. World's View falls into Phase 2, targeted for Q2, around April 2021.

#### Termination Points

To assist with the volume Metrofibre have enabled Acquivate to capture TP Requests. The Go-Live date is also the cut-off date for free Termination Points for each area. If you have not already done so, please submit your TP requests to Acquivate or Metrofibre as soon as possible.

#### NOTE:-

- We need a TP Request Form completed and scanned through. Please [click here](#) to download the form or see attached. Even though there is no charge at this stage, the TP Request is still an order and therefore Metrofibre requires an ID Number. The attached form is an updated version with an ID field. If you sent the older form we will still need your ID number.
- **If you have already sent your form through you do not need to send another.**
- If you have registered via our website ([www.acquivate.com](http://www.acquivate.com) - click on **"I'm Interested!"**) we can capture your TP Request but we will still send you the form for Metrofibre's purposes.
- Once you have the TP installed you can place a service order at any time in the future.

Park Name	Completed Date	Go-live-Date
Blackridge	2021/02/11	2021/02/19
Boughton	2021/02/15	2021/02/19
Clarendon	2021/02/19	2021/02/19
Prestbury	2021/02/19	2021/02/19
Town Hill	2021/02/19	2021/02/19
Woodlands	2021/02/19	2021/02/19
Chasedene		2021/02/25
Mountain Homes		2021/02/25
Mountain Rise		2021/02/25
Northern Park		2021/02/25
Fillan Park		2021/03/15
Greendale Park		2021/03/15
Hiltara Park		2021/03/15
Hilton Gardens		2021/03/15
Howick		2021/03/15
Leonard		2021/03/15
Merrivale		2021/03/15
The Grange		2021/03/29
Howick West		
Lester Park		
Lynnfield Park		
Mount Michael		
Signal Hill		
Winterskloof		

## Parks (Complexes / Estates / Apartment Buildings)

### Projects

The first Parks are now live and several more are already in build. We expect several kick-off meetings every week for the foreseeable future.

The process for a Park to receive fibre is as follows:

- The Body Corporate / HoA complete and sign the **Letter of Consent** (giving us permission to conduct a site survey of the complex)
- The TSS (Technical Site Survey) is done by the planners.
- The TSSR (Technical Site Survey Report) is submitted for approval.
- The Body Corporate / HoA sign acceptance of the Grant of Rights.
- Once all approvals are in place, the installation can kick off.

We are communicating with most Parks through their Body Corporate Trustees, HoA Directors, or their Managing Agents. If you're unsure where your Park might be in the process, you're welcome to check with us.

### Termination Points

As part of the project within a Park Metrofibre will terminate into every unit at no cost to the Park or the Resident / Owner. In order to be eligible for the free TP, please ensure you register via our website, ([www.acquivate.com](http://www.acquivate.com) - click on "I'm Interested!" or [click here](#) to go there now).

**Note that you do not need to do this if you have already sent a TP form or registered via the website.**

If you are receiving this via email directly from Acquivate (i.e. not via your Body Corporate or HoA) it means that your registration has been received, However, you are welcome to confirm receipt with us at [info@acquivate.com](mailto:info@acquivate.com).

## Service Orders

Note that you do not have to place a Service Order if you have received a TP.

The next step after your TP is installed is to ensure you have a Service Order in place so you can start to enjoy Fibre as soon as the network goes live. To this end, Acquivate Account Managers will be in touch over the coming weeks to answer any questions you may have and assist you in selecting and placing service orders. Acquivate works with several ISPs and will endeavour to notify you of any special / launch offers as well as advise you on the best contracts to consider.

Please feel free to get in touch with us at [info@acquivate.com](mailto:info@acquivate.com) if you have any queries or concerns.