

Vumatel

1 Petunia Street,
Bryanston, Gauteng,
2191

086 100 8862

info@vumatel.co.za

www.vumatel.co.za

Vumatel Installation Standards

A standard Vumatel fibre installation costs R1725. This invoice is payable to the ISP by the end-user.

This price includes the following:

1. The CPE/ONT (please note that this is part of Vumatel's network and should not be removed once installed. It cannot be moved to another property.)
2. Up to 75m of fibre cable from the connection point (Wallbox, 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 tar)
5. Up to 5m of trenching at 150mm to 300mm depth of paving (excluding tiles and tar)
6. Mounting of the CPE/ONT onto an internal wall with screws and masonry plugs
7. A slack box for excess fibre (of minimum 1m)
8. Proper clean up of the work and the re-sealing of drilled holes using Polyfilla or an appropriate sealant. (Excluding any paint work)

Additional notes regarding the installation:

- Any additional trenching required by the resident can be arranged with the contractor at an extra cost of R100 per metre, or the resident may arrange the trenching and reinstatement to be done themselves at their own cost.
- The installation cost does not include the trenching or reinstatement of tar, specialised tiles and specialised concrete. In such cases, the resident must arrange for the trenching and reinstatement to be done themselves and at their own cost.
- Where fibre can be easily damaged (for example, by pets), it must be placed in a conduit.

The following is excluded from the installation and/or is not supplied:

1. 2-pin power adapter (and lead if required) for the CPE/ONT power source
2. Trunking
3. Painting
4. Connecting and or/set-up of the ISP router, Wi-Fi router and any other connected devices

Company Registration No:

2014/138808/07

Trading as:

VUMA

Directors:

BT Molebatsi, ZN Kubukeli, AD Schoeman, JCR Pretorius, DZ Mare, G Iovino, JJ Viljoen & RJ Tunstall

The following is the responsibility of the end-user:

1. The end-user is responsible for gaining permission from his/her landlord or body corporate to have the installation done, if necessary.
2. The end-user is responsible for moving any furniture that may be in the way of their chosen cabling route.
3. The end-user is responsible for choosing a suitable location for the ONT/CPE in their home. The ONT/CPE should be installed near a power source and in central part of the home.
4. The end-user is responsible for signing off on the completed installation, and thus confirming that they are satisfied with the quality of the work. The end-user must ensure that he/she or a suitable delegation of authority is available to do so.
5. The end-user is responsible for ensuring the integrity of the fibre line after the installation has been signed off. Should the fibre line or equipment be damaged by the end-user (eg. a dog chews the cable, damaged during home renovation etc.) Vumatel reserves the right to charge the end-user a re-installation fee, per clause 9.2 of the installation terms and conditions.

Re-installation Fee and Standards

Vumatel reserves the right to charge customers a re-installation fee of R1725.

1. A re-installation is done when a Vumatel maintenance technician is unable to make a permanent repair to a broken fibre line inside the home and/or premises of the end user (between the wall box and CPE). This is only applicable to an existing installation and requires an installation team to redo the installation into the customer's home.
2. A re-installation is also required in the event that a customer requests to have their CPE/ONT moved to a new location inside the home or any additional installation requirements that were not part of the initial installation sign off.
3. A re-installation fee is standard practice within the FTTH industry and the right to charge a subscriber has always been covered within the Vumatel line rental T&Cs, specifically referred to in clause 9.2.
4. A re-installation event can only take place when allocated by the Vumatel regional installation department and will be tracked as a re-installation ticket in Quickbase.
5. A re-installation can only be allocated to and completed by a Vumatel accredited installation partner.
6. The fee is fixed at R1 725 per re-installation inclusive of labour and any material used. There may be no additional charge by the installation partner to the customer.
7. The re-installation fee is payable directly to the accredited Vumatel installation partner.
8. The 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.