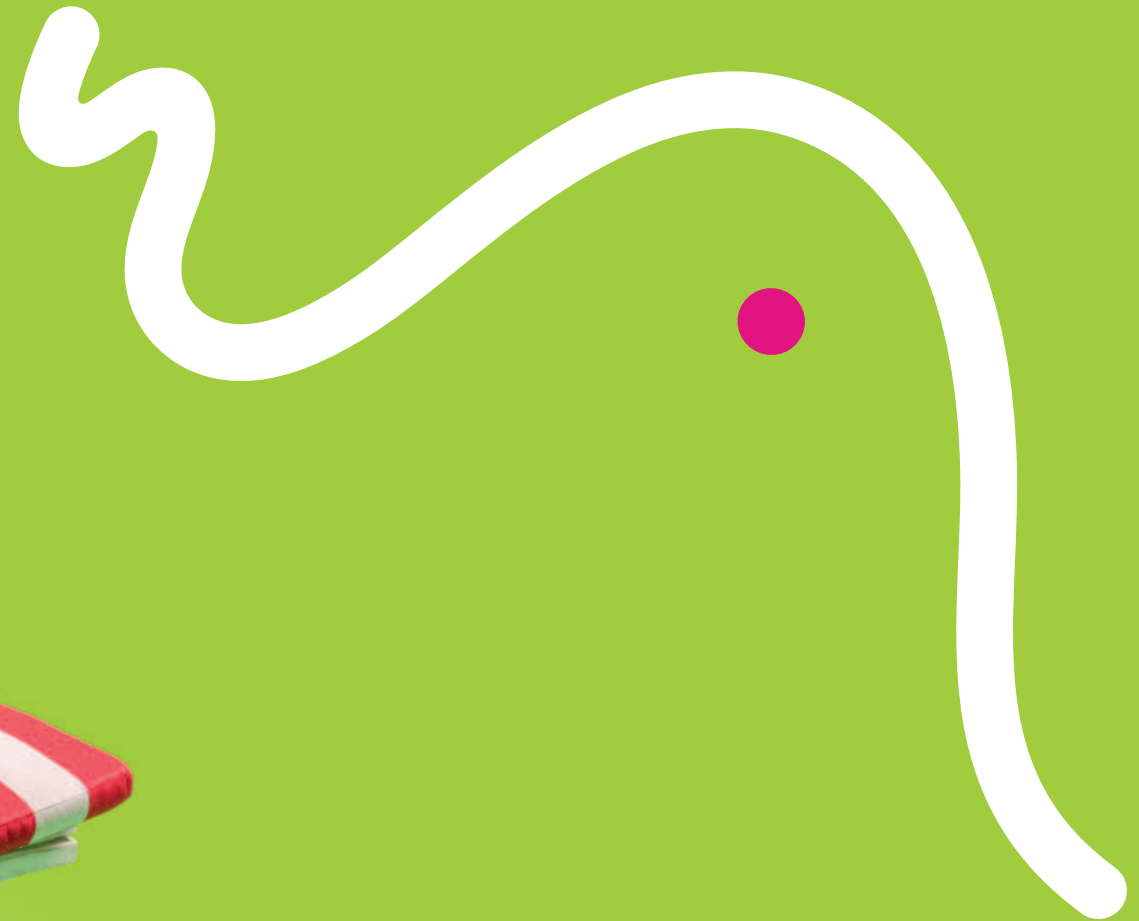


**WEBAFRICA**

**YOUR FNO vs. ISP GUIDE**



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# HOW IT WORKS

1

Place your order with Webafrica, an ISP.



2

Webafrica (your ISP), will place your order with your chosen FNO.



3

The FNO will charge Webafrica an installation and connection fee for your order. We usually cover these on your behalf, free of charge.

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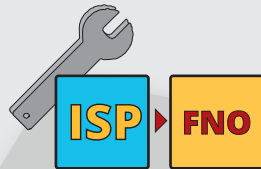
4

Your installation will be scheduled by the FNO.



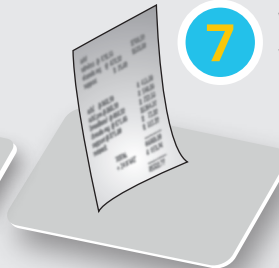
8

Support of your services, will be dealt with by Webafrica. You should have no contact with the FNO after installation.



7

Webafrica will handle your billing each month.



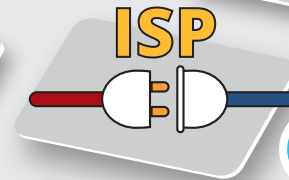
5

The physical installation at your address usually only takes a few hours, depending on complexity.



6

Webafrica will ship you a free-to-use router and activate your internet. Sometimes the router will arrive before installation, in this case you can just keep it safe in the meantime.



**FNO = Fibre Network Operator**

The infrastructure providers of your Fibre service such as Vumatel, Vuma Reach, Openserve, etc.

**ISP = Internet Service Provider**

This is where we would come in. Companies such as Webafrica, who provide your internet services by handling the sales, ordering, billing and support side of things. This means you don't have to worry about dealing with the FNO yourself.

  
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