



Knysna

Municipality || Munisipaliteit || uMasipala

inclusive || innovative || inspired

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Octotel fibre installation complaints and queries

OCTOTEL a licensed fibre installer is currently installing a fibre network in the municipal area. Acting Municipal Manager Mr Dawid Adonis said they had to meet certain requirements before they started with the installation.

“Wayleaves and permits had to be obtained from relevant authorities and notifications were sent to all regarding the commencement date of construction. Octotel appointed a contractor and an engineer to arrange a site “kick off” meeting and all relevant parties were invited to attend. Construction letters were also hand delivered to every home and business within the scope of work. The contractor and engineers identified challenging areas, and these were discussed with the relevant authorities.”

Adonis said if residents or business owners have complaints or queries, they should not contact the Municipality directly, but contact the Octotel Head office on 087 470 0800 or email build@octotel.co.za, as well as the Uplink Head office on 081 322 6992, email juanita@up-link.africa.

“In the event of any damage to services (electricity, water, sewer or another provider), the supervisor on site is required to log a damage report and immediately notify the contact person as listed on their Wayleave. They also must inform the Octotel Head office on 087 470 0800 and email build@octotel.co.za, and the Uplink Head office on 081 322 6992, and email juanita@up-link.africa.”

Adonis concluded by saying that he believes it is a positive initiative for Knysna. “We apologise for any inconvenience caused but the advantage of having fast internet available throughout the Knysna area can only benefit the town and its economy.”

ENDS

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