

Business Internet FAQs - Website

FREQUENTLY ASKED QUESTIONS

Q	What is Business Internet Fibre?
A	Business Internet Fibre (Business Internet Fibre) uses Gigabit Passive Optical Fibre (GPON) technology, which provides high-speed Internet access through scalable fibre connectivity whether you are a small start-up business or a larger SMME with higher bandwidth requirements. We offer a range of symmetrical (upload=download) and asymmetrical (upload = half of the download) bandwidths, at a faster line speed.
Q	Why is Fibre preferred over Copper?
A	Fibre can carry high-bandwidth signals for longer distances and also not susceptible to theft as copper.
Q	Why should I get Business Internet Fibre?
A	<p>Business Internet Fibre is:</p> <ul style="list-style-type: none"> • Super-fast: Enjoy speeds up to 200Mbps • Flexible: We offer a choice of multiple service plans and full installation. A broadband router is installed behind the Optical Termination Unit on the customer premises equipment. • Reliable: Fibre optic networks are secure, always available and not susceptible to cable theft. • Quick deployment: Once the office park is connected, connecting or upgrading tenants is fast compared to copper based broadband access services. • Convenience: We offer a true one stop shop from provisioning of the fibre infrastructure in the office parks, precincts and malls to installing the Broadband router at the customer premises.
Q	Selecting Business Internet Fibre services
A	<p>Customers can choose between Uncapped (Lite) and Premium service offerings depending on their business needs, through Vodacom Self-Build Network; and the 3rd Party Network Providers.</p> <ul style="list-style-type: none"> • Business Internet Fibre Uncapped (Lite) - targeted at smaller SME's, offers data bundles allowing you to choose a suitable asymmetrical or symmetrical capped and uncapped

	<p>bundle for your business at a very competitive price.</p> <ul style="list-style-type: none"> • Business Internet Fibre Premium - targeted at SME's to Large Enterprises, offers a variety of high speed symmetrical bandwidth with uncapped internet accounts allowing you scalability, making provision for all your business needs be it Office 365, Conference Connect and additional Voice and Hosting services. 				
Q	Business Internet Fibre: Landlords and Property developers				
A	Vodacom is rolling out fibre infrastructure and has also partnered with 3 rd party provider networks, targeting business parks, office parks and malls. Tenants or customers within these dedicated high density business developments will be able to apply for Business Internet Fibre.				
Q	Business Internet Fibre through 3rd Party Provider Networks (Bitstream)				
A	<p>Vodacom has partnered with the following 3rd Party Network Providers to provide or lease their network infrastructure through which Vodacom offers Fibre services as an Internet Service Provider (ISP). Customers can choose between Business Internet Fibre Uncapped (Lite) and Premium services plans.</p> <table border="1" data-bbox="360 965 1332 1021"> <thead> <tr> <th>Premium</th> <th>Uncapped (Lite)</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> • Century City Connect • Frogfoot • LinkAfrica • MetroFibre Networx • Openfibre • Octotel • Waterfall Access Networks (WAN) • Openserve • Dark Fibre Africa • Clear Access • Vumatel </td> <td> <ul style="list-style-type: none"> • Openserve • Frogfoot </td> </tr> </tbody> </table> <p>Please note: Vodacom Fibre service can only be provided where there is a 3rd Party Network Provider presence that has partnered with Vodacom.</p>	Premium	Uncapped (Lite)	<ul style="list-style-type: none"> • Century City Connect • Frogfoot • LinkAfrica • MetroFibre Networx • Openfibre • Octotel • Waterfall Access Networks (WAN) • Openserve • Dark Fibre Africa • Clear Access • Vumatel 	<ul style="list-style-type: none"> • Openserve • Frogfoot
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Q	Business Internet Fibre service installation																					
A	Business Internet Fibre services are fully installed by our provisioning engineers and each service is offered with a versatile broadband router offering Ethernet, USB and telephony ports as well as being Wireless LAN enabled. Customers are charged a once-off installation fee and cost vary per network provider.																					
Q	What is the difference between Business Internet Fibre Uncapped (Lite) and Premium																					
A	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 33%;">Features & Benefits</th> <th style="width: 33%;">Uncapped (Lite) Plans</th> <th style="width: 33%;">Premium Plans</th> </tr> </thead> <tbody> <tr> <td>Target Market</td> <td>SME/Medium/Large</td> <td>SME/Medium/Large</td> </tr> <tr> <td>Contention Ratio</td> <td>20:01</td> <td>10:01</td> </tr> <tr> <td>Up & Download Ratio</td> <td>Symmetrical (upload = download speed)</td> <td>Symmetrical (upload = download speed)</td> </tr> <tr> <td>IP Addressing</td> <td>Dynamic Address</td> <td>1 or 5 Static Address</td> </tr> <tr> <td>Optional Add-Ons</td> <td>- Basic IP Talk voice services as optional - Interim and Backup access (LTE)</td> <td>- Basic IP Talk voice services as optional - Interim and Backup access (LTE)</td> </tr> <tr> <td>Contract Terms</td> <td>12, 24 & 36 Months</td> <td>12, 24 & 36 months</td> </tr> </tbody> </table>	Features & Benefits	Uncapped (Lite) Plans	Premium Plans	Target Market	SME/Medium/Large	SME/Medium/Large	Contention Ratio	20:01	10:01	Up & Download Ratio	Symmetrical (upload = download speed)	Symmetrical (upload = download speed)	IP Addressing	Dynamic Address	1 or 5 Static Address	Optional Add-Ons	- Basic IP Talk voice services as optional - Interim and Backup access (LTE)	- Basic IP Talk voice services as optional - Interim and Backup access (LTE)	Contract Terms	12, 24 & 36 Months	12, 24 & 36 months
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Q	How much does Business Internet Fibre service plans cost?																					
A	Please visit our Vodacom Business website: www.vodacombusiness.co.za , for the latest pricing information.																					
Q	What is the minimum upload and download speeds?																					
A	Please refer to www.vodacombusiness.co.za website the minimum upload and download speeds information.																					
Q	How do I subscribe for a Business Internet Fibre service?																					
A	Please visit our Vodacom Business website: www.vodacombusiness.co.za or contact your nearest Vodacom Account Manager.																					
Q	What hardware will I receive with the Business Internet Fibre service?																					
A	Business Internet Fibre Uncapped (Lite) and Premium comes standard with TP Link MR600 broadband router and optional Huawei AR617 router if the customer requires a more concurrent Wi-Fi sessions. Please refer to the table below for broadband connect router comparison:																					

	Broadband Router	TP Link MR600	Huawei AR617
	Bandwidth Throughput	Up to 200Mbps	Up to 200Mbps
	Concurrent Wi-Fi Sessions	Up to 32	Up to 100
	IP Addressing	1 or 5 Static IP	1 or 5 Static IP
	Ports	3 LAN ports and 1 WAN/LAN port.	LAN (GE0 to GE3) GE combo interface indicator (GE4) – WAN FXS0 to FXS1
Q	Business Internet Fibre Value Added Services/Products		
A	<ul style="list-style-type: none"> • IP Talk Voice offering cost savings on your monthly account and FREE on-net calling from one Vodacom IP-Talk connected site to another. Voice calls are billed monthly in arrears as per the prevailing low Vodacom's VoIP rate card • Interim LTE Access offers customers immediate internet access while they wait for their fibre installation to be completed. • Backup LTE Access which allows for uninterrupted internet connection service by switching from Business Internet Fibre to Business Internet LTE in instances where fibre might fail to connect. 		
Q	Does the service offer any committed internet speeds for both Local and international traffic routing?		
A	<p>Business Internet Fibre is a broadband service. We guarantee minimum access speeds (at full contention).</p> <p>Please note: This is for the last mile access between the customer's Optic Network Termination point and the core network. The internet speeds are on a best effort basis depending on the contention and location of the targeted server. Unfortunately we do not have control over the broadband internet speeds.</p>		
Q	How does connecting to the broadband router through Wireless LAN affect my speed and throughput?		
A	<p>Vodacom will install the Business Internet Fibre service by providing a Broadband router to which customers can connect over Ethernet or via the Wireless LAN interface. The Ethernet and Wireless LAN interface on the router will be demonstrated as being operational upon provisioning. The broadband service is best effort due to the contended nature of broadband and Vodacom further does not provide any guarantee throughput over the WiLAN interface as we do not have control over numerous factors that influence the Wireless throughput between the router and the end device whether it is a mobile device, computer, CCTV camera as it is impacted by the capabilities of the end user device as well as various physical factors described below;</p> <ul style="list-style-type: none"> • The construction of the building where the devices are housed 		

	<ul style="list-style-type: none"> • Location of the router in relation to the end-user device, router could be on a different floor to the end user device connecting to the router on the WiLAN interface. • The distance between the router and the end user device. • Doubling the distance between router and end device drops the throughput to one-third of its original value. If you are connecting to the router at distances exceeding 30meters the deployment of a wireless repeater is advised. • Objects filled with water also acts as a blockade (fish tanks, radiators) as well as metal objects (flower pots, sculptures). • The number of simultaneous connections over the wireless interface also degrades the throughput. • Interference in the 2.4Ghz and 5Ghz bands also play a role as most Wireless devices operate in those bands. • The maximum speed that one can expect from an 802.11 wireless device is between 30% - 40% of the contended, best effort access bandwidth. <p>It is for these reasons that the WiLAN connectivity should never be used as the primary interface.</p>
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Business Internet FIBRE INTERIM AND BACKUP

<u>FREQUENTLY ASKED QUESTIONS</u>	
BROADBAND CONNECT FIBRE INTERIM ACCESS (LTE)	
Q	What is Vodacom Business Internet Fibre Interim Access (LTE)?
A	<p>Vodacom Business Internet Fibre Interim offers customers immediate internet access while they wait for their fibre installation to be completed.</p> <p>Interim Access LTE is available on all Business Internet Fibre plans through Vodacom and 3rd Party provider networks.</p>
Q	Do I qualify to purchase the Vodacom Business Internet Fibre Interim Access (LTE)?
A	<p>Vodacom Business Internet Fibre Interim Access (LTE) will be made available to all customers who have an approved Vodacom Business Internet Fibre order that cannot be fulfilled within 30 days from the date of approval.</p> <p>Please note: The Vodacom Business Internet Fibre Interim Access (LTE) will only be offered to customers residing in an area where LTE and Fibre coverage has been confirmed.</p>
Q	What is the contract term for Business Internet Fibre Interim Access (LTE) solution?
A	Interim Access LTE plans are only offered on a month-to-month contract term.
Q	Does 1 or 5 static IP Addresses work on Business Internet Fibre Interim Access (LTE)?

A	Business Internet Fibre Interim LTE will only connect using Dynamic IP addresses.				
Q	Can I purchase additional once-off data bundles if I exceed my monthly data allocation?				
A	Yes, once-off data bundles can be purchased by contacting 082 1940, FREE from your Vodacom number.				
Q	What hardware will I receive?				
A	<p>When you purchase the Vodacom Business Internet Fibre Interim Access (LTE) plan with the Backup solution, you will receive the following hardware, depending on the broadband router you opted for.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">TP Link MR600</th> <th style="text-align: center;">Huawei AR617</th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> • Has an integrated SIM slot • Vodacom SIM card </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> • Has an integrated SIM slot • Vodacom SIM card </td> </tr> </tbody> </table>	TP Link MR600	Huawei AR617	<ul style="list-style-type: none"> • Has an integrated SIM slot • Vodacom SIM card 	<ul style="list-style-type: none"> • Has an integrated SIM slot • Vodacom SIM card
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Q	What happens to the hardware once I have fibre installed?				
A	If taken with the backup solution, all hardware will be carried over to the backup solution. The router will be used for the fibre service as well.				
Q.	Where can I get Vodacom Business Internet Fibre Interim Access (LTE)?				
A	To get the Vodacom Business Internet Fibre Interim Access (LTE) service contact your nearest Vodacom Account Manager.				
BROADBAND CONNECT FIBRE BACKUP					
Q	What is the Business Internet Fibre Backup?				
A	Business Internet Fibre Backup is an internet access solution which allows for uninterrupted internet connection service by switching from Business Internet Fibre to Business Internet LTE in instances where fibre might fail to connect.				
Q	Do I qualify to purchase the Business Internet Fibre Backup?				
A	Business Internet Fibre Backup will be made available as an optional value-added service to all customers who wish to sign up for any Business Internet Fibre service plan.				
Q	What is the contract term for Vodacom Business Internet Fibre Backup?				
A	The Business Internet Fibre Backup service is available on a 12 month, 24 month, and 36 month contract term.				
Q	Can I purchase additional once-off data bundles if I exceed my monthly data allocation?				
A	Yes, once-off data bundles can be purchased by contacting 082 1940, FREE from your Vodacom number.				
Q	What hardware will I receive?				

A	When you take up a Business Internet Fibre service plan with a Backup solution, the router that was opted for as part of the Fibre solution will be used for the Backup service, with a sim card included.
Q	Where can I get Vodacom Fibre Backup?
A	To get the Vodacom Fibre Interim Access plan you can: <ul style="list-style-type: none">• Dial 082 1940, FREE from your Vodacom number