



Fibre installation

Ready to get connected, but aren't sure where to start? Here's everything you need to know before having fibre-to-the-home installed.

Ready?



Fibre installation FAQ

How can I find out if my area has Fibre coverage?

To find out if your area has Vodacom Fibre coverage, you can either visit our [site](#) or contact customer care on 082 1904.

How long does it take for my Vodacom Fibre service to be activated?

Your service installation is subject to a build schedule. If the Vodacom Fibre network has been built in your area, the Vodacom Fibre service will immediately be available after the installation has been completed. Please contact customer care on 082 1904 for more information regarding your order.

What is the benefit of Vodacom Fibre Broadband over conventional ADSL Internet access?

As ADSL uses copper-based infrastructure it is susceptible to theft, corrosion, attenuation and climate impacts leading to degradation of service. Vodacom Fibre Broadband uses fibre optic technology to deliver high-speed data transmission speeds, which is less susceptible to damage and degradation of service. This means it is faster, more stable and robust enough to provide a more reliable service.

Will there be any damage to my home during installation?

Vodacom installation contractors will contact you prior to installation for a site survey. During this visit, the site survey plan will be drawn and the details of installation, including any drilling, trenching and wiring required will be discussed with you. This is an interactive process where you can indicate your preferences. Once you agree to the document, a separate appointment is made for the installation.

Can I take my Vodacom Fibre Broadband service with me if I relocate?

Service relocations will be allowed subject to the feasibility of whether Vodacom can provide the same service at the location you are moving to. However, you will incur any additional costs relating to the provision of the service at the new location. Please note that if the relocation is to an area without a Vodacom Fibre service, then your current contract will be cancelled without any penalty and you can log an expression of interest for your new location.

What if my equipment is faulty?

Should you experience difficulties with your equipment, please contact customer care on 082 1904 for our agents to assist you.

Where can I log a service request?

Please contact customer care on 082 1904 to log a service request.

What are your customer care call centre hours?

Our customer care call centre operates 24 hours a day, 7 days a week.



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