atec

secure•connect•integrate

fibresuburb
networks

myOwn
Internet Solutions Provider
Fun. Fast. Fibre.

Worx
powered by atec

2023

Company Overview

Secure. Integrate. Connect.

1. Overview

ATEC, founded in 2005, is a privately owned specialist ICT and Software company focusing on satisfying the Telecommunication and Management system needs of clients in Gated Residential and Commercial Communities across South Africa.

ATEC has been one of the pioneers of the Fibre to the Home (FTTH) industry in achieving the following milestones:

First Company to provide true Fibre to the Home in a Gated Community (2009)

First Company to provide true Fibre to the Home outside a Gated Community (2009)

Founding member of the Association for Residential Communities (ARC)

Founding Member of the Digital Council Africa (FTTH Council for Africa)

Key Technology areas

- Service provider vendor management over its own networks (FibreSuburb Networks) - Fibre to the Home (FTTH) and Fibre to the Business (FTTB) telecommunication networks on open access;

- Layer 2 services management over third party networks in FTTH/B on open access on "pay-as-you-grow" business models;

- Full operation Network Operations Centre (NOC) with preventative remote monitoring capabilities for telecommunications, security and utility management;

- Co-location services in all the Teraco data center locations in South Africa as well as internet breakout;

- Open access wholesale on multiple FTTH/B networks;

- Vender-neutral and access medium agnostic last mile back-haul connection service delivery, provisioning, management and support with layer 2 and layer 3 options;

- Tailor-made solutions to suit client requirements;

- Internet Service Provider for delivery of a list of services over FibreSuburb Network sites, known as MyOwn ISP;

- Solutions to solve Wi-fi dead spots, back-up power for CPE equipment as well as smart TV conversions, known as Worx.

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Registartion number: 2005/013296/07

Chairman: H K Campbell   CEO: EL Laubscher   Directors: MA Campbell, JA Laubscher, EL Laubscher, RB Luck, N Geyser

2. Management

The ATEC Management has grown organically bringing in expertise from a variety of disciplines and backgrounds to form a formidable and creative management team, known as the Exco:

Eric Laubscher
Chief Executive Officer

Nicole Geyser
Chief Financial Officer

Matthew Campbell
Chief Technical Officer

Christiaan Roos
Chief Operations Officer

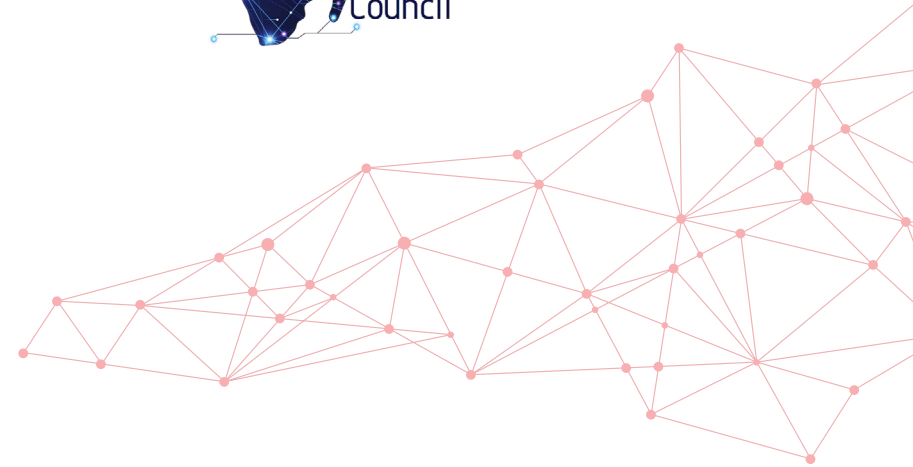**Rowan Luck**
Chief Commercial Officer

3. Associations & Accreditations

fpb
Film and Publication Board

ISPA
INTERNET SERVICE PROVIDERS' ASSOCIATION

ICASA

Digital Council

4. Products

Fibre Network Operator   **Internet Service Provider**   **Subscriber solutions**

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4.1 Fibre Network Operator

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- As an end-to-end i-ECN/S licensed operator, FibreSuburb Networks fulfills the role of network operator to services providers for television, voice and data services to gated residential and business communities across South Africa;
- Design, deploy, finance manage and maintain open access telecommunications networks;
- Infrastructure Design Services- Complete design and specification of active and passive infrastructure to international ITU/IEEE standards;
- Network Design and Installation Services – FTTX design and installation on Metro-Ethernet and GPON topology and technology for multiple Fibre
- Network Owners / Operators (FNO);
- Network Maintenance and Repair- Maintenance and repair of the active and passive networks according to a comprehensive Service Level Agreement;
- Operation, support and management of other Fibre Network Owners (FNO's) networks through a dedicated NOC;
- Supply of GPON and P2P active equipment to other FNO's;

In-house capabilities include;

- Requirements Analysis;
- Design, Costing, Implementation and Management of projects;
- Proposal preparation and presentation along with various business models options tailor made to client's requirements;
- Installation, Integration, Commissioning and Support of all Projects and equipment (including fibre installation, and testing);
- Integration of telecommunications, television distribution, security, surveillance and metering systems for commercial and residential requirements (RFoG, SAT-IP etc);
- Fully functional Network Operating Centre (NOC) and support desk with full Networks Management Systems (NMS) to ensure pro-active monitoring and response.

FibreSuburb Networks employs a remote monitoring system to enable 24/7/365 monitoring of networks functionality as well as optimisation to enable multiple ISP's to operate over the sites represented. All FibreSuburb Networks systems are delivered to the client with a Service Level and /or Maintenance Agreement which insures long term relationships and accountability.

The support infrastructure consists of:

- An extended business hours Telephonic Call Centre based in our Pretoria East Offices, manned by trained Call Centre agents and Service Delivery staff;
- A Virtual call center which allows for call logging and call routing 24/7;
- Dedicated Product Engineers and Site Technicians on call during Business and After hours;
- Support Centre in Gauteng, Western Cape and KwaZulu Natal;
- Partner Support Programs and Training to allow partners to service their own customers.

4.1   Fibre Network Operator

FibreSuburb has the following key differentiators:

www.fibresuburb.co.za

- On-site Support – As part of the offering ATEC appoints a dedicated technician to maintain the estate's network and to resolve any support matters.
- Track Record and Reputation – Maintaining satisfied clients has been crucial to ATEC's success and we believe that this reputation has helped us to retain key clients as far back as 2008.
- Relationships with the major telecoms network suppliers – ATEC relationships with these companies ensure connectivity to client sites for voice and other connectivity services.
- Operator Independency – As ATEC is not owned by a telecommunications operator, we are able to negotiate the best available deal in order to tailor-make specific solutions for the opportunity.
- Range of network ownership and finance models – "pay-as-you-grow" business models for FNO's and ISP's.

4.2   Internet Service Provider

MyOwn ISP is the layer 3 services delivery division of ATEC. We provide a variety of internet, voice and valued added (VAS) services to both residential and businesses over the FibreSuburb Network sites.

MyOwn ISP employs a remote monitoring system to enable 24/7/365 monitoring of networks functionality as well as optimisation to enable services to be delivered. We pride ourselves in our service delivery, attention to detail and fast turn-around times.

The support infrastructure consists of:

- An extended business hours Telephonic Call Centre based in our Pretoria East Offices, manned by trained Call Centre assistants, supervisors and engineers;
- User-friendly portal for clients to view their usage, do speed tests, log and track of support tickets in real-time;
- A Virtual call center which allows for call logging and call routing 24/7;
- All packages are uncapped, unthrottled & unshaped with low contention ratio's and are available at an affordable price to suit anyone's budget. Prepaid and Post-paid options also available.

www.myownisp.co.za

4.3   Subscriber Solutions

Worx is a product suite that provides solutions to any subscriber on any network with any ISP anywhere is South Africa.

Simply book a Health Check through the website or helpdesk and one of our trained professions Field Service Technicians will come out to your home to do an obligation-free assessment of your requirements and provide you with a solution:

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- **Worx Power** provides backup power via mini-UPS to keep your internet connected during power outages;
- **Worx Wi-Fi** Mesh provides both cabled and wireless Wi-fi mesh solutions to solve dead-spots and increase area coverage with intelligent solutions;
- **Worx TV** provides products to convert your television to a Smart TV.

Check out our online store at www.atec.co.za

5. Skills Profile

We employ a team of fully skilled Field Service Technicians (FST) in each region as well as skilled technical and support engineers to manage the performance of the networks that we operate.

Below is an example of the skill-set we have in-house

TELECOMMUNICATION Technology	ENGINEERING	BUILDING	INTEGRATION	PROJECT MAN	CV	Name
FTTH Network Modelling, Design and Costing	Yes	Yes	Yes	Yes	Yes	C Roos, M Campbell
AE / X-PON Network Engineering, Design and support	Yes	Yes	Yes	Yes	Yes	M Campbell, JP Terblanche, S Williams, C Roos
Fibre, Microwave, Copper technologies	Yes	Yes	Yes	Yes	Yes	M Campbell, C Roos, S Williams
PON, PTP Fibre Design and Active component Costing & Implementation PM	Yes	Yes	Yes	Yes	Yes	P Joubert, M Campbell, C Roos, L Terblanch

6. Project Portfolio

Project Name	Location	Client	Notes	Date
Southdowns Residential Estate	Centurion, Gauteng	Southdowns HOA	Exclusive residential estate with voice, internet to 750 homes	2013
Kindlewood Estate	Umhlanga - KZN	Kindlewood Management Association	First FTTH estate in KwaZulu-Natal. 540 homes both MDU and SDU	2009
Garlington Estate	Hilton - KZN	Garlington HOA	FTTH with TV, voice and internet access as well as a fully integrated client portal. 400 homes.	2009
Amber Ridge, Amber Lakes and Amber Lee	Howick - KZN	Amber Body Corporates	Retirement estate with 350 homes. Serviced with full FTTH. Internet & voice service.	2012
The Retreat at Hazeldean	Pretoria, Gauteng	Retreat Body Corp and Craft Homes	Retirement village with 300 homes. Voice, internet, distributed television and panic button	2011
The Houghton Golf Estate	JHB, Gauteng	The Houghton Golf Estate Body Corp	Premium estate luxury apartments with FTTH/B service including metering, security, voice, internet and TV distribution to 350 Units.	2012
De Plattekloof	Western Cape	Arun Lifestyle	Exclusive retirement estate offering voice, internet and TV services to 220 units.	2017
Taemane Golf view estate	Pretoria, Gauteng	Taemane HoA	Residential estate with voice and internet services. 105 homes	2014
Arun Place Business Park	Somerset West, West Cape	Arun Holdings	FTTB services with voice and internet service. 60 units	2015
The Somerset Lifestyle & Retirement Estate	Somerset West, West Cape	Somerset MHOA	Exclusive Retirement estate offering distributed TV, Voice and internet service to 250 homes.	2016
Melrose View	Melrose, Gauteng	Body Corporate and Craft Homes	Luxury apartments services with TV, voice and internet services	2020
Pecan Place	Pretoria, Gauteng	Amafu Developments	Luxury apartments with TV, voice and internet services	2020
Fairway Hotel & Spa	Randpark, Gauteng	Guvon Hotels	Management & maintenance of the TV distribution network as well as deliver internet access.	2012
The Hutton	Midrand, Gauteng	Leogem	Exclusive residential estate with voice, internet and TV services	2019
Gateway Manor	Hartbeespoort, North West	Gateway HOA	Exclusive residential estate with SDU and MDU. Internet and voice services. 530 homes	2020
Thatchfield Ridge	Centurion, Gauteng	Thatchfield HOA and MNK	Exclusive residential estate offering voice and internet service. 400 homes	2020
Kingsview	Stellenbosch, Western Cape	Kingsview HOA and Arun Lifestyle	Exclusive residential estate. Voice and internet services	2020
Amber Valley	Howick, KZN	Amber Valley body corporate	800 homes. Retirement estate. FTTH/B services offering voice and internet	2020
The Lineal	Sandton, Gauteng	Zenprop	163 Apartments with FTTH and communal wifi	2021
Illovo Central	Illovo, Gauteng	DCS and FWJK	160 Apartments and commercial properties with FTTH, TV and communal wifi	2021
The Wrens	Midrand, Gauteng	Leogem	41 Free-standing homes with TV and FTTH	2022
Innovation Worx 1 & 2	Midrand, Gauteng	Leogem	Industrial office park with FTTB and communal wifi	2021
South Hills	South Hills, Gauteng	Calgro M3	800 Homes with FTTH	2021
Unicrest	Hatfield, PTA	BHIT	Student accommodation. 140 units. Voice and internet	2022
St Johns Village	Howick, KZN	Cedar Falls	Exclusive residential estate with SDU and MDU. Internet and voice services. 800 homes	2022
Vergelegen	Equestria, PTA	BHIT	Retirement village. 172 units. Voice, internet and TV	2023

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8. Contact us

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