



Response to Parliamentary Question 22: Mr T R C Walters to Mr A R Winde, Premier

With regard to free Wi-Fi hotspots operated by the provincial government:

Question 1 (a): What are the locations of the 10 most-used hotspots in terms of data used?

Please see locations below for October 2025:

Rank	Site / Location	Data Utilised (Oct 2025)
1	Zolani Clinic	1,69 TB
2	Masakheke Combined School	1,58 TB
3	Prince Alfred Hamlet Library	1,57 TB
4	Groenheuwel Library	1,57 TB
5	Nduli Clinic	1,54 TB
6	Asla Clinic	1,54 TB
7	Iingcinga Zethu Secondary School	1,51 TB
8	Bloekombos Secondary School	1,48 TB
9	Lukhanyo Primary School	1,43 TB
10	Nduli Primary School	1,43 TB

Question 1 (b): What are the locations of the 10 most-used hotspots in terms of unique connections?

Please see locations below for October 2025:

Rank	Site / Location	Unique Connections (Oct 2025)
1	Knysna Social Development	3 251
2	Kraaifontein CHC	2 694
3	Worcester Thusong Centre	2 607
4	Kwanokuthula CDC	2 596
5	Nduli Clinic	2 407
6	Bloekombos Secondary School	2 407
7	Asla Clinic	2 392
8	Blanco Library	2 377
9	Groenheuwel Library	2 311
10	Grabouw CHC	2 220

Question 2 (a): What are the 10 most popular websites visited at the hotspots?

Please see below list of websites visited for October 2025:

Rank	Web Address	% Data
1	YouTube	23,2%
2	HTTPS (secure protocol for generic websites)	21,5%
3	Facebook	13,4%
4	Google Play Store	10,4%
5	TikTok	8,4%
6	Quic (protocol for general websites via Google)	3,3%
7	Generic websites	2,9%
8	Google API's (websites with Google products)	1,7%
9	HTTP (protocol for generic websites)	1,6%
10	Akamai (websites managed by Akamai)	1,5%

Question 2 (b): How many visitors were there in 2025 to date for each website?

Due to the anonymisation of user statistics, we are unable to obtain information about the individual number of hits per website. The data usage provided in the table in question 2 (a) above can provide an approximate proxy, read with the understanding that video websites will consume significantly more data than static webpages. In total, there were 1 348 310 visitors to the Public Wi-Fi service that accessed the Internet from January 2025 to the end of October 2025.

Question 3 (a): How many gigabytes of data were used at the free hotspots in total in 2025 to date and (b) what is the monthly average?

A total of 4518 terabytes (TB) of data has been consumed over the Public Wi-Fi service from January 2025 to the end of October 2025. Over the 10 months, the average is 451,8 TB per month.

Question 4 (a): What was the total percentage downtime for the hotspots as a whole?

From January 2025 to the end of October 2025, the Public Wi-Fi service was down for 2,56% of the total time.

Question 4 (b): What measures are in place to minimise downtime?

The service provider is fully responsible for the availability of the Public Wi-Fi service, which is managed by the Department against contracted Service Level Indicators. As part of the service, the service provider operates a 24/7 Network Operations Center (NOC) to monitor all Public Wi-Fi access points and services. Any downtime is accompanied by immediate notification to the service provider's Service Desk and is addressed in accordance with the

incident management process that includes general troubleshooting (such as network and configuration checks, power confirmation etc.) and where required, the dispatch of field services technicians to visit and resolve issues at sites. Additionally, the WCG project team assists in instances where sites are having problems linked to the presence of the Public Wi-Fi service by facilitating solutions directly with site managers and residents.