



Fibre Support

Home

Bitstream Home Fibre Troubleshooting Guide



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Overview - Vodacom Fibre to the Home “FTTH” Troubleshooting Guide

Dear Vodacom Fibre client, this document explains the steps to follow to troubleshoot your fibre service, and how to contact Vodacom Fibre support (**by calling Vodacom Fibre Support on 0821904**).

This document also explains how to escalate a service request (SR) number to Multi Automation/vFibre (only for clients who signed-up for a Vodacom Fibre service using Multi Automation/vFibre as the Vodacom business partner).

This document is meant to assist you with the 1st line checks, before contacting Vodacom Fibre Support 0821904.

This document explains the limitations of Wi-Fi & how to do an internet speed test. It is important not to confuse Wi-Fi (a radio signal that is broadcast from the router for mobile devices) and Fibre (the way your internet is sent to your home).

Vodacom is only responsible for the fibre internet service up to the Vodacom router. After the router, any devices, WiFi Extenders etc form part of your internal network, it's the client's responsibility to maintain your internal network and to ensure full Wi-Fi coverage throughout your home.

Vodacom **does not** sell the fibre to the home service guaranteeing Wi-Fi coverage in the home. The location of the Vodacom Router in the home will determine what areas are covered with WiFi. Vodacom can only assist with support up to the Vodacom supplied Router.

A broadband service is “best effort”, and unfortunately there are no uptime guarantees or a guaranteed timeline to repair your fibre service should it go down. We recommend familiarising yourself with the Vodacom Fibre Terms and Conditions, you can read it [here](#).

If you work from home, we **strongly** recommend adding the backup LTE internet service. You can add the **40GB Fibre mobile back-up** to your existing Vodacom Home Fibre service for an additional R49pm. [Click here for more info.](#)

Please complete all the [1st line checks](#), before contacting Vodacom Fibre Support

Please Note: The SR reference number is a timestamp, and the support teams look at this and manage the issue with an SLA (service level agreement) in mind. Without an SR reference number your issue will not get attention.

The SR number will start with SR, then the year, then the month and then the day, followed by a dash and 6 random digits. Example: **SR230501-123456**

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1st Line Checks

- **Does the Fibre device (ONT) have electricity?**
Please check that the power light is on.
- **Does the Vodacom Router have electricity?**
Please check that the power light is on.
- **Is the PON light green on the ONT device?**
Should there be no PON (Passive Optical Network) light, or the PON light is red, it most probably means the fibre cable to the fibre device is either damaged or broken. This can either be the fibre cable between the fibre device and the fibre termination box in the home, or the fibre cable from the outside junction box into the home.
- **Check the fibre patch cable** - A fibre cable is normally a thin yellow cable with green connectors on either end of the cable. One end connects to the fibre termination box against the wall and the other end connects to the fibre ONT device. Please check if both ends of the cable are connected securely.
- **Check the network cable between the ONT and the Router.** This network cable connects the Fibre (ONT) device and the Vodacom router. This cable must be connected between the WAN port on the router to the LAN port of the Fibre Device (ONT). Check the network cable and ensure both ends are connected securely.
- **Check the Internet light on the router** - Is the Internet light either solid green or flashing green on the Router? If the Internet light is off, Vodacom would need to do troubleshooting to fix the problem.
- **Is the WiFi light green on the Router?**
If the WiFi light is off, it means the router's WiFi functionality has been disabled. You can re-enable the WiFi feature of the router by pressing and holding the WLAN button on the router. The WiFi/WLAN button can either be on the side, back or bottom of the router.
- **Did you reboot the Fibre ONT device?**
Please switch off the fibre ONT device, wait 5 seconds and then switch it on again.
- **Did you reboot the Vodacom Router?**
Please switch off the Vodacom router, wait 5 seconds and then switch it on again.

If you have completed the above 1st line checks and you are still experiencing a Vodacom Fibre connection problem, kindly contact Vodacom Fibre Support 082 1904

Please take a picture of the MAC address (found on a white sticker underneath your Vodafone router), Vodacom Fibre Support will request the MAC address when you contact them.

Limitations of Wi-Fi

If you are connected to Wi-Fi, please note the further you move away from the router the slower the Wi-Fi (not fibre) will become. Any obstacles (examples include walls, windows or furniture) will reduce/absorb the Wi-Fi signal and reduce the throughput speed.

Visit this website to find out more about how WiFi works: <https://www.vfibre.co.za/hdww>

3 Ways of contacting Vodacom Fibre Support

We recommend logging a Service Request via the MyVodacom App

1. Call 0821904 (option 3 and then again option 3)
2. You can send an email to 0821904@vodacom.co.za
(Please ensure the email is sent from the registered email address you provided when you signed-up for the Vodacom Fibre service)
3. **Download the My Vodacom App** (on your mobile device), follow the registration process and add your fibre service as a product. (Under the My Products tab in the MyVodacom app). Once added go to the Settings Tab and press on “Service Request”, follow the steps to log a new Service Request with Vodacom Fibre Support.

If you phone Vodacom Fibre Support, kindly mention you have completed the 1st line checks and provide them with your MAC address of your Vodacom Fibre Router.

Should you wish to rather send an email to Vodacom Fibre Support (0821904@vodacom.co.za) the email must have the following details:

Email subject: Must contain either of the following headers followed by the Vodacom account number.

- FTTH Billing or
- FTTH Technical Support

Email body must contain:

- The Name of the client who’s fibre service this is (as per the invoice you receive from Vodacom monthly)
- Contact number (and alternative contact number)
- Email address
- Your Fibre Solution ID (found on your Vodacom invoice)
- Router’s MAC address
- Detailed description of the issue being experienced.
- If this is speed/performance related problem, please attach 3 different speed test results (Please allow for a 15min gap between each speed test). Please visit <http://iperfco.vodasecure.co.za/> to measure the speed of your Vodacom Fibre service.
- If this is billing related, please attach the Vodacom invoice and statement in question.

If you sent an email to 0821904@vodacom.co.za, you shall receive an automatic reply from Vodacom 0821904@vodacom.co.za with “Vodacom: Service request SRXXXXXX-XXXXXX created” in the subject of the email. The SR number will start with SR, then the year, then the month and then the day, followed by a dash and 6 random digits. Example: **SR230501-123456**

Please ensure you DO NOT cc in anyone else into the email to 0821904@vodacom.co.za otherwise the email will not reach Vodacom. If you **do not** receive an automated email with an SR number back from 0821904@vodacom.co.za, the email was **not** successfully logged with Vodacom Fibre Support. Please ensure only 0821904@vodacom.co.za is in the **to** field of your email.

Please Note: The SR reference number is a timestamp, and the support teams look at this and manage the issue with an SLA (service level agreement) in mind. Without an SR reference number your issue will not get attention.

My internet is slow!

How to do a Speed Test

The Vodacom Fibre speed you signed-up for can be measured at the router (**by connecting a network cable to the router's LAN port and to a compatible PC/Laptop's LAN port**), then visit the following speed test website: <http://iperfcfo.vodasecure.co.za/>, thereafter click on start.

If you have a fibre connection faster than 100Mbps, you need to ensure your computer's network port is 1Gbps or faster. If your computer's network port is only 100Mbps, your computer (not the Vodacom fibre service), cannot achieve a speed faster than 100Mbps. The Vodacom router's network port is 1Gbps.

Please ensure you disable the router's Wi-Fi (press and hold the WLAN/WiFi button) and disconnect all other LAN cables from the router before doing the speed test (**please remember to re-enable the Wi-Fi after doing the speed test**).

It is not advisable to test your fibre internet connection's speed via Wi-Fi since Wi-Fi is susceptible to interference, and not an accurate representation of your fibre connection's speed. It is always recommended to connect static devices (like TV's, computers and video game consoles) to the Vodacom router permanently using a network cable. Wireless portable devices can be connected via WiFi.

Other Fibre internet problems

If some of your devices experience "buffering" for certain websites, it would be best to first check with your streaming provider and thereafter contact Vodacom Fibre support and log an advanced ticket (Service Request – "SR"). This will allow Vodacom 2nd line Support to do an in-depth investigation as to what might be the cause. Please refer to [this section](#) to log a service request.

Why don't I have Wi-Fi coverage in certain areas of my house?

The Vodacom router in your house **does** create a Wi-Fi network, **however** the Wi-Fi coverage of a router is limited (about 100m² around the router), if your home is larger than roughly 100m² you would need to install either a WiFi mesh system or install WiFi access points throughout your home.

Vodacom is currently running a WiFi beacon promotion, where each WiFi Beacon costs R799. The first beacon will connect directly to your router using a network cable and will effectively act as the "Main WiFi beacon". Additional Nokia WiFi Nokia Beacons will connect wirelessly to the main beacon and only require electricity. More than one Nokia Beacon will create a WiFi Mesh. It's recommended to have 1 Nokia WiFi Beacon per 100m².

Please disable your router's WiFi functionality after setting up the Nokia beacon (hold the WLAN button for 5 seconds).

The Nokia WiFi Beacons are sold as self-install and are sent via RAM couriers to your address. Vodacom created self-install videos to assist you with the setup thereof, those videos can be found here: <https://www.multiautomation.com/mail/FTTH/videos/>

Alternatively, you would have to appoint a professional IT company to install WiFi access points throughout your home to achieve full WiFi coverage in/around the house. We recommend using Ubiquiti Wi-Fi Access points. (See more info here: <https://store.ui.com/products/unifi-ap-6-lite>).

If you want assistance with WiFi coverage in and around your house, please complete this Wi-Fi Coverage Questionnaire: <https://forms.office.com/r/1F3yJu0Q86> and someone will contact you for a quotation.

Home Fibre/Router Equipment

Fibre “ONT” (Optical Node Terminal)

The Vodacom Router connects to the Fibre ONT. **Your Fibre Network Operator “FNO” (The company that owns the fibre network) installed and owns the ONT device.** The ONT device is linked to the address where it was installed and must not be removed from that address.

Your FNO’s ONT device might look different to the example below.

Nokia G-010G-Q – ONT


(Optical Network Terminal)




The Nokia 7368 Intelligent Services Access Manager (ISAM) Optical Network Terminal (ONT) G-010G-Q is the answer for networking delivered by Gigabit Passive Optical Network (GPON).

It is designed to connect individual users to the network for ultra-broadband services with gigabit speed.




Power

 Green solid	Power on.
 Off	Power off.




Alarm

 Red solid	Loss of signal.
 Off	Normal.

PON

 Off	GPON is down or no link connected.
 Green flashing	ONT ranging and synchronising, not yet authenticated.
 Green solid	GPON synchronised, authenticated, normal.

LAN

 Off	Ethernet not connected (or no cable, or no powered device connected to LAN port).
 Green solid	Link detected.
 Green flashing	Data activity present (traffic in either direction).

- Using a network cable, connect the one side to the GE/LAN port of the ONT device and the other side to the WAN (blue) port of the Vodacom Router
- The ONT’s power supply should be connected to the power port/wall socket and the ONT device must be switched on at the electrical socket.
- Please ensure the ON/OFF button is pressed in (on position)
- Check the fibre cable and ensure its connected securely (both at the fibre termination box and the fibre ONT device).

Vodacom “Router” – (Vodafone H500-S)

This Router connects to the Fibre ONT device using the supplied network cable.



- The Vodafone H500-S router must be connected to the Fibre ONT device using a network cable. Please connect one end of the network cable to the WAN (blue) port on the Vodafone router and the other end of the cable to the GE/LAN port on the ONT device.
- The Power, Internet, & WiFi lights should be green (The internet light might be flashing, that is normal)

WiFi login details:

To connect to the router’s WiFi network, please look underneath the H500-S router (white sticker)

- WiFi name (2.4GHz) – 2.4GHz WiFi spectrum, better range
- WiFi name (5GHz) – 5GHz WiFi spectrum, faster throughput, however less range/coverage.
- WiFi Password: Please use this password to connect to the WiFi network.
- Router menu URL: This is how to login to the router from a web browser on your computer.
- User name: Web Portal login name for the router
- Router Password: Web Portal password to access the router’s settings.

How to change your WiFi name (SSID) and WiFi Password:

- Download the MyVodacom app on your mobile phone
- Go to the My Products Tab and press on the + button (bottom right)
- Select “Add your Fibre”
- Enter your ID number and follow the instructions
- Ensure your fibre service is selected under the My Products tab
- Press on My Account
- Select Manage Fibre
- Press on the Edit button under the Router settings section
- Select WiFi Settings
- Set your new WiFi Name & WiFi Password
- Press on Save changes

Fibre Mobile back-up

Since all broadband services are “best effort”, and unfortunately there is no uptime guarantee or guaranteed timeline to repair your fibre service should it go down. We highly recommend having the Vodacom backup LTE internet service. This gives you peace of mind, especially those of you who work from home!

You can add the 40GB Fibre mobile back-up to your existing Vodacom Home Fibre service for an additional R49pm. Please contact sales@vfibre.co.za to request the 40GB LTE fibre mobile back-up to be added to your existing fibre service.

The LTE SIM card is inserted into the LTE dongle (as seen below) and the LTE dongle connects to the USB port of your Vodacom router. The 40GB LTE backup service gives your router an additional way to connect to the internet (instead of just via the fibre ONT device). If you add the Vodacom Fibre Mobile back-up to your existing fibre service, Vodacom will send the LTE SIM card and USB dongle to your address via RAM couriers.

The LTE SIM card is inserted into the USB dongle (as seen below)



The USB dongle is inserted into the router’s USB port (as seen above)

- Please ensure you remove the network cable which connects the Router to the ONT device, unplug the cable from the router’s WAN port.
- Once the router cannot connect via the WAN interface, the router will automatically connect to the internet via the LTE dongle and SIM card.
- The light on the LTE dongle should turn solid blue/purple, if the light is flashing green, you have inserted the SIM card incorrectly, please check the SIM card.
- The internet light on the router should be green/flashing green.
- The speed via LTE will be slower than your fibre service, this is normal as the LTE dongle connects to the nearest Vodacom mobile tower for internet connectivity.
- The mobile signal strength will greatly affect the speed of your router’s LTE back-up service. Try moving the router to a window to receive faster speed via LTE.
- You can connect to the router’s WiFi network to access the internet as normal.
- **Please contact Vodacom Fibre Support 0821904** should the light on the LTE dongle **not** turn solid blue/purple or the internet light on the router does **not** be green/flash green.

Fibre Relocations

Did you know you can request an indoor or outdoor transfer/fibre relocation?

An indoor transfer/relocation can be logged with Vodacom Fibre support 0821904 to have a qualified Vodacom technician move the fibre termination point to another location in your home.

Should you relocate to another address, an outdoor transfer/relocation can be logged by downloading this relocation form [here](#) and sending it to FTTHRelocations@vfibre.co.za. You can relocate your fibre service to any address within South Africa and **within your existing contract term!** (If there is fibre coverage at the new address).

The monthly fibre subscription at the new address may differ, as pricing is dependent on who the fibre network operator (FNO/Owner) of the fibre network is at the address where you are moving to. Once we receive your completed fibre relocation form, we will send you a quotation to sign. **PLEASE NOTE:** The turn-around time for a fibre relocation is 30 days, so please submit your completed relocation document at-least 30 days before you are relocating.

Billing

Vodacom's billing is always in arrears. Vodacom will send the invoice to you via email on the 5th of every month, and the amount as per the invoice, will be deducted from your bank account on the 1st of the following month.

If your fibre service was installed during the course of the month, your first invoice will also include the pro-rata days. So your first invoice will be more than the quotation you signed, as the quotation is the monthly cost. **For Example**, if your fibre service was installed on the 15th of the month, Vodacom will start billing you from the 15th (since you are using the service), and the pro-rata amount will be for the days you used the service. If your monthly subscription is R599, the pro-rata amount will be roughly R300. Your first invoice will then be R300 (pro-rata amount) + the R599 subscription amount (as per the quotation you signed) for the following month. The above is just an example, please refer to the invoice you received from Vodacom.

The debit order date or banking details for your debit order can be changed by emailing vbbilling@vodacom.co.za.

Transfer of Ownership

If you need to transfer your existing fibre service into the name of another person/home owner or company name, you can do this by downloading this transfer of ownership document [here](#).

Please note both parties (the existing client and the new client) must complete and sign the document. Please send the completed document to sales@vfibre.co.za. If the new client does not have an existing Vodacom account, additional supporting vetting documentation will be required.

Cancelling my Fibre Service

Should you wish to cancel your fibre service, you need to call Vodacom Fibre Support on 0821904. Please note you need to give 30 calendar days' notice to cancel your fibre service. If you are still within contract, Vodacom will charge you for the contract balance. All outstanding router costs will also be charged upon the cancellation request.

Router warranty and contract renewals

If your Vodacom fibre service is out of contract, your router is also out of warranty! By renewing your Vodacom Fibre contract, you also extend your existing Vodacom router warranty. If your fibre service is out of contract, and your existing router breaks or become faulty, Vodacom will bill you the full cost for new router. We suggest you request a fibre contract renewal.

If you renew your Vodacom fibre broadband contract, the warranty on your existing router will be extended. This means you are eligible for 1 router swap out within the extended warranty period, should your router be faulty.

You have 3 contract terms to choose from: **Month to Month, 12 Months, or 24 Months**

The router warranty period will be extended for 12 months on all Month to Month and 12-month contracts, and for 24 months on a 24-month contract renewal. If you want to renew your fibre contract, please send a request via email to sales@vfibre.co.za

Who are Multi Automation/vFibre?

Multi Automation/vFibre is a registered Vodacom Business Partner and we can assist clients who signed-up for a Vodacom Fibre service using Multi Automation/vFibre (only if you contacted Multi Automation/vFibre when you signed-up for your Vodacom Fibre service).

We can unfortunately only assist “our” clients, if you signed-up for Vodacom Fibre online or via a Vodacom shop, you would need to contact that person/shop for assistance.

Escalating a Service Request to Multi Automation/vFibre

Multi Automation/vFibre can assist with escalating the **SR** number to the relevant department within Vodacom. You can send us your SR number **24 hours** after it was logged with Vodacom Fibre Support, send it via email sales@vfibre.co.za

Please also provide a short description of the fault/issue in the email or via telephone 082 789 3225 (option 1 and then again option 1). A friendly consultant will assist you with your escalation request.

Once we receive feedback from the relevant department in Vodacom, we will provide you with feedback on the Service Request

Kindly visit our website (see direct links below) for more info on:

What does Fibre offer? <https://www.vfibre.co.za/wdfo>

What speed do I need? <https://www.vfibre.co.za/wsdin>

What is Throttling, Shaping & Contention? <https://www.vfibre.co.za/tsc>

How does WiFi work? <https://www.vfibre.co.za/hdww>

For the latest Vodacom Fibre pricing: <https://www.vfibre.co.za>

The Multi Automation/vFibre team

082 789 3225 (option 1, 1)

WhatsApp: 082 789 3225 or click [here](#)

Email: sales@vfibre.co.za

Website: <https://www.vfibre.co.za/>

