

The logo for VUMTA, consisting of the letters 'VUMTA' in a bold, white, sans-serif font. The 'V' is stylized with a diagonal slash. The background is a solid magenta color with decorative white wavy lines at the top and bottom.

Fibre to the home • www.vumatel.co.za

PREPARING FOR FIBRE:

Construction Outside your Home

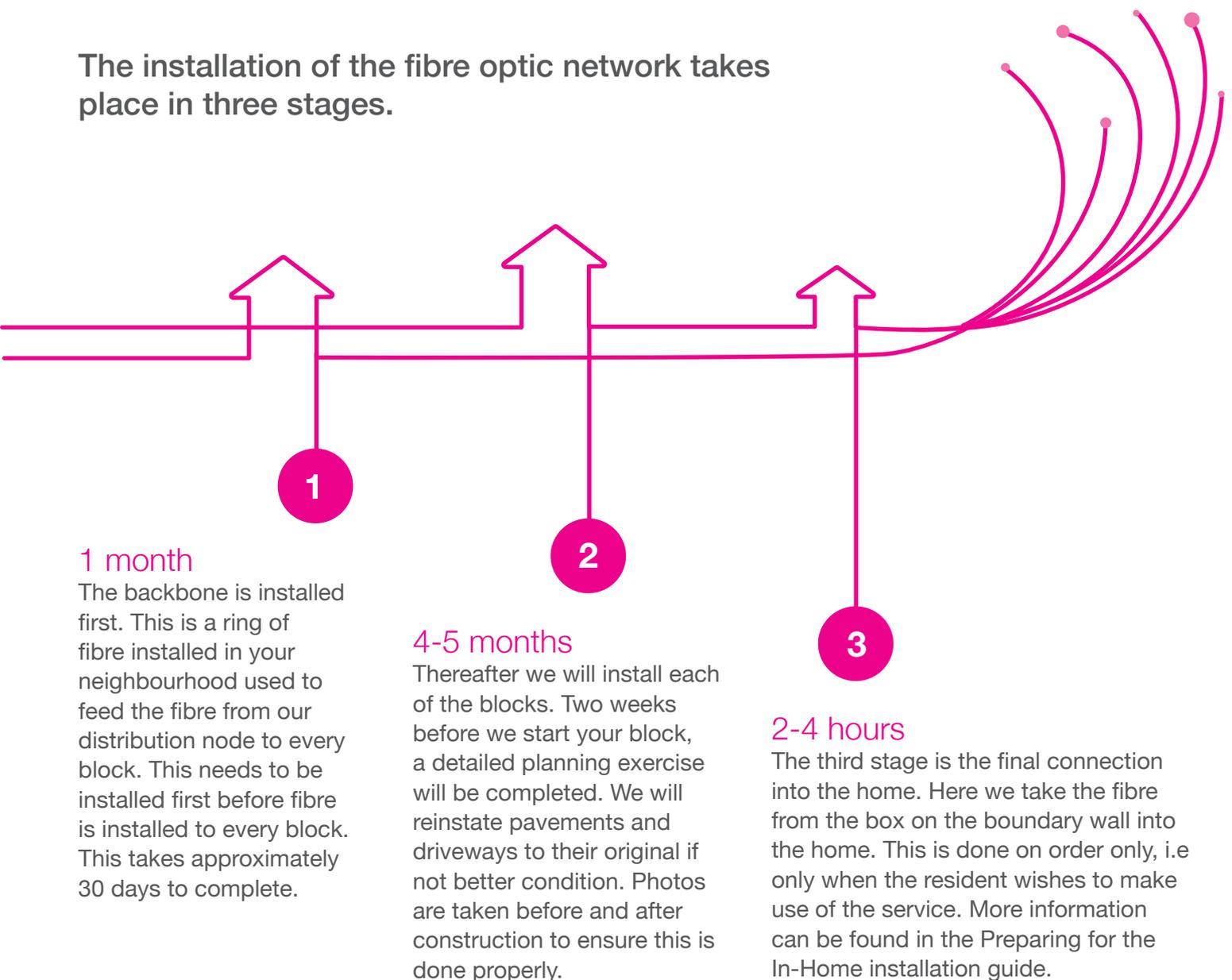
The VUMA network outside the home

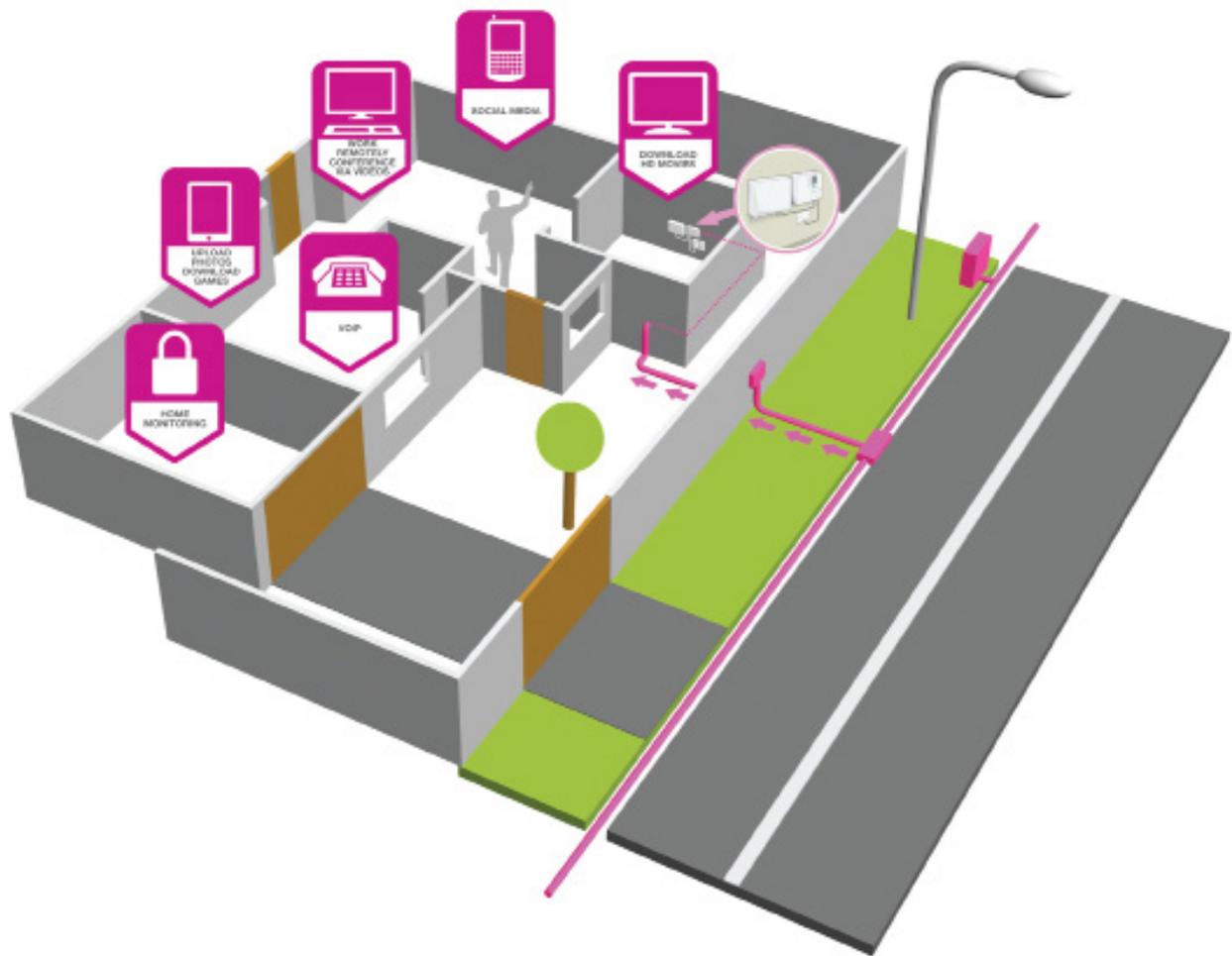
Connecting your home or business to VUMA fibre involves installing fibre optic cables in your neighbourhood and connecting the fibre to a box on your boundary wall.

You will be notified in advance and you won't need to be home for us to complete this installation.

What does the installation involve?

The installation of the fibre optic network takes place in three stages.





How long will it take?

Depending on the size of the block, we estimate construction for each block to take 10 days.

What can I expect during installation?

Before construction starts, a detailed survey and installation plan of each block is completed. Photos are taken before and after construction to ensure pavements and driveways are reinstated to their original if not better condition. This is followed by an on site meeting with representatives of existing services and the digging of pilot holes to expose and identify those services. Once this is completed we dig trenches in the sidewalks. This is done by hand, so expect to see construction workers.

We lay fibre optic cables in the trenches and install them to the wall boxes mounted on the property boundary. Thereafter we close the trenches and reinstate the surfaces. We will do everything possible to minimise disruptions to the entry and exit of your home.

What are your hours of work?

Construction takes place Monday to Friday 08:00-17:00. No regular work is planned after hours, on weekends or public holidays. Due to City Council requirements there is also no work performed from 10 December to 06 January of each year.

Please also bear in mind that we cannot perform any work during wet weather. We cannot re-instate trenches properly if the soil is damp as it leads to quality issues later. In such events we will monitor the site daily to ensure barricading is safely maintained until the work can commence again.

Will I be notified?

For all fibrehoods in the construction phase an on-line schedule is available on our website. We update the roll-out schedule weekly.

Two weeks before we start your block, a detailed planning exercise will be completed by us. You will also be contacted by our project manager beforehand. Please feel free to point out any underground irrigation or other cables he should be aware of.

Will I be able to get in and out of my home?

It takes less than a day to cross your driveway. This work will be performed between 09:00 and 15:00. You will be notified before this is done. We will also ensure we backfill the trench or use cover plates if we cannot complete the work in time to ensure you can enter and exit your home.

How much does this cost me?

VUMA connects every home in the suburb with a fibre box on their boundary wall at no cost. It is simply to get your home fibre ready. Only when you wish to use the service and place an order with VUMA will the fibre be installed from the boundary wall box to inside your home. This is done at a once off cost of R1710. For more on this see our “Preparing for In-Home Installation” document.



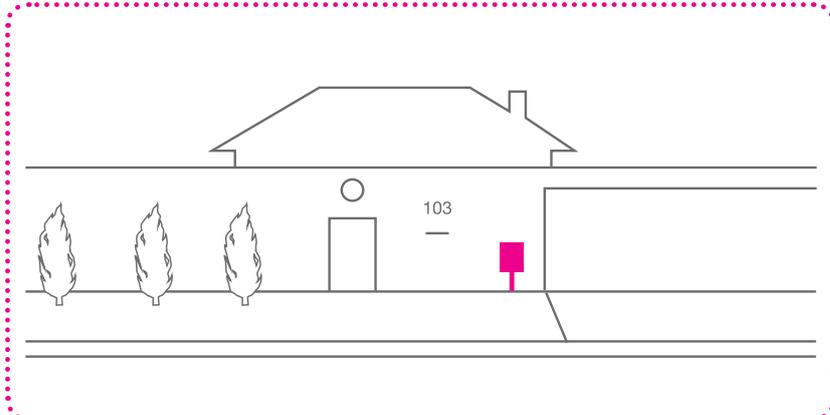
Where is wall box mounted?

The box will be placed against your boundary wall no more than 0.5m from the ground. We will issue you with a diagram, similar to the example shown below, which shows the proposed location of the VUMA fibre box. This is where the fibre cable will terminate on the outside of your home. If you have any concerns about the placement of the box, please contact us or discuss it with the Project Manager on site.

Placement of the VUMA fibre box on your boundary wall

House Address : 103 X Street
Aggregation # : AG X
Block # : Block X

Location of the VUMA fibre box on your boundary wall



Fibre wall box dimensions



- The diagram above shows the proposed location of the VUMA fibre box on your boundary wall.
- This is where the fibre cable will terminate on the outside of your home.
- If you have any concerns about the placement of the box, please contact us or discuss it with the Project Manager on site.
- Should you wish to proceed with an installation into your home, please contact us on info@vumatel.com or ring 086 100 VUMA

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Do I have to be present?

You will be notified in advance and you won't need to be home for us to complete this part of the installation.

What happens if you damage my property?

This is unlikely as we work in the public area. In the unlikely event of damage occurring we are fully insured and responsible for fixing any damages we might have caused at our expense.

What happens if you damage any services such as water or electricity?

This does unfortunately occur from time to time. We make every effort to minimize this by obtaining permissions from other services prior to construction and digging pilot holes to expose services. It is possible that we may damage existing services whilst excavating. We will notify you when this happens and update you accordingly.

We work closely together with other service providers. Where we are unable to fix the problem ourselves we call out the services affected to do the repairs. This is standard procedure among the service providers. If you suddenly do not have water or electricity, and we are active in the area, please inform us immediately and we will investigate the problem.

I am not interested in the service what now?

There is no obligation to use the service nor any cost to you in this case. The fibre is simply installed as an utility for future use.

What about safety and security?

We have dedicated health and safety representatives on site to ensure the project is managed properly. Safety barricading is erected around construction areas to prevent injury. Workers carry identification tags and sign in and out of site every day. If you are aware of any safety risks please contact us immediately.

Who do I contact if I have questions or issues to be resolved?

There will be a VUMA project manager on-site you can talk to if you have questions or concerns. They are identifiable in their pink shirts.

Alternatively please email us at info@vumatel.com or call us on 086 100 8862.

I am busy renovating my home. Is there anything special I need to do?

Get in touch with us. We will send a technician to meet with you. We can advise you on sleeves and trunking that you can install to make your home ready for fibre.

Where do I stay updated with the project?

Before construction starts we appoint Street Captains in the neighbourhood. They will be more informed about the project and will be able assist with further questions. If you do not know who your street captain is ask us at info@vumatel.com. You can also get live updates on twitter and via the published rollout schedule.

We also publish updates on your local Resident's Association's website. We will communicate changes to schedule, milestones and any issues experienced.

Will my suburb have to wait until every home has fibre to make use of the service?

No. We will do it in sections of approximately 10 blocks at a time. As each of these sections is completed, those residents can start making use of the service.

Why do you need to trench? Is aerial fibre not cheaper and less disruptive?

Each method has advantages and disadvantages. Aerial fibre might be cheaper in the short term but has some major disadvantages. It is difficult to maintain since it runs on poles and can only be reached with special equipment. It can look very messy over time and become a real eye-sore which is not great for long term value of properties. It is more open to damage and it is not easy to add capacity. Trenching is disruptive, comes with the risk of possible service interruptions due to damages and is more expensive. However, once this short-term pain has been taken, the long-term gain is great. It is protected, it is scalable, easy to maintain and out of sight.

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Get connected!

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086 100 8862

