



Open Access Fibre To The Home Network

YOUR FIBRE JOURNEY : Installation to the home FAQ

Octotel Fibre Frequently Asked Questions

Getting Your Fibre Installed

How long will my installation take?

Installation takes, on average, 2-3 hours.

I'm renting my home, do I need landlord approval before getting fibre?

Because the installation process may require additional wiring, and drilling through walls, we advise that you get the permission of the property owner for these eventualities before placing your fibre order.

Should I cancel my existing internet service prior to the Octotel installation?

We do not recommend cancelling your existing internet service until you are live and connected to our network. We do not wish for you to sit without internet during the transition to our fibre. We, unfortunately, cannot be held liable for any costs you may incur whilst you await activation of the Octotel fibre.

Do I need to be there during the installation?

Yes, we strongly encourage it. We understand, however, that this is not always possible. In such cases, we require that you have person(s) aged 18 years and older present for the duration of the installation.

Kindly note that in doing so you authorise them to make decisions on your behalf regarding the installation. They will also have authority to sign off the technicians' job card at the end of the installation in your stead. Please DO NOT sign the job card if you are dissatisfied with any aspect of the installation. If you are dissatisfied, request that the technicians contact their supervisor and discuss any concerns you may have with him/her before the team leaves your premises. Of importance to note is that a reinstallation fee will apply if after the installation, you require the equipment to be moved.

Where should my fibre be terminated, and where should the fibre devices go?

Our technicians install an ONT (Optical Network Terminal) and ATB (Access Termination Box) in your home on the day of installation. Both the ONT and ATB are white in colour, and approximately 10cm x 10cm each. They will be mounted next to each other. We strongly encourage you to have your fibre terminated at a central location in your home - this will ensure your WiFi signal will be as evenly distributed as possible. Please bear in mind that the ONT and router will require access to power (usually 2x2 pin plugs).

What happens if the technicians cause damage to my property?

The installation technicians have a duty of due diligence and care during the installation. In the unlikely and unfortunate event that they damage your property, they have an obligation to immediately contact their supervisor and notify them of this. The supervisor will come through to assess the nature and extent of the damage, and facilitate the required repair work.

My fibre installation is complete, what is next?

Once the PON and INTERNET lights on your ONT are green, your Octotel fibre service is live! It is now the responsibility of your Service Provider to take you through the rest of the way. This could mean delivery of a preconfigured router, or helping you to configure one that you already have.

My installation is done but I am not live yet.

If your installation is complete but your connection is not live please contact our head office on 0214610122 or installations@octotel.co.za for a timeline projection of when activation of your line can be expected. Our installation technicians may not always have this information readily available, and so we recommend that you phone our office instead.

Is the ONT WiFi enabled?

No, the ONT is not WiFi enabled. You will need to plug your router into the ONT to create a local wireless network for your home. Please contact your ISP should you encounter any internet connectivity problems.

What about my existing services?

The installation of the fibre line should not affect or interrupt any of your existing services (copper telephone line, ADSL, security cameras, etc). Electric plugs or existing copper setup will not interfere with the Octotel fibre setup, and vice versa.

Experiencing intermittent or no connectivity?

Your ISP is your sole point of contact for technical support. They will perform first line troubleshooting to determine the source of the problem. Where they determine that the issue lies with Octotel, usually signified by red 'PON' and 'ALM' lights on the white Dasan ONT device that Octotel installed, they will log a support request with our technical support team and we will assign technicians to fix the line and restore the connection.

How will you bill me for my service?

Your Internet Service Provider will bill you for your services and maintain first line support for your connection, please contact them directly for any questions you may have.

Additional Info – how we install your fibre Free-Standing Home Installs

Install Outline:

The installation will involve running a 4mm white fibre from the grey wall box on the boundary of your property, into your home and terminating it at your desired location in the house.

Our teams will always try and utilise the existing piping route into your home. This may involve utilising another service's cable as a draw wire. However, we will aim to insert our cable independently into the conduit. In the case where this is not possible due to blockages, our teams will try the alternative methods that follow.

Install Details:

1. The technician will need to drill a small hole through your boundary wall where the fibre box is situated
2. He/She will then run the fibre cable within a 20 mm white PVC pipe from the wall box up to the entry point of the house.
3. We will then run the 4mm drop cable as unobtrusively through the home and terminate the fibre where you have requested (unless it is physically impossible).

Alternative Installation Methods:

- 🕒 **In grass/soil:** If we need to run fibre across grass or soil, the ground will be trenched to a maximum depth of 150 mm, where a white PVC pipe will be buried.
- 🕒 **Surface mounting:** Typically, utilised when driveways are paved. We will surface mount our PVC pipe to boundary walls, and secure the pipe to the wall using knock-in saddles. If you do not wish to see surface mounted conduit at all, we recommend you have an electrician/builder lay a conduit into your home before the Octotel installation takes place.
- 🕒 **Paving:** Where other methods are not feasible, our teams will lift paving as a last resort. They will only lift paving that is not cemented or grouted down, and up to a maximum length of 5m. The technicians will aim to relay the paving to the best of their ability, but we cannot guarantee that this will be left in the original condition. In the event that you have more than 5m of paving that requires lifting, or your paving is cemented or grouted down, we recommend you have a conduit laid by a builder/electrician prior to the installation.

Alternative Installation Methods:

What happens if the wallbox outside my home needs to be moved?

In the event that the wall box on your boundary has to be moved, we will need to confirm if our wayleave is still valid. If so, the wall box movement can be done within 2-3 weeks. If the wayleave has expired, the process can take up to 8 weeks to be finalised. We always recommend finding an alternative solution to moving the wall box where possible.

Where it is not possible to do the installation without moving the wallbox, the technicians will still be required to do the installation into your home and terminate the fibre in the location the wall box will be moved to. This will avoid further delays once the wall box has been moved.



Apartment and Estate Installs

Install Outline:

We try and make use of existing infrastructure already available on the premises wherever we can.

Install Details:

The technician will run the 4mm fibre cable (usually within existing infrastructure) from the nearest distribution point (grey buddy box or manhole) located on the nearest floor or road to the entrance of your apartment/home.

We will try our best to bring the cable into your apartment/home as unobtrusively as possible and run the cable to where you would like it terminated.

Use of Existing Infrastructure:

In the event that the existing infrastructure in a complex or building is blocked or full, our teams will have to engage with the trustees or building/estate management in order to seek approval for additional infrastructure to be laid. We usually allow for anything up to 6 weeks to get approval and build the infrastructure. It is advisable to speak to your building/estate manager prior to your installation to ascertain what is possible in the event that the existing infrastructure is blocked or full.