

In-home installation manual

Fibre to the Home
(FTTH)



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Who is Century City Connect?

*Employing cutting edge, innovative technology, Century City Connect provides **world-class, open-access Fibre-optic connectivity** propelling Clara Anna Fontein (CAF) into the First World Digital Age.*

*Century City Connect operates a **carrier neutral 'last mile' open-access network** over which a select number of Internet Service Providers (ISPs) offer those living within CAF revolutionary **voice, broadband and multimedia services.***

Because the Fibre-optic backbone is carrier neutral, clients are able to choose which of the accredited ISPs' packages best suit them in terms of voice, broadband and multimedia services, as well as costs.



Ensure your property is Fibre-ready

Before you place an order for Fibre, please ensure that you have allowed for the correct infrastructure as specified in the infrastructure installation manual.



What does the installation entail?

The installation requires pulling a Fibre cable from your Erf's Fibre boundary box through the supplied conduit to the installed wall box in your garage. The Fibre will be terminated (spliced) and tested to verify that it conforms to the Century City Connect standards. The installer will also install the Optical Network Terminator (ONT) as part of your installation. The ONT is similar to a router and will allow you to connect to Internet and telephone services via your preferred ISP. Your ISP will provide you with a separate Internet router.

Call **08611 CONNECT**, or email **caf@centurycityconnect.com** to order your installation.



How will I be notified to arrange the installation?

Our installations department will contact you to book a suitable date and time for installation. Our working hours are Monday to Friday 9:00 to 16:00.



Who is Century City Connect?



Do I need to be present during the installation?

You, or a representative, will need to give the installations team access to get into your garage to install the Fibre. Keep in mind that the Fibre installation will need to be signed off, so we recommend that you yourself are present during the entire installation process.



What happens if my property or any services are damaged during the installation?

This is unlikely. The team will only pull the Fibre cable through existing infrastructure. In the unlikely event this does happen, we will send out the installations manager to assess the damage. If it is found that the damage was caused by the installations team, this will be repaired at our expense.



How long does the installation take?

We estimate the Fibre installation to take 2 to 3 hours, assuming all conduit routes are installed as per specification (refer to infrastructure installation manual) and not blocked or damaged.



Who do I contact with questions or complaints?

Call **08611 CONNECT**, or email us at caf@centurycityconnect.com
One of our representatives is standing by to assist.



In-home installation FAQs



What about DStv?

If ordered, the installer will install a Fibre Termination Unit (FTU) for satellite services. The FTU will only be installed should you require DStv services. The FTU converts the raw DStv signal available on the Fibre to a medium that your decoder understands. The FTU negates the need for a dish.



Do I need to pay extra for the DStv installation?

No, you have already paid for the FTU installation which provides the signal to your home. You will pay MultiChoice directly for your monthly subscription.



How do I select and order an Internet or voice service?

Call **08611 CONNECT**, or email us at info@centurycityconnect.com. We will send you the price list of all the service providers offering services (Internet or voice). You can then choose one that fits your budget and meets your requirements.



Will the service provider I choose provide me with a router?

In most cases, yes. It is best to confirm this with your selected provider before you place the order.



Will the router I receive from the service provider be Wi-Fi enabled?

In most cases, yes. It is best to confirm this with your selected service provider before you place the order. Be aware that the routers supplied by the service provider won't be powerful enough to broadcast the Wi-Fi signal throughout your home. It is recommended that you plan for additional conduits before construction to make sure your home will be covered should you need to install additional Wi-Fi access points. Refer to the infrastructure installation manual if you need assistance with this.



In-home installation FAQs



How much will the installation cost?

I only want to use the Fibre for internet and/or telephone services.

There is a once-off installation fee of R3 999 (incl. VAT). This includes the Fibre installation, ONT and configuration.

I only want to use the Fibre for DStv purposes.

There is a once-off installation fee of R3 399 (incl. VAT). This includes the Fibre installation, FTU and installation.

I want to use the Fibre for Internet, telephone and DStv.

There is a once-off installation fee of R5 699 (incl. VAT). This includes the Fibre installation, ONT, configuration, FTU and installation.

I don't want DStv signal now, but might want it in future.

Should you request the FTU for DStv at a later stage after the Fibre installation has been completed, the FTU will be available at an additional once-off fee of R1 999 (incl. VAT). This includes the equipment, callout fee and labour costs.

I installed Fibre for DStv only, but might want Internet and/or telephone services in future.

Should you request Internet and/or telephone services at a later stage after the DStv Fibre installation has been completed, there will be an additional once-off fee of R2 499 (incl. VAT). This includes the equipment, callout fee and labour of the installations team.



In-home installation FAQs



How much are the monthly fees?

Century City Connect has deployed a carrier neutral open access Fibre-to-the-Premises ('FTTP') network, which means clients will be able to choose which of the accredited Internet Service Providers' (ISPs) packages best suit them in terms of voice, broadband and multimedia services at a cost that suits their budget.

ISPs create their own packages and offer it directly to clients connected to the Fibre network. These packages will vary from ISP to ISP and will range from monthly to contract options.

The list below shows the ISPs currently providing services over the network and who will be able to service residents in CAF. Clients can visit the Century City Connect website or contact ISPs directly by visiting their respective websites to sign up for services.



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CONNECT

www.centurycityconnect.com