



Vodacom Self-Build Fibre

Home Installation Appointment Booking Step by StepGuide

Home Installation Appointment Booking Notification

Step 1: You will receive an e-mail with the following subject, “Home Installation Appointment Booking Notification Reminder”. At the bottom of the e-mail there is a “Home Survey and Fibre Installation Schedule” link. You must click on this link to schedule your fibre home drop and survey date and time. The link will re-redirect the customer to the “online” booking portal.

Once your Home Installation appointment has been booked, this is what will happen next:

1. **Home survey:** This will be an assessment, in consultation with yourself, to plan a suitable fibre installation at your home.
2. **Fibre Installation:** This will include the installation of the fibre and router at your home and the activation of your internet service and fibre voice service (if applicable). Once installation is completed, you will be requested to sign a customer acceptance form to confirm whether everything is in order and tested to your satisfaction.

Should you require any further assistance, please feel free to contact Vodacom Customer Care on 082 1904 (Lines open from 06:00 – 22:00 daily).

Regards,

The Vodacom Fibre Team

Links:

Name
Home Survey and Fibre Installation Schedule

Step 2: Customer must click “continue”



Online Process

Dear JOHN SMITH

Reminder for Scheduling Fibre Drop and Site Survey for Order: S0211115-759522

In order for this transaction to be successful, you will need to perform a One Time Pin authentication

[Continue](#)



Ask our community

Vodacom South Africa

Help me

About us

Cellphones

FAQs

Vodacom World

Tablets

Support forums

Vodacom Millionaires

Routers

Tech support

Investors

SIM cards

Find a store

Media

Step 3: The customer will receive a OTP (One Time Pin) via SMS, Please type in the OTP code and click Submit

Please note the OTP is only valid for 2min, hence please enter it the moment you receive it



Process: Order Activity Calendar / OTP

One Time Pin Authentication

Please enter the One Time PIN you received

Your One Time PIN has been sent to: ***** 3225

You can also send the One Time PIN to the email address: sal**@vfi *****.co.za

PIN:

Resend OTP to SMS

Send OTP to eMail

Cancel

Previous

Submit

Step 4: Please verify your contact information and click submit

Process: Order Activity Calendar / Contact Details

Your Contact

Contact Details

First Name *

JOHN

Last Name *

SMITH

Email Address *

sales@vfibre.co.za

Re-Enter Email Address *

sales@vfibre.co.za

Cellular Phone # (Format +27 followed by number) *

82 789 3225

Re-Enter Cellular Phone # (Format +27 followed by number) *

82 789 3225

ID Details

ID Type *

ID Number

ID Country *

South Africa

ID/Passport Number *

0001015120080

ID Expiration Date

Gender

Male

Date of Birth

Cancel

Previous

Submit

Should the online booking link not work, please email us sales@vfibre.co.za so we can request the scheduling team to contact you

Step 5: Click on the red Book Appointment button

Process: Order Activity Calendar / Scheduling

Order Appointment Scheduling

Dear JOHN SMITH

We are now ready to install your Service.

In order to commence with installation, we require you to please schedule the below appointments.

Should you have any queries please contact us on 0827893199 quoting your Sales Order Number SO211115-759522

Please note that this appointment needs to be confirmed. You will receive a confirmation email indicating your time.

Please follow the below instructions to select your Fibre Installation appointment:

- 1.1 Click on the **Book Appointment** button.
- 1.2 Select your **date** and **time** from the list of available dates and times.
- 1.3 Click on the **Confirm** button.

Important: your selected Date and Time will automatically populate on the screen below.

- 2 Click on the **Continue** button.

Home Installation

Book Appointment

Date:

Time:

Cancel Previous

Continue

Step 6: Tip: Click and drag the pop-up window to the right to expand the window, this will show the next available date and time.

Select the date and time from the list of available times (the date and time will be highlighted in blue) then click on the confirm button

Planned Start	Planned End
20/11/2021 09:00:00	20/11/2021 13:00:00
20/11/2021 13:00:00	20/11/2021 17:00:00
22/11/2021 13:00:00	22/11/2021 17:00:00
23/11/2021 09:00:00	23/11/2021 13:00:00
23/11/2021 13:00:00	23/11/2021 17:00:00
24/11/2021 09:00:00	24/11/2021 13:00:00
24/11/2021 13:00:00	24/11/2021 17:00:00
25/11/2021 09:00:00	25/11/2021 13:00:00
25/11/2021 13:00:00	25/11/2021 17:00:00
26/11/2021 09:00:00	26/11/2021 13:00:00

Step 7: Click on Continue

Home Installation

Book Appointment

Date: Time:

Cancel


Previous

Continue

Should you have any queries please contact Vodacom on 0827893199 quoting your sales order number

PLEASE NOTE: Your selected appointment date needs to be confirmed. You will receive a confirmation email indicating your time.

Step 8: You will be shown a notification stating, “Please note your appointment(s) are reserved.” The Vodacom Scheduling team will confirm the appointments and will send a confirmation email. Click Finish

 **Please note your appointment(s) are reserved.**

The Vodacom Scheduling team will confirm the appointments and will send a confirmation email.

Should you have any queries please contact us on 0821904.


Cancel

Finish

Step 9: You will receive an e-mail with the following subject “Service Activation Appointment Booking Reservation”

The email also states: “Our service activation team will first need to confirm this reservation. Please be advised that an agent will contact you if there is an issue with your chosen appointment.”

Hence the date and time you selected does NOT confirm your fibre service will be installed on that date and time you selected, only once you receive an notification from Vodacom confirming the booking installation will the date and time be confirmed.



Vodacom Fibre – Service Activation Appointment Booking Reservation

Sales Order #	SO211115-759522
Contact Person	JOHN SMITH
Contact Number	+27827893225
Email Address	sales@vfiibre.co.za

Dear MORNE JORDAAN,

This notification serves to confirm that your service activation appointment has been reserved with the following details.

The address at which the appointment will take place is: **100 Villiera Close, Avalon Estate, Durbanville**

Reservation details:
Reserved Date: 20 November 2021
Reserved Time: 09:00

Our service activation team will first need to confirm this reservation. Please be advised that an agent will contact you if there is an issue with your chosen appointment.

Should you require any further assistance, please feel free to contact Vodacom Customer Care on 082 1904 (Lines open from 06:00 – 22:00 daily).

Regards,

TheVodacom Fibre Team

© 2019 Vodacom (Pty) Ltd. Registered in South Africa | Contact us

Step 10: After the installation is completed, you will receive the below email notification confirming the service activation



Fibre Order {Sales Order #} has been successfully installed.

Sales Order #	SO211116-759255
Solution ID	P21114362444
Customer	JOHN SMITH
Billing Account #	D0005650
Product	Vodacom Fibre Broadband Prepaid Promotion

Dear JOHN SMITH,

Your Vodacom Fibre Prepaid service has been successfully activated and is ready for use. You have been allocated a default 20Mbps speed and uncapped data. The uncapped data will be available for you to use for 30 days, where after you can purchase other uncapped data bundles.

The process to buy an uncapped data bundle is as follows:

- Call Vodacom Fibre customer care on 082 1904 and request a Top Up bundle purchase
- An email with a URL link will be sent to you
- Open the email, click the link and follow the instructions to select a Top Up data bundle and pay for it

The uncapped data bundles have a validity of 30 days, do not have any out-of-bundle rates and therefore there is no possible bill shock.

Please visit Vodacom.co.za/fibre for product information, FAQs and applicable T&Cs. The Vodacom Fibre customer care business hours are from 06:00 to 22:00 daily. Please have your Solution ID ready when you need customer care assistance.

Regards,

Terms and conditions:

The Vodacom Fibre Prepaid Terms and Conditions are subject to Vodacom Fibre General Terms and Conditions and are available on the following link

<https://www.vodacom.co.za/vodacom/terms/fibre/vodacom-fibre>

****End of Document****