



UNIVERSITY OF CAPE TOWN
IYUNIVESITHI YASEKAPA - UNIVERSITEIT VAN KAAPSTAD

**Find out more about UCT's approach
to COVID-19 on the UCT website**



28 April 2020

Data provisioning and laptop deliveries continuing at UCT

The University of Cape Town is continuing to attend to laptop deliveries and provisioning of data to students as urgently as possible.

Laptop deliveries started on 24 April and only a limited number can be delivered per day. UCT is working as fast as possible to complete the deliveries by, at the latest, 8 May.

The provisioning of data to student mobile numbers on the PeopleSoft records also started last week. Students with MTN and Telkom Mobile have received data, while Vodacom started loading data on 28 April. Cell C data will be provisioned from midnight on 30 April.

Students who have not received the data or laptops are asked to log a call with ICTS-helpdesk@uct.ac.za for assistance only after the dates specified above.

UCT notes that the delays with data provisioning and laptop deliveries will have a knock-on effect on the ability of some students to join in the teaching term. Since the teaching and learning offerings are asynchronous, allowing students to engage with learning in their own time, there is no risk of students missing anything.

As part of the further measures in place to support students, all four network providers have now zero-rated access to specified UCT sites. A [dedicated webpage](#) has been created on the ICTS website that will be updated regularly when and if additional sites are zero-rated.

The data bundles provided come at a cost to UCT. Based on the survey UCT students completed recently, the university is aware that some already have adequate internet access at home to study effectively. In a spirit of social solidarity, these students have been and can still [opt out of receiving a data bundle](#).

ENDS

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