

**WEBAFRICA**

**HOW YOU WILL GET BILLED**

**WHEN YOU ORDER A VUMA REACH SERVICE**



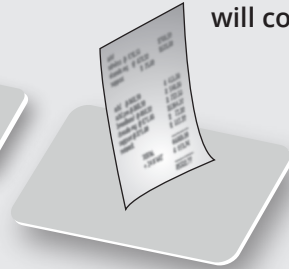
webafrica™

# HOW IT WORKS

1 You place your Vuma Reach order.



2 Once your area is active, before we can proceed with your order, you will be prompted to pay one full month's fee (for 20/10 Mbps it will be R399 and 40/10 Mbps - R529). E.g. if your service goes active on 13 October, your payment will cover you until 12 November.



3 You can make payment using any of our approved payment methods. Need help? [Click here.](#)



4 Your order will then be processed and you will get a call to schedule installation.



You can continue using your unlimited, fast Fibre line to surf, stream and chat to your heart's content at home!

8



The installation will take place at your residence at the agreed upon date/time. This usually only takes about an hour, if all goes according to plan

5



You will receive an invoice, once you have made payment, reflecting the pro-rata amount.

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You will then need to pay a pro-rata amount (the days of that month that wasn't covered by the initial month's fee that you paid already). E.g. If your first bill covered 13 October to 12 November, your pro-rata amount will be calculated from 13 November to 30 November. This will be payable on 1 November.



## Important to note:

- Your invoice will be available after you have made payment.
- It's important to remember that you pay for the following month's use, so for example, you will pay for January's use, on the 1st of January.
- Should you not make payment, your internet service will be suspended until payment is made.
- We will send payment reminders via email, so please ensure you check your mailbox regularly and check that we have your updated email address for you via your Customer Zone.