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 VUMA 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 R1710 (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:**

- Near an accessible power point (The CPE requires a standard South African power source)
- Away from a busy area where it might be knocked or damaged
- 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.
On the day of installation

Check the identity of the installer when they arrive at your door.

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 in your home.

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.

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.

How long will it take?

An installation can take anything between 2 – 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. A customer portal will show up on your screen, and you will be able to select the service from your desired service provider. Your service will be provisioned a few minutes later.
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!

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