PREPARING FOR FIBRE:
Installation Inside your Home

Once the VUMA wall box has been installed on your boundary wall during the outside home construction, you are ready for the in-home installation. You can contact VUMA directly to arrange for an installer to complete this.

WHAT DOES THE INSTALLATION INVOLVE?

The installation will involve running the fibre cable from the fibre box on your boundary wall into your home. The installer will need to drill a small hole through your boundary wall where the fibre box is situated and feed the fibre cable through your home to a device in your house called the CPE (Customer Premises Equipment). The CPE device is a small in home switch that allows you to connect the fibre cable to all your devices in the house.

HOW DO I ORDER AN INSTALLATION?

Call 086 100 8862 or go to www.vumatel.co.za/order to order your installation.

HOW MUCH DOES THE CPE COST?

The CPE device is included in the installation fee.
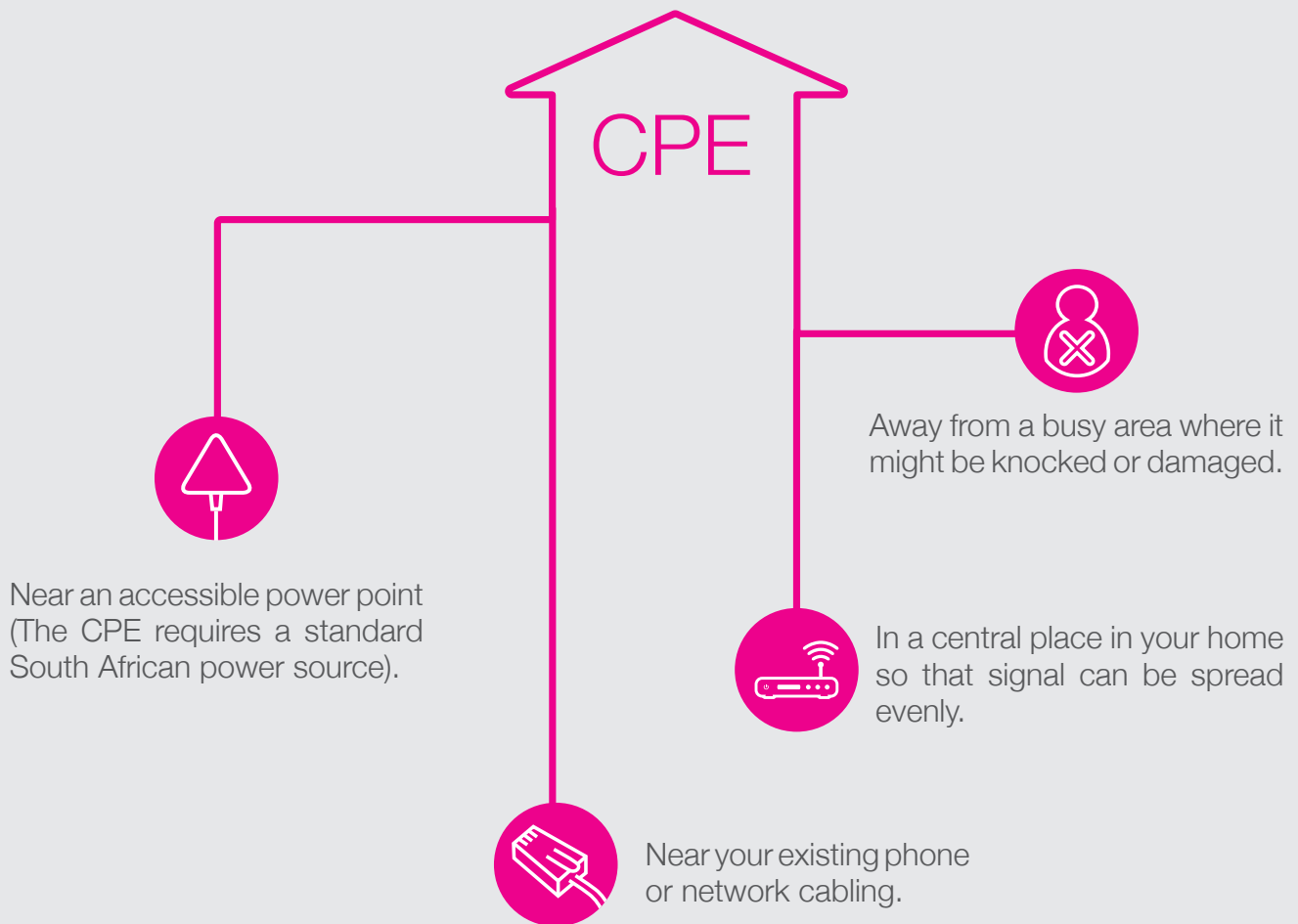
HOW AND WHO DO I PAY?

You will be invoiced by VUMA after the installation. The invoice will include the R1725 (Incl VAT) installation fee and any "No Show" Cancellation fee should there be any.

DO I NEED MY LANDLORDS CONSENT?

It is advisable to get your landlords consent before the installation. This process may require drilling small holes or adding wiring to the house so that we can get the fibre cable from the boundary wall to the CPE.

WHERE MUST THE CPE BE PLACED IN MY HOUSE?

There are a number of things to consider when choosing where to place the CPE inside your home. The CPE will take up a small space and will be installed against a wall. You will need to consider how you want to connect devices in your home. **Please consider the following:**

CPE

Away from a busy area where it might be knocked or damaged.

Near an accessible power point (The CPE requires a standard South African power source).

In a central place in your home so that signal can be spread evenly.

Near your existing phone or network cabling.

DO I HAVE TO BE THERE FOR THE INSTALLATION?

If you're unable to be present for your installation you can either re-schedule, or ask someone you trust who is over 18 years old to give access to your property. Remember that they'll potentially need to make decisions about the installation for the technician and they will need to be present during the whole installation process. Whoever oversees the installation will have to sign off on the installation once it is complete.

WHAT TO EXPECT ON THE DAY OF INSTALLATION

Check the identity of the installer when they arrive at your door. All installers must be wearing a pink VUMA vest and have a VUMA ID card. The vehicle will either be VUMA branded or have a VUMA accredited installer sticker on it.

First, the installer will need to drill a small hole through your boundary wall to get the fibre cable into your property. He will then assess how best to get the fibre cable to the CPE location in your home.

The CPE device is mounted inside your home and provides space for 8 WI-FI/ WAN ports. You will plug your fibre enabled WI-FI router into the CPE (fibre converter).

In order to get to the location where you want the CPE installed, some furniture may need to be moved around. We will also need to drill some holes in the wall to mount the CPE against the wall. Don't worry, we will clean up afterwards.

GOOD TO KNOWS/ IMPORTANT INFORMATION

- The fibre optic cable will be reticulated along the boundary wall as far as possible, trenching is only allowed in exceptional circumstances where there is no other route possible, to get the fibre into your home.

- We try to avoid trenching and re-paving as our cable has been designed to provide for a quick and easy installation into your home.

- Trenching can be discussed with the installer as we would like to find the best possible route into your home.

- The above is applicable to paving as well. However, should the client require paving to be lifted, it will be at the client's risk. Our installers are not trained pavers and therefore cannot reinstate the paving properly once it has been lifted.

- Sometimes a team might offer to do your installation earlier than the agreed time. You will be contacted beforehand to determine whether it will be possible. You are not obliged to accept an earlier time, but we like to offer this option to our clients should such a scenario happen.

- Please note that should you want the installers to use any type of existing infrastructure like underground conduits, Telkom and intercom infrastructure, the installer can only do so if there is sufficient space in the conduit and if the conduit does not have too many bends. Fibre is made out of glass and too many bends will result in a slower line.

- It is important to note that Vumatel is not a service provider. Vumatel is the infrastructure provider and builds high-speed open access fibre networks over which internet service providers can offer their services in a competitive environment.

- Vumatel employees are unable to recommend Internet Service Providers or their packages. All Internet Service Providers can be viewed on the Vumatel website.

- Vumatel does not provide you with a Wi-Fi router. Vumatel installs a CPE device (fibre converter) which includes 8 Wi-Fi/WAN ports. You will then need to connect a Wi-Fi router to your CPE. Some service providers offer fibre enabled Wi-Fi routers with their packages and it is advisable to confirm this with your service provider of choice. Alternatively, these routers can be purchased from any computer, mobile or technology retailer.

WHAT IF THE INSTALLER DAMAGES MY PROPERTY?

The installer has an obligation to take appropriate care during the installation. In the unlikely event that the installer damages your property, you can contact a senior manager at VUMA to come and assess the damage. The installers know that all damages must be reported immediately, however you are welcome to report any damages directly via installation.managers@vumatel.co.za. Please include your full address and photos where possible.

HOW LONG WILL IT TAKE?

An installation can take anything between 1 to 4 hours depending on the complexity of getting the fibre cable from the boundary wall to where you want the CPE to be located.

CONNECTING THE CPE AND SELECTING THE SERVICE

Once the CPE has been installed, you will need to plug your computer into the CPE with a LAN cable. A customer shopfront will show up on your screen, and you will be able to select a package from your chosen Internet Service Provider (ISP). Please be advised that VUMA does not provide a fibre enabled WI-FI router, please contact your chosen Internet Service Provider to find out if they provide a WI-FI router in the package you have chosen. If they do not, these routers can be purchased from any computer, mobile or technology retailer.

IN-HOME INSTALLATION FAQ'S

IS THE CPE WIFI ENABLED?

No, the CPE is not Wifi enabled. You will need to **plug in your existing router into the CPE** to create your local wireless network for your home. You can also plug devices like your TV and Phone directly into the CPE.

WHAT ABOUT MY EXISTING TELEPHONE INTERNET SERVICES?

The installation of the VUMA CPE should not affect or interrupt your existing services. However remember that VUMA Fibre offers all digital services (Data, Voice, IPTV) at significantly faster connection speeds.

CAN I PORT MY EXISTING PHONE NUMBER?

Yes you can transfer your existing telephone number to your new provider that makes use of the VUMA fibre network. You will need to discuss this with your new service provider. VUMA is not involved with the process of porting telephone numbers.

CHECK LIST FOR IN-HOME INSTALLATION

- ☐ **Boundary box installed** – My wall box has been installed by VUMA.

- ☐ **Authorisation** – I have arranged for someone older than 18 years to be present.

- ☐ **Consent** – I have consent for the installation from landlord (if required).

- ☐ **Understand** – I acknowledge that the installation can take up to 4 hours.

- ☐ **Consideration** – I know where I would like the CPE to be installed.

GET CONNECTED!

www.vumatel.co.za

info@vumatel.co.za

086 100 8862