



**Syntell (Pty) Limited**

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05 July 2024

Swellendam Municipality

Dear Elmari Wassermann (CFO)

**Re: Swellendam Municipality TID Base Date Issue**

Syntell upgraded the Swellendam Vending Systems on 05 September 2022 to allow for the upgrade of the STS prepayment meters to Key Revision 2 (KRN2/STS6). The Syntell team identified a flaw in the code and notified Swellendam on 05 July 2024.

It was identified that the credit tokens purchased after the TID key token was issued that the meters were still referencing the base date of 1993 instead of the base date of 2014.

Syntell investigated and identified that 4386 meters were impacted and have subsequently been Ring-Fenced to allow them to continue vending on the 1993 base date. The flaw has been fixed and the affected meters will be addressed with precautionary measures.

Syntell commits to a collaborative approach in ensuring that this matter is addressed in a timely manner according to the approach stipulated by Swellendam:

- Consumer Approach: this is the Municipality's preferred approach due to "no access" concerns, pending relevant testing (engineering token and Municipality/customer testing) completed.
- Field Approach: this approach will be taken if the Consumer Approach is not possible.

Please do not hesitate to reach out if there are any concerns.

Yours faithfully

*Zahir Lalla*

Zahir Lalla (Jul 5, 2024 12:29 GMT+2)

Zahir Lalla  
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SYNTELL (PTY) LIMITED