

e-*State*TM

New Owner Introduction & Installation Guidelines



on behalf of



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Document Prepared by:	Daniel Weimer (ATEC)
Document Approved by:	Greg Veerasamy (Tongaat Hulett Developments)

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1. INTRODUCTION

Tongaat Hulett Developments, the developer of Kindlewood has commissioned ATEC Systems and Technologies, to design, install and commission a private communications system within Kindlewood.

The Aim of this document is to:

- Give you, the owner, a short introduction to the e-State™ service that is provided in your estate.
- Provide you with installation guidelines in order for you to connect your property to the estate infrastructure allowing you to get the most out of your investment.

The format of this introduction manual is to assist with answering general questions concerning connecting and installing the network that the home owner may encounter and has for convenience been based on a question and answer format. A more detailed User Manual is being developed for the users and will be available upon occupation.

2. BACKGROUND TO ATEC SYSTEMS & TECHNOLOGY

ATEC Systems and Technologies was born out of the frustrations of the property development industry in dealing with an incumbent communications service provider. ATEC provides flexible, future proof and cost effective communications infrastructure to residents of gated communities.

Recent changes to the Electronic Communications Act (ECA) enable service providers such as ATEC to provide gated communities with private communications networks. ATEC, and clearly also your developer believes that a future proof communications network is becoming an essential part of a modern development.

By partnering with Telkom and/or the second fixed line operator Neotel on a wholesale business level ATEC is able to provide flexible, future proof and cost effective communications infrastructure to residents of gated communities. For Kindlewood, ATEC has entered into a service agreement with Neotel to provide both Telephone as well as Internet connectivity to the estate.

3. e-State™ QUESTIONS & ANSWERS

3.1 WHAT IS AN e-State™ ?

e-State™ technology solutions connects and automates residential developments. ATEC refers to an e-State™ as any residential estate or building which is owned and managed by a Home Owners Association (HOA) or Body Corporate with the ATEC system installed. This system means very simply to the residential end user that he/she will receive the latest technology (at the time of installation) within the estate in terms of:

- Telecommunications.
- Security and Access Control.
- Operator and Online Services.

All these services are backed up by the ATEC e-State™ Support Services and the e-StatePortal™ which places the highest value on client service and efficiency. e-State™ Support Services offers telephonic and onsite support to handle any technology related queries and e-StatePortal™ is an interactive property management tool that the homeowner can access from the internet to monitor any occurrences in the estate as permitted by the Kindlewood Management Association. In this instance the Kindlewood Management Association has commissioned ATEC to provide services as described in 3.2 below.

3.2 WHAT ARE THE BENEFITS OF AN e-State™ ?

Briefly listed below are the services and benefits offered through the e-State™ technology:

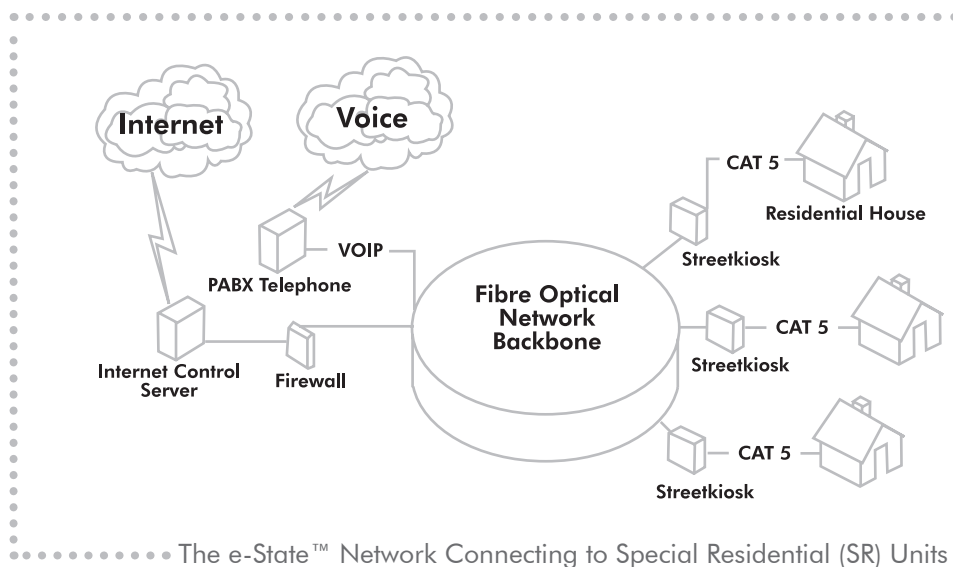
- 1) **Always on Fast Internet.** Each resident of Kindlewood will have access to internet and access to 1 Gigabyte of internet data free as part of the Kindlewood monthly levy. Additional internet usage can be bought directly from ATEC when required or by upgrading to a higher level package.
- 2) **Guaranteed Fixed line Telephone if required.** As part of the e-State™ ATEC has pre installed a bulk telephone service to your estate and telephone numbers have been pre allocated to stands. No more waiting periods, simply complete a service request form to order a fixed line and the ATEC technician will activate your account.
- 3) **Onsite Technician and Helpdesk.** Kindlewood has an onsite technician dedicated to the estate to resolve net work, communication and computer problems. There will also be an onsite helpdesk to allow residents to liaise directly with the technician.
- 4) **Free Intra-Estate Communication System.** All telephone calls between residents on the estate and to and from the security guard house and Kindlewood Management Association offices are free of charge and are provided over a single integrated telephone and intercom system.
- 5) **Cost Saving Telephone Routing.** All telephone calls (locally or internationally) are routed (directed) through a through a PABX (private automatic branch exchange) via Least Cost Routing Devices that ensures you always pay the lowest available cost for your external communications. See annexure B for Neotel-Telkom call cost comparison.
- 6) **Security.** Direct access from individual homes via any Computer (or via homeowner's TV Systems subject to specific owner installed equipment) to certain security cameras and other access control and alarm information as may be deemed required by the Kindlewood Management Association (KMA) and its security consultants.
- 7) **No Intranet Fees (Internal Network Fees).** All network communications on the estate between residents are free. This is great for playing computer games against each other from the convenience of your own home at no cost.
- 8) **Video on demand.** Wide availability of Video on Demand (renting and viewing Movies via the Internet /Intranet) are expected as soon as the digital content is made available by licence holders. The high quality fibre network provided in your estate makes provision for delivering this kind of service. When the service becomes available, ATEC in consultation with the Kindlewood Management Association (KMA) will negotiate services for the residents, which will be delivered over the Kindlewood network to specific set-top boxes or decoders.
- 9) **IPTV.** The network installed has also been future proofed to provide IPTV, which is internet based television soon to be made available in South Africa.
- 10) **Home Owners Association Website.** Kindlewood will have their own website to update the residents of any matters relating to Kindlewood.
- 11) **e-StatePortal™.** Kindlewood also boasts an online estate management system called the e-StatePortal™. Packed full of easy-to-use functionality for hassle-free and affordable estate management it provides a variety of management tools such as HOA communications tools, online service subscription, accounts verification, estate helpdesk and many more.

3.3 HOW DOES e-State™ WORK ?

Bulk Telephone and Internet Services (e.g. Telkom or Neotel) are pre-installed in the ATEC server room and are to be made available to the residents via the private communications network.

The Bulk Supplier connects the estate with a Data line and ISDN/VOIP Telephony to the ATEC head-end unit located in the Kindlewood computer room, similarly as they would connect to a business; the ATEC head-end thereafter distributes the communication data over the fibre optical network within the estate.

This fibre optical network carries all communication from the ATEC head-end to the estate and terminates in special street kiosks. The kiosk converts the fibre network to CAT 5 computer cabling for individual residencies. The CAT 5 cabling is drawn by an ATEC technician into the resident's house through conduiting from the street kiosk into the house (this conduiting must be installed by your builder and is for your account). This network point (s) is connected to a modem, phone and to your computer which will all be connected and installed for you. Thereafter, you will receive the various benefits of an e-State™.



3.4 WHO OWNS THE NETWORK ?

The e-State™ network was paid and commissioned for Tongaat Hulett Developments; however ownership will be transferred to the Kindlewood Management Association once the network is completed and commissioned. The part of the system from the street kiosk to the residential unit are owned, insured and maintained by the homeowner.

3.5 WHAT IS THE RELATIONSHIP OF THE KINDLEWOOD MANAGEMENT ASSOCIATION WITH ATEC ?

ATEC has a contract with the Kindlewood Management Association to maintain the network and to manage the telephone and internet connectivity from the bulk suppliers (Telkom/Neotel). In addition, ATEC supplies onsite technical assistance according to a Service Level Agreement (SLA) to the Kindlewood Management Association and the home owners and provides a help line for any technical problems concerning connectivity to the telephone, internet access and the network infrastructure. For this ATEC charges the Kindlewood Management Association a fixed monthly amount which is included in the levy that your homeowners pay to Kindlewood Management Association.

3.6 HOW DO I CONNECT MY HOUSE TO THE e-State™ INFRASTRUCTURE ?

3.6.1. Ensure that your electrical contractor provides your house with a 32mm network connection sleeve as per the following:

- Your electrical contractor should install a 32mm electrical conduit from the communications conduit outside your plot, (provided by the developer) directly to the network point (see next paragraph) in your home.
- Please ensure that a power connection is provided by your contractor at your network point (s) as it is required for the modem.
- This conduit should contain a draw wire that will enable the ATEC technicians to draw the CAT5 Network cable from the allocated street kiosk into your house.
- Only slow bends should be used upon entry of conduit to your home.
- Where communications sleeves are blocked or no draw wires are provided the owner will need to get his electrical contractor to fix the sleeve before an ATEC technician can connect the resident to the network.

3.6.2. Before signing off with your electrical contractor please contact your ATEC support technician. The technician will arrange to connect your house to the network. This is achieved through connecting the CAT 5 wiring to the single network point in your house. Please note that the home owner must install conduiting from the street kiosk and into your home. The home owner can further enhance the network through installing a structured wiring system which is discussed later or may choose to upgrade to wireless telephony and internet modems.

3.6.3. Once you are ready to occupy your home, an ATEC support technician will be on hand to connect your telephone (which is also your intercom), and your computer via an ATEC supplied Broadband Router (Tilgin Vood 342).

3.6.4. An installation fee will be invoiced to the home owner by ATEC upon completion of the above installation process. Kindly ensure that you get the latest quotation at the time of application.

3.6.5. Any future problems with intercom, telephone or internet will be resolved by an ATEC technician.

3.6.6. Important! Please remember to provide for a power plug at the point where you intend to place your modem.

3.7 DO YOU ONLY NEED ONE NETWORK AND ONE TELEPHONE POINT ?

In this case installing the e-State™ Modem in only one place in the house will be sufficient.

3.8 DO YOU NEED MORE THAN ONE NETWORK AND TELEPHONE POINT ? HAVE YOU CONSIDERED STRUCTURED WIRING FOR YOUR HOUSE ?

By providing an additional structured wiring Distribution Box (available from ATEC) and some additional sleeving during the construction phase you can future proof your investment and maximise the benefit of the e-State™ services through providing numerous network points. ATEC offers a structured wiring package through our e-Home™ service and it has the following benefits:

- Provides a combination of Internet/Telephone/TV point in each room of your house all distributed from a central point, without having the wiring glued on afterwards.
- Provides for a multi-room intercom system connecting rooms and patios from the front door.
- Provides for audio distribution (controllers and speakers) throughout the house from a central entertainment area.
- Provides for the integration of the Alarm System.
- Provides for the integration of a Home Automation system.
- Provides full flexibility to expand functionality later or to change the function of certain points.

The approximate cost for a Distribution Box and Sleeving can vary from R5000 to R20 000 depending on your requirements. The placement of the box should preferably be installed in the garage or a secluded place due to its aesthetic appeal as illustrated below. Thereafter the Owner has the choice of equipment to distribute the various services in his house (Telephone, Internet, and TV etc).

The Structured Wiring Distribution Box that can be Installed in your House.



Please contact an ATEC e-Home™ representative on 0861 12 ATEC for more details of the e-Home™ solution.

3.9 DO YOU WANT WIRELESS INTERNET AND A CORDLESS PHONE IN YOUR HOME ?

Should the owner want to upgrade his modem to a wireless modem this can be arranged from an ATEC technician upon installation. The cost for a Wireless Modem and Cordless Telephone Handset upgrade is currently in the region of an extra R900 (excluding VAT) above the normal connection fee. Kindly ensure that you get the latest quotation at the time of application.

TIP: If you have a double story house with a concrete slab this may impede the effectiveness of wireless devices and cordless phones. Please add an additional sleeve from your modem's position to the other floor. Therefore please consult an ATEC technician who will advise you as to the best equipment to install.

3.10 HOW DO I CONNECT MY COMPUTER AND TELEPHONE ?

The following equipment is provided by the primary developer (Tongaat Hulett Developments) to the first homeowner only (free of charge) in order to connect to the network to your house. The single network point placement as decided by you must be in a place where you plan to use your computer i.e. study. The equipment is connected from this single network point to the modem with colour coded Ethernet (network cabling). This equipment connects your computer and phone to the network. An installation fee of R780.00 (excluding VAT)* is for the home owners account and is invoiced to the homeowner by ATEC upon completion of the installation. An installation/connection fee will apply to new purchasers or residents of existing units.

ATEC provides three colour coded cables to simplify the installation namely:

- 1 grey Ethernet cable
- 1 yellow Ethernet cable
- 1 green telephone cable

EQUIPMENT PROVIDED FREE FROM TONGAAT HULLET DEVELOPMENTS TO CONNECT YOUR HOUSE INTERNALLY:

Telephone (Siemens Euroset 4005)



Modem (Tilgin Vood 342)



Yellow Ethernet Cable



Grey Ethernet Cable



Green Telephone Cable



AC Adapter



The equipment will be connected by the technician for you according to the following:

Grey Ethernet Cable

Connect the cable to the only socket of the single network point and then connect to the grey coloured socket (WAN Port) at the rear of the Tilgin Vood 342. This should be on the far right nearest to the reset button.

NB: Do not press the reset button at any stage as the Tilgin Vood 342 has already been configured to your requirements.

Yellow Ethernet Cable

The yellow Ethernet cable should preferably be inserted into the Lan A port (yellow coloured demarcated area) but can be slotted into the other Lan ports. Thereafter, the yellow cable should be slotted into the network port of your computer.

Green Telephone Cable

The green telephone cable is slotted in the green demarcated area called Phone 1 and the other port should be inserted into the socket with the following telephone symbol:



The telephone handset is to be plugged into the socket with the following symbol:



AC Adapter

The AC Adapter provided by ATEC should have the following attributes:

Model no: AM – 121500 AV
Input: 230V ~50 Hz 150 mA
Output: 12V ~1500mA

This adaptor is plugged into the power slot of the Tilgin Vood 342 and plugged into a two prong wall socket. The power switch can be turned on and left for a minute.

3.11 HOW DO I CONNECT TO THE INTERNET ?

An ATEC Technician will initially help setup the modem and test it with your computer to ensure that you have connectivity. Internet connection settings should be set to “Automatically Detect settings”, no dialup settings are required. Once all settings are checked you will have permanent connection to the internet. The complete user manual will provide a step by step setup procedure if any problems occur in the future.

3.12 HOW DO I ACTIVATE MY E-MAIL ADDRESS ?

Upon installing and connecting you to the network the technician will provide and setup your e-mail accounts. Details will be made available from Kindlewood Management Association.

3.13 WHO IS THE INTERNET SERVICE PROVIDER (ISP)?

ATEC is an Internet Service Provider (ISP). This allows ATEC to supply connectivity to the internet, email addresses, network management, domain management and many value added services such as virus filtering, members only content etc.

ATEC will evaluate and manage and make changes to ISP's if required. As ATEC has its own ISP we provide flexible packages to ensure scalability as the requirements of the e-State™ grows, e.g. multiple emails, company domains etc. This scalability is the key success factor to providing flexibility to the e-State™ Internet service.

ATEC as an ISP provides the following:

- Internet bandwidth in 1 Gigabyte, 3 Gigabyte and 5 Gigabyte packages. Kindlewood homeowners will receive 1 Gigabyte as part of their monthly levy.
- Estate specific email addresses e.g.: @myestate.co.za or customised email addresses e.g.@mybusiness.co.za
- spam filtering and virus control.
- Additionally, ATEC can supply residents with pre-tested and selected computer equipment and peripherals. ATEC will also assist with the installation and configuration of this equipment.

3.14 WHAT IS THE e-StatePortal™ ?

The ATEC e-StatePortal™ brings with it a comprehensive customised intranet service to the Owner, Resident, Home Owners Association and Kindlewood Management Association. Our portal provides for the following secure services available and accessible through the internet:

- Customised Home Owners website for communicating with residents and owners.
- Estate Database and Contact List.
- Estate Bulk e-mail and SMS communication.
- Estate management (Support Functions for the Kindlewood Management Association e.g. Levy invoicing etc).
- Estate Security (Visitor Notification to the Gatehouse).
- Estate service provider management (Accreditation, Contact numbers, time schedules and other service provider information).
- Online Billing and usage monitoring of e-State™ Services.
- Online Shopping.
- And much more.

An e-StatePortal™ user manual will be provided to the user upon occupation on how to use the services that it offers.

3.15 HOW DO I ACTIVATE MYSELF AS AN e-StatePortal™ USER ?

ATEC will liaise with the Kindlewood Management Association representative whereby an automated e-mail will be sent to the user's new e-mail address prompting you to logon and activate your user credentials. A password and activation e-StatePortal™ link will be sent to your e-mail.

If you currently do not have an email address please contact the support technician who will create one for you.

3.16 HOW DO I PAY ATEC AND FOR WHAT ?

ATEC is paid a fixed monthly fee by the Kindlewood Management Association. This is the e-State™ Lite Package which is the compulsory package offered at Kindlewood. Other packages and charges are provided in Annexure A and Annexure B. The various benefits have already been mentioned but herewith stated are some additional note worthy facts.

Internet

- The Internet Service Provider is through ATEC.
- The homeowner will receive 1 Gigabyte Band width.
- e-StatePortal™.

e-State™ Support Services

- Onsite Technician and helpdesk.
- 24 Hour Service.
- ATEC Help Line.

ANNEXURE A: ATEC SERVICES PRICELIST 2008

Compulsory Services	Package	Description	Price (Including VAT)
	e-State™ Lite - 1GB	Email, Web browsing, Intercom, 1GB Internet usage , 1 email address, Hard cap, one free House call p/month during Business Hours.	Included in levy
Add On Services (Owners and Residents)			Additional to Compulsory Costs
Advanced Internet Services (Billed directly to Residents)	e-State™ Silver Internet Service – 3GB	Email, Web browsing, Intercom, additional 2GB Internet Monthly usage , 2 email addresses, Hard cap, one free House call p/month, Business Hrs Telephonic Support.	R 180.00/month
	e-State™ Gold	Email, Web browsing, Intercom, Internet Service - 5GB additional 4 GB Monthly Internet, Hard cap, one House call p/month, Business Hrs Telephonic Support.	R 360.00/month
	e-State™ Business	Domain Registration, Web browsing, Internet Service-5GB Additional Intercom number for business, additional 4 GB, Soft Cap Internet usage, Free 5 page website 10 email addresses, 4 Free onsite Priority Support calls p/month during Business Hrs , Free After Hrs Telephonic Support, Business Invoice.	R 770.00/month
	Internet Top-up	Top Up once Monthly Cap has been reached on any package.	R 150.00/month
	Extra e-mail accounts with any plan	Includes Spam and Virus scanning at server level (own virus protection still recommended).	R 15.00/month

Compulsory Services	Package	Description	Price (Including VAT)
Telephony (Optional per Month)	Telephone line rental (Line 1)	Enables incoming and outgoing calls via the Estate PABX connected to Telkom lines. Telephone numbers are allocated according to the stand number and are therefore not transferable. Call costs are at standard Telkom rates.	R 80.00/month
	Telephone line rental (Line 2 – Tel or Fax)	Enables a second telephone line, or fax line (when available) with its own number.	R 80.00/month
	Intercom Divert (If no Telephone Line is taken)	Intercom Diversion to Cell phone via the Fixed Line or Inter net call if intercom is unanswered or unavailable- (Rerouted calls are for owners account therefore this service requires signing of a debit order for call billing).	R 20.00/month
	VoIP (Voice over Internet Protocol) Least Cost Routing	Optional least Cost Routing dialling via the Internet or cellphone routing from your normal phone. This is specifically useful and cost effective when making many cell, international or long distance calls. Internet Call quality will vary subject to how busy the internet is , as well as the connection of the receiver.	R 30.00/month
	Itemised Billing Reports	Optional itemised billing reports provides the owner with details of all calls from his extension, including call destination, Call Duration, Call Route and Call cost.	R 8.50/month
	Call Line Identification	If Call line identification is enabled, the receiver will see the internal extension from which the call originated. Without Call line identification enabled the receiver will see the central estate PABX number, and on reply will be prompted for your extension number.	R 3.50/month

Compulsory Services	Package	Description	Price (Including VAT)
Support			
	Network / Connectivity related calls	All network or connectivity calls are free of charge, subject that Customer Premises Equipment is not tampered with. ATEC attempts to attend to all calls within 2 hrs and repair all faults within 24 hours.	Free
	1st PC/ General Support Call per Month	All telephonic support and one Housecall per month during office hours (9am – 6pm Mo - Fr). All network related support calls are free.	Free
	Additional onsite or office support per call (Office Hours)	Includes setup of new PC (If not procured via ATEC), installation of software, identification of hardware problems, user training , antivirus software support. (9am – 6pm Mo - Fr) / Per Hour.	R 170.00/month
	Additional onsite or office support per call (After Hours)	Includes setup of new PC (If not procured via ATEC), installation of software, identification of hardware problems, user training, antivirus software support. (6pm – 9am Mon- Fri, Weekends, Public Holidays).	R 250.00/month
Additional e-StatePortal™ Services			
	Additional Debit Order Services	Provision of a Debit Order service for Levy or any other services (Per user per debit order run).	R 8.50/month
	Prepaid Electrical metering Service (if available)	Management of a prepaid vendor service to estate users.	R 30.00/month
	Online Intelligence Security Module	Provision of an electronic Occurrence book with monthly incident reports to residents and KMA.	R 8.50/month

Note : All packages and prices are subject to change and may be subject to annual escalation or revision based on input cost changes.

CALL CHARGE COMPARISON

Call Type	Example	Period	Neotel (p/second billing)		Telkom (no p/second billing)	
			To Neotel	To Telkom	To Neotel	To Telkom
Local Calls	e.g. 011 to 011	Peak	R 0.15	R 0.30	R 0.57	R 0.33
		Off-Peak	R 0.15	R 0.15	R 0.29	R 0.15
Regional Calls	e.g. 011 to 012	Peak	R 0.29	R 0.40	R 0.57	R 0.57
		Off-Peak	R 0.29	R 0.25	R 0.29	R 0.29
National Calls	e.g. 011 to 021	Peak	R 0.38	R 0.50	R 0.57	R 0.57
		Off-Peak	R 0.38	R 0.29	R 0.29	R 0.29
Mobile Calls	e.g. 011 to 083	Peak	To any mobile R 1.54	To any mobile R 1.65		
		Off-Peak	R 0.96	R 1.03		

All prices are VAT Exclusive

*Note : All packages and prices are subject to change and may be subject to annual escalation or revision based on input cost changes.



Management Association



Tongaat Hulett House
305 Umhlanga Rocks Drive, La Lucia, 4051

PO Box 22319, Glenashley, 4022
Tel + 27 31 560 1900
Fax + 27 31 566 1619
www.thdev.co.za

Gauteng
1st Floor, Woodhill Lifestyle Centre, 173 St Bernard Str, Woodhill, Pta
Postnet Suite 393, Private Bag x 10, Elarduspark, 0047
Office Tel: 012 998 2539 Office Fax: 012 993 2389

Western Cape
Unit 3E, Arun Place, Sir Lowry's Pass Rd, Somerset West
PO Box 43, Somerset Mall, 7137
Office Tel: 021 851 5412 Office Fax: 021 850 0357



0861 12 ATEC(2832)
www.atec.co.za