

File no.: 8/7/1/1/2/WCED/Broadband 2.0
Reference: 20250805-5677

Circular: 0024/2025
Expiry date: 28 February 2026

To: Deputy Directors-General, Chief Directors, Directors (Head Office and district offices), Heads: Management and Governance, Circuit Managers, Principals and Chairpersons of governing bodies at public schools

Short summary: *The Western Cape Education Department (WCED) is upgrading internet infrastructure at selected schools through the Broadband 2.0 project which requires access for service providers.*

Subject: Broadband 2.0 roll-out: Access for equipment replacement and installation

1. The Western Cape Government, through the Directorate: Connected Government Buildings and Schools, is currently rolling out the Broadband 2.0 project at selected schools and facilities across the province. This initiative forms part of the WCED's ongoing efforts to enhance connectivity and improve digital access for teaching, learning and administration.
2. As part of this roll-out, the WCED kindly requests schools' cooperation in granting access to Liquid Intelligent Technologies and/or their appointed service providers to attend to the following:
 - (a) Ensuring the integrity of the broadband cabinet
 - (b) Removal of legacy equipment
 - (c) Installation of new equipment (router/switch, power monitoring device, cabling)
 - (d) Installation of new public Wi-Fi equipment, where applicable.

3. All service providers are required to carry valid identification and must be easily recognisable when visiting school premises. To verify a service provider, they must be requested to:
 - (a) identify themselves upon arrival and departure;
 - (b) clearly state the purpose of their visit; and
 - (c) sign the school's visitor register and provide their contact details.
4. During the process of equipment removal and replacement, a checklist will be issued for completion and sign off.
5. Service providers must verify that all the relevant services are operational before leaving the school premises.
6. School visits will be scheduled in advance and coordinated with the relevant Technology and Facility Managers to ensure minimal disruption to teaching and school operations.
7. For related queries or if any challenges are experienced, please contact the Schools IT Service Desk via the following:
Tel. no.: 021 834 4690
WhatsApp: 021 900 7123
Email: SchoolsIT.Servicedesk@westerncape.gov.za
8. Thank you for your continued cooperation and support.

SIGNED: B WALTERS

HEAD: EDUCATION

DATE: 2025-08-29