Internet and digital report for PRABOA AGM 2018

Prepared by: Ryan Hawthorne
Email: technical@parkhurstvillage.com
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1. Website and email

The PRABOA website (http://www.parkhurstvillage.com) receives between 350 and 700 unique visitors per month. The Parkhurst Village newsletter is delivered to approximately 2,500 addresses each month, around 40% of which are opened (this is higher than the industry average of 25%). The website and newsletter are managed by UltimateData at a cost of R500 per month, and the hosting costs are approximately R139 per month, and we renew our domains at a cost of approximately R800 per year. The website was originally built using WordPress by Justin McCall, who we are grateful to. Please get in touch with me (Ryan Hawthorne, technical@parkhurstvillage.com) if you have any comments or suggestions for the newsletter and website.

2. Internet

There have been a number of complaints about Vumatel over the past few months, and so we asked Vumatel what their plans for improving service levels in Parkhurst are. Vumatel responded as follows:

> "Vumatel is currently experiencing some challenges in the Parkhurst area due to high uptake. The local data centre which supports the suburb is almost full which makes provisioning new installations, and supporting existing clients a bit challenging. Vumatel, however, has plans to upgrade the data centre later this year to resolve this issue. The Vumatel network in Parkhurst has been going strong for almost 4 years now since piloting FTTH in the suburb. Vumatel will be scheduling preventative maintenance and upgrades in the area in the near future to make sure that it can continue to offer the suburb of Parkhurst a world-class fibre broadband experience. Residents can expect

some downtime when the maintenance and upgrades take place, but this will be communicated in advance."

If you don't manage to get sufficient support from your ISP please email social@vumatel.co.za or tag Albertina Miya on the I Love Parkhurst secret group on Facebook. You can also email Ryan Hawthorne (technical@parkhurstvillage.com).

3. We could use your help!

We are currently looking for solutions for member management and community interaction for PRABOA / SafeParks / Parksec and we could really use some help with website and email content, and communication and marketing more generally. Please get in touch with Ryan Hawthorne (technical@parkhurstvillage.com) or Cheryl Labuschagne (chair@parkhurstvillage.com) if you have any ideas on this.