

## PREPARING FOR FIBRE: CONSTRUCTION OUTSIDE YOUR HOME

- Civil work will take place in your suburb to roll out world-class fibre optic infrastructure. Trenching will occur on the sidewalk of your property. This area belongs to the council who has provided the necessary permission to allow for this infrastructure upgrade.
- We will place a small fibre box against your boundary wall. This is a utility box and ensures that your property has access to fibre optic infrastructure. **For details of the proposed location see the insert in the front cover of this booklet.** Contact your VUMA representative if you have any questions.
- No trenching will happen inside your property during this process.
- You do not need to be present for this stage of construction.
- Once construction outside your home is complete and your home is fibre-ready, you can order the installation into your home if you would like to take up a fibre broadband service.

**We work in partnership with the community. If you experience any issues during construction please contact us. We are here to help.**

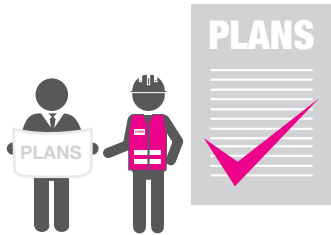
### **Need to know more?**

See “Preparing for Fibre: Construction outside your home” at [www.vumatel.co.za/journey](http://www.vumatel.co.za/journey).

# YOUR FIBRE JOURNEY

1

## PLANNING



1

## PLANNING

A VUMA representative will conduct a survey in order to determine how best to provision fibre to the property.

2

## WALLBOX LOCATION CONFIRMATION



2

## WALLBOX LOCATION CONFIRMATION

Once Vumatel has completed its planning process, a VUMA representative will communicate with each resident to explain the construction process

3

## CONSTRUCTION PROCESS



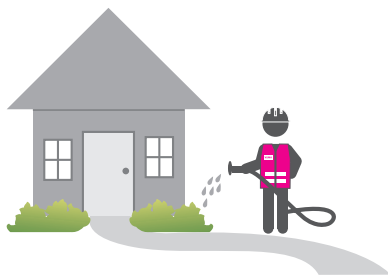
3

## CONSTRUCTION PROCESS

Civil work begins. Vumatel will trench along the sidewalks to deploy network infrastructure and protective ducts. The ducts will house the delicate fibre underground. Upon the completion of the civil work, a quality check is performed to ensure that the workmanship is up to VUMA standards.

4

## REINSTATEMENT



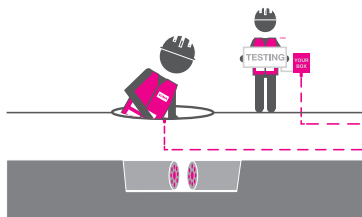
4

## REINSTATEMENT

Upon completion of the civil work the VUMA teams will ensure that the property has been reinstated to its original state.

5

## FIBRE WORK



5

## FIBRE WORK

Fibre is then provisioned through the protective ducting and is terminated to every residents' boundary wall. Terminating the fibre to the boundary wall allows each resident to order a dedicated fibre line.

6

## CONNECTED & READY FOR IN-HOME INSTALLATION



6

## CONNECTED & READY FOR IN-HOME INSTALLATION

Your property is fibre-ready! Once your block is fibre-ready, Vumatel will contact all residents who have placed orders to schedule individual installations into their homes at a once off cost of R1710.\*

## REINSTATEMENT PROCESS

Vumatel uses specialist reinstatement teams to restore the sidewalks to their former glory. These reinstatement teams are only brought into a suburb once all civil work is complete. We therefore ask for your patience during this time and assure you that we will not leave the suburb without reinstating it fully. Please expect the civil and reinstatement process to take a few weeks. We have concrete, tar and paving specialists who will reinstate your driveways. If we damage your irrigation, plants or pavements, we will rectify this during the reinstatement phase. Our construction teams take photos of your driveway and verge every three metres prior to construction for reference so that we can reinstate the sidewalk to its original condition.

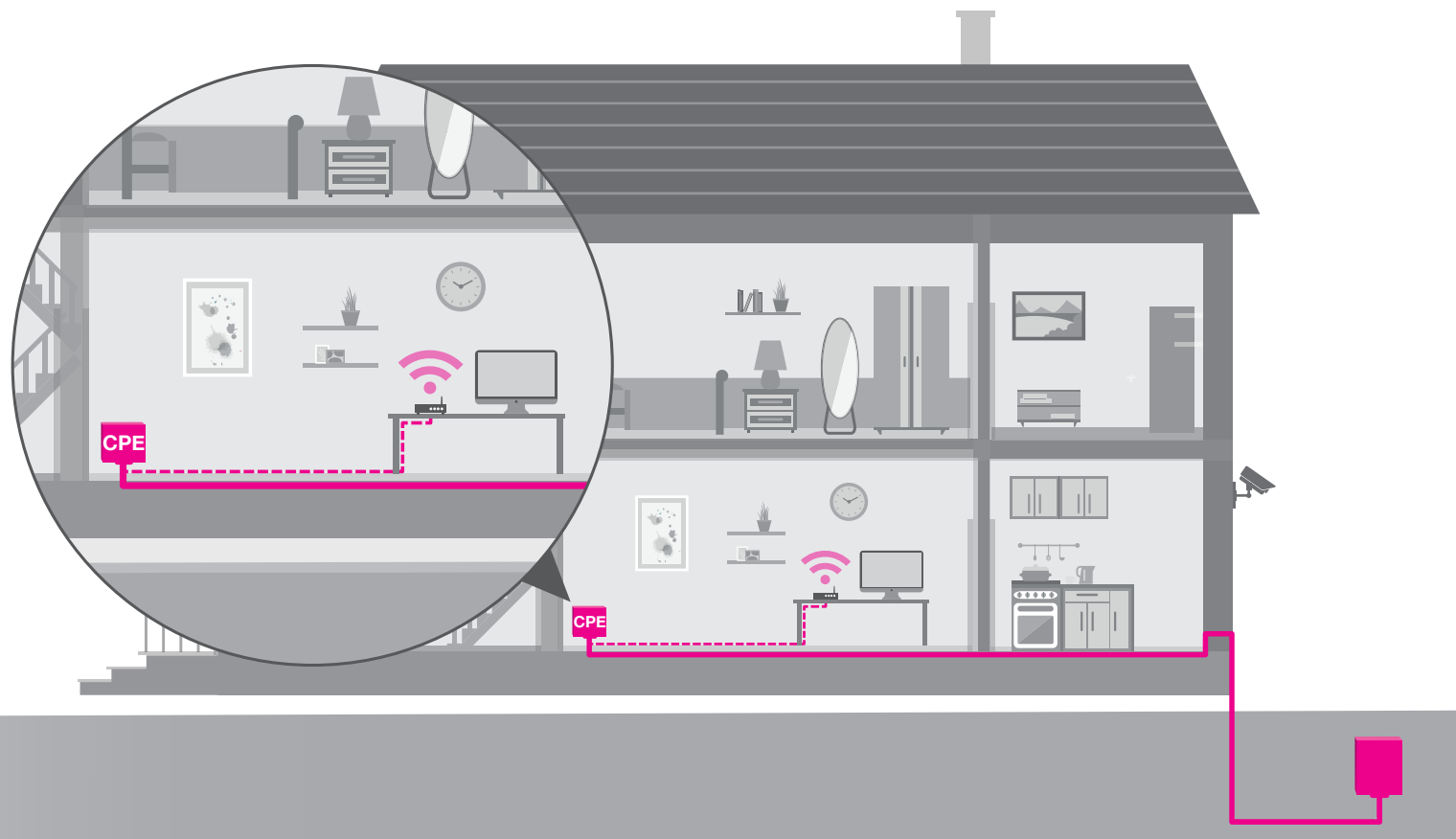
We have a rigorous inspection process, where our quality assessment teams walk the block and highlight issues, which the teams then rectify for further inspection.

Vumatel uses contractors to complete the civil work. Should you have a query or concern please direct it to a Vumatel employee. You can use the contact details supplied in this booklet.

### **If you have any reinstatement issues please take note of the following:**

- Notify your Resident Liaison team.
- Give VUMA contractors two attempts to reinstate your property.
- If you are still not satisfied with the reinstatement we will reassess the situation, comparing before and after photos and potentially nominate a Third Party contractor to assist. Please do not hire your own contractors to reinstate your sidewalk. Our contractors are obligated to restore the sidewalk properly.

# INSTALLATION INTO YOUR HOME EXPLANATION



# VUMATEL IS NOT AN INTERNET SERVICE PROVIDER

Vumatel builds an open access fibre network which means that Vumatel is not a service provider but simply installs the infrastructure. Residents can then choose from a number of Internet Service Providers for internet packages ranging from R396 per month.

## HOW FAST CAN YOU GO

DOWN / UP SPEED	DESCRIPTION	LOW USE	HIGH USE
		(<100 Gb)	(Uncapped)
4/1 Mbps	Couch Potato	R396	R799
20/2 Mbps	Stroller	R567	R1199
50/5 Mbps	Power Walker	R727	R1599
50/50 Mbps	Marathon Runner	R784	R1649
100/10 Mbps	Speed Freak	R899	R1949
100/100 Mbps	Adrenaline Junkie	R949	R2199
1000/100 Mbps	Sonic Boomer	R2499	R2999

Choose the service provider and the package that you want. Easily change between providers and packages as your needs change. VUMA gives you choice and convenience. Leave contracts in the past and pick month-to-month services.

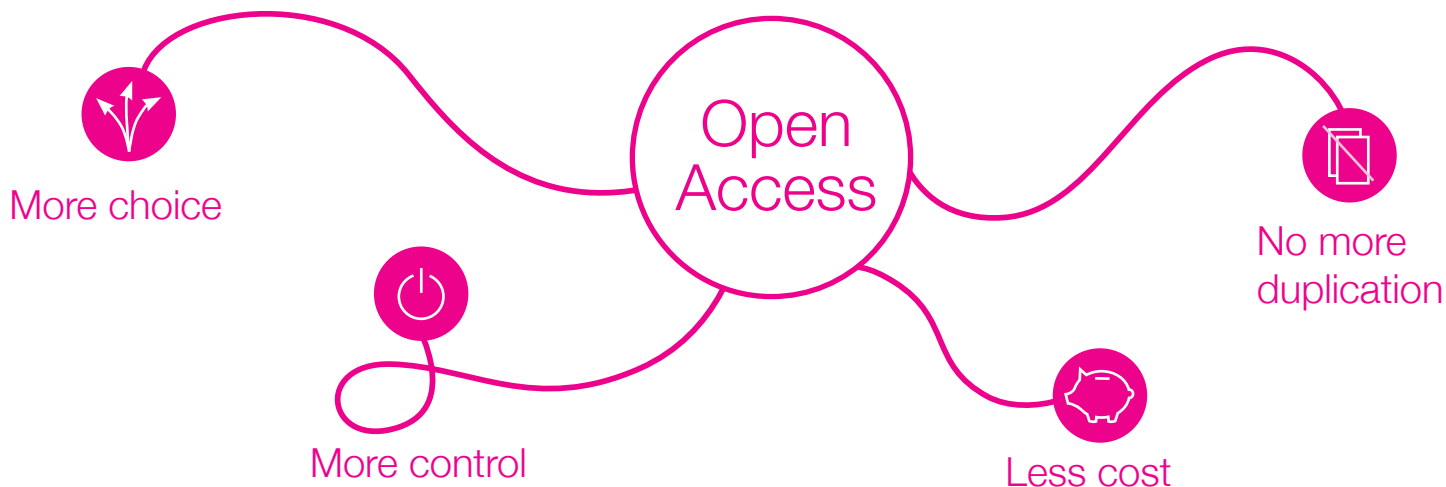
**Go to [shop.vumatel.co.za](http://shop.vumatel.co.za) to view the hundreds of deals available.**



\* Please note that the list of service providers on the network is always growing and this list may not include all available service providers at the time of reading this booklet. Please go to [shop.vumatel.co.za](http://shop.vumatel.co.za) to view the full range of products and services available. | Standard Terms & Conditions Apply.

## ENJOY THE BENEFITS OF OPEN ACCESS FIBRE

Choose the service provider and the package that you want. Enjoy the flexibility of changing between providers in one place. Check out the packages available from internet service providers at [shop.vumatel.co.za](http://shop.vumatel.co.za).





# BENEFITS TO YOUR HOME

Upload photos &  
download games



Social media



Security & Home  
monitoring



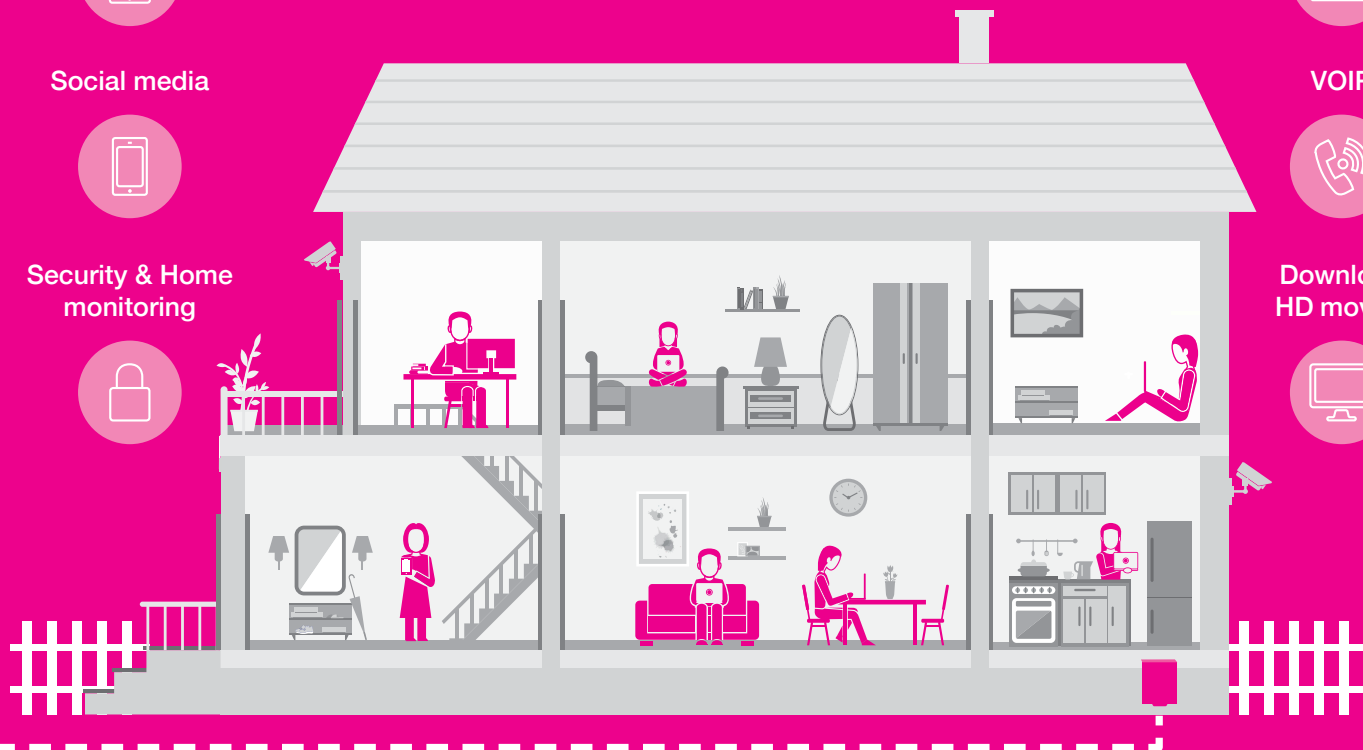
Work remotely & run  
video conferences

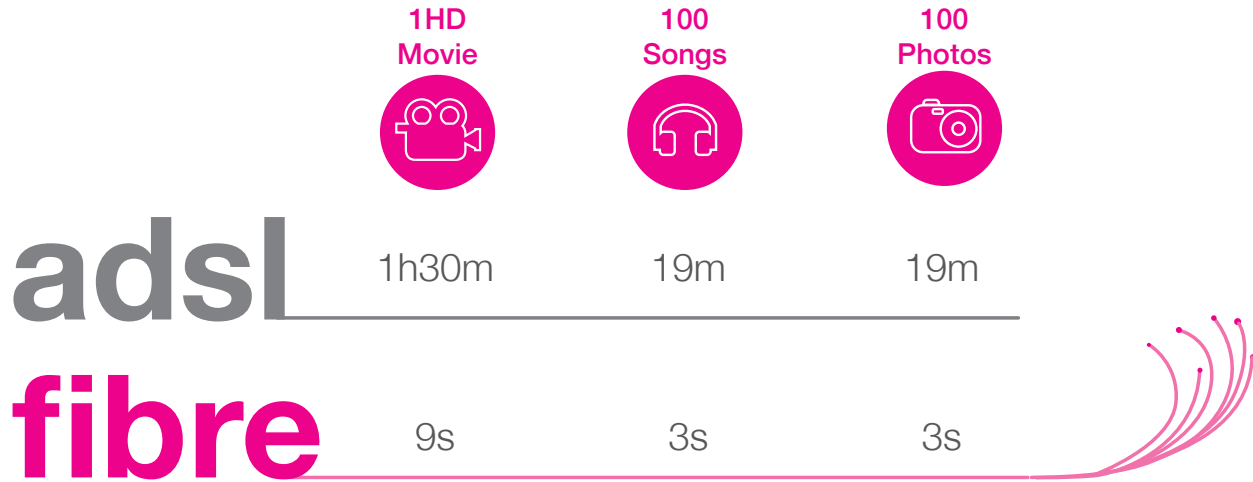


VOIP



Download  
HD movies





- Enjoy the benefits of HIGH SPEED connectivity.
- Up to 1 Gigabit per second of bandwidth available.
- The speed of fibre at the cost of ADSL.
- Do more! Surf the internet, make calls, watch HDTV, feel safe with CCTV.
- Connect your home today and increase its value.

# THE MOVERS THE SHAKERS THE INNOVATORS

**TRANSFORM THE WAY YOU EXPERIENCE THE INTERNET**

**JOIN THE REVOLUTION AND GET VUMA FIBRE TO YOUR HOME NOW**

**VUMA**

Fibre to the home • [www.vumatel.co.za](http://www.vumatel.co.za)



## NEED TO KNOW MORE?

- Go to [www.vumatel.co.za](http://www.vumatel.co.za) to find out everything you need to know about VUMA Fibre.
- Find resources on the website at [www.vumatel.co.za/journey](http://www.vumatel.co.za/journey).
- Contact **086 100 8862** and chat to our sales team for more information.
- Click on the FAQ button on the website to read all our FAQs.
- Go to <https://cdn.vumatel.co.za/files/VUMA-Installations-Terms-Conditions.pdf> to read the VUMA line rental Terms & Conditions.

