



VUMA CORE: STANDARD INSTALLATION TERMS AND CONDITIONS

GLOSSARY OF TERMS

VUMA Fibre term	Description
Customer	The user or end-user of the VUMA Broadband Fibre connection
ISP	Internet Service Provider and/or also referred to as the Service Provider
CPE	Customer Premise Equipment (CPE) is the end-point device for the VUMA fibre connection. This term may be interchangeable with the term ONT
ONT	Optical Network Terminal (ONT) is the end-point device for the VUMA fibre connection. This term may be interchangeable with the term CPE
Wall-Box	The termination-point of your VUMA fibre connection outside your residence. Generally, a grey box found against your perimeter wall.
Slack	Refers to an additional cable left for maintenance purposes if required
Slack-Box	Box where additional/spare cable is stored
Fibre	Physical high-capacity Fibre-optical cable used to connect you to the network
MODB	Multioperating optical distribution box (MODB) found in high rise building and/or Multi Dwelling Units
Fibre Joint/Joint	The point at which parts the network are joined to other parts
Conduit	The tube or trough which protects the fibre-optical cable
Trenching	The turnover of earth (garden/sidewalk/grass) by digging a succession of adjoining ditches
Aerial	Installation of fibre-optic cable on a network of poles in the network area

Installation Cost

The standard VUMA fibre installation costs R1,725.00.

**Note:* VUMA/Vumatel will not invoice you directly. This invoice is payable to your Internet Service Provider (ISP) based on the terms and condition of your agreement with the ISP. For more information, please contact your ISP.

What is Included with my installation?

The installation price/fee includes the following:

1. The VUMA end-point device (CPE/ONT)

**Note:* The VUMA end-point device (CPE/ONT) forms part of VUMA's Fibre network and should not be removed after it has been installed. The device cannot/should not be removed and/or moved to any other property at any time.

2. Up to 75m of fibre cable from the connection point (Wall-box, MODB or joint) to the CPE/ONT.
3. Up to 25m of white conduit, including couplings and saddle clamps.
4. Up to 30m of trenching at 150mm to 300mm depth in soft soil (excluding paving, tiles, and/or tar).
5. Up to 5m of trenching at 150mm to 300mm depth of paving (excluding tiles and tar).
6. The mounting of the CPE/ONT device onto an internal wall with screws and masonry plugs.
7. The slack-box for excess fibre (generally a minimum of 1 meter).
8. Proper clean-up of the work and the re-sealing of drilled holes using Polyfilla or an appropriate sealant.
9. Kindly note that this Excludes any paint work.



Please take note of the following **Additional** notes regarding the installation:

1. Any additional trenching which is required by the resident can be arranged with the VUMA Accredited partner at an additional/extra cost of R100.00 per metre alternatively the resident may arrange for the trenching and reinstatement to be done themselves at their own cost.
2. The installation cost **does not** include the trenching or reinstatement of:
 - a. Tar and/or tarred surfaces
 - b. Any specialised tiles
 - c. Any specialised concrete.

In these instances, the customer must arrange for the trenching and reinstatement to be done themselves and at their own cost.

3. Wherever the fibre cable may be easily damaged (for example, [but not limited] by pets), it must be placed in a suitable conduit.

Please note that the following is excluded and/or not supplied for the installation:

- Any power-adaptor(s) required (2-pin power adapter)
- Any Lead and/or extension cords required
- Any Power-surge protectors required
- Any UPS/back-up power supplies
- Any Trunking
- Any Painting
- The set-up and/or connection of the ISP router, Wi-Fi router and/or any other connected devices

The customer will be responsible for the following:

1. The customer is responsible for gaining the necessary permission(s) from the relevant landlord, body corporate or any other responsible party or body to have the installation completed, if/where required.
2. The customer is responsible for moving any furniture that may be in the way of their chosen cabling route.
3. The VUMA Accredited Installation partner will guide the customer on the most appropriate route for the installation and the location of the CPE/ONT, **however**, the customer is entirely responsible for choosing (deciding) the suitable location for the CPE/ONT in their home.
4. The customer should choose a location for the CPE/ONT near a reliable power source and in central part of their home.
5. The customer is responsible for signing-off/agreeing on the completed installation. The customer thus confirms that they are satisfied with the quality of the work completed. The customer must ensure that he/she or a suitable delegation of authority is available to do so.
6. The customer is responsible for ensuring the integrity of the fibre line **after the installation** has been signed off.
 - a. Should the fibre line and/or any equipment which form part of the VUMA fibre connection, be damaged by the customer, their friends and/or family and/or person(s) under the employ of the customer and/or domestic pets, that VUMA may reserve the right to charge the customer a re-installation fee.
 - b. This forms part of section 9, subsection 9.2 of VUMA's Terms and Conditions. [extract] *"Risk in and to the use of the VUMA Services, the Fibre Line and CPE will pass to the Customer on the Installation Date. VUMA reserves the right to hold the Customer liable for the cost to replace the Fibre Line, CPE and or any other VUMA equipment, regardless of the cause of any such loss or destruction"*



Guarantee and Objections

The VUMA Fibre installation carries a 3-month guarantee on the quality of workmanship of the installation.

Any objections and/or property damage resulting from the installation of the VUMA fibre **must** be noted on the installation on the sign-off form the day that the installation takes place.

Re-installation Fee and Standards

VUMA reserves the right to charge customers a re-installation fee of R1,725.00.

1. A re-installation is done when a VUMA Accredited Maintenance Partner and/or technician is unable to make a permanent repair to a broken fibre line/cable inside the home and/or premises of the customer (between the wall-box and CPE/ONT).
2. This is only applicable on an existing installation and requires a VUMA Accredited Installation Partner to redo the installation into the customer's home.
3. A re-installation may also be required if a customer request that the VUMA Device (CPE/ONT) be moved to a new location (e.g., a different room) inside the home and/or any additional installation requirements that were not part of the initial installation and the sign-off thereof.
4. A re-installation fee is a standard practice within the FTTH (fibre-to-the-home) industry and the right to charge a subscriber/customer has always been covered within the VUMA line rental terms and conditions, specifically referred to in clause 9.2 as mentioned previously.
5. A re-installation event may only take place when allocated/requested by the VUMA regional installation department. The re-installation can only be allocated to and completed by a VUMA Accredited Installation Partner and or Technician.
6. The (re-installation) fee is fixed at R1,725.00 per re-installation which is inclusive of any labour and/or any materials which may be used. There may be **no additional charge** by the installation partner to the customer at any time.
7. The re-installation fee will be payable directly to the VUMA Accredited Installation partner.
8. The VUMA Accredited Installation Partner must provide a valid tax invoice to the customer after work has been completed and will be responsible for the collection of payment.

Important note regarding the VUMA fibre service:

The VUMA fibre service(s) is intended for general residential/private use.

Our "Best Effort": VUMA and our partners, agents, representatives, and affiliates aim to provide you with the best possible service and customer experience throughout your journey with us. We aim to keep your service(s) up and active for as long as possible and as far as possible. We aim to resolve any issue which you may encounter as quickly as possible and to the best of our ability.

Disclaimer: VUMA will not be liable for any losses to any individual - financial or otherwise, suffered as a result of a disruption in service.