



## **Frequently Asked Questions (FAQs)** **FNB Connect – Vox Fibre for business:**

### **1. Who can take up the VOX Fibre for business?**

- VOX Fibre for business is available to all FNB business account customers.

### **2. Do I need to be an FNB business account holder to qualify to take up the VOX Fibre for business?**

- Yes, you will need to be an FNB transactional business account holder/customer in order to be eligible to take up the VOX Fibre for business product.

### **3. Who will be in contact with me should I want to take up the VOX Fibre for business product?**

- You will receive a call from a VOX Fibre for business agent once you have completed the “*Call Me Back*” form which can be found on FNB Connects home page.

### **4. How do I know if VOX Fibre is in my area?**

- When the VOX agent calls you back, they will check if you are *Fibre Ready*. *Fibre Ready* means there is network coverage as well as a cable connection/infrastructure in your area.

### **5. How do I request a “Call Me Back”?**

- Via FNB Online Banking only (**if you visit the FNB website using your mobile phone or tablet you will not see the Vox Fibre for business “Call me back” form**)

Step 1: Go to the FNB Website on **your computer or desktop (only)** click on the ‘Connect SIM & Phone’ button at the top of the home page.

Step 2: When on the FNB Connect landing page click on “for my business”

Step 3: Then click on the “Tell me more” button and you will then be directed to the “*VOX Fibre for business*” page.

Step 4: Once on the ‘*VOX Fibre for business*’ page click on “Call me back” button and form to complete.

### **6. Do I qualify for eBucks should I take up the VOX Fibre for business through FNB Connect?**

- Unfortunately, you do not qualify for eBucks.

**7. Does FNB business or Vox Telecoms sell the Vox Fibre for business products?**

- Vox Fibre for business is sold by Vox Telecommunications Limited.

**8. Who can take up this Vox Fibre for business products?**

- Vox Fibre for business is available to all FNB business account holders.

**9. What are the prices on the various VOX Fibre for business products?**

Product Element	Uncapped 10 Fibre	Uncapped 20 Fibre	Uncapped 50 Fibre	Uncapped 100 Fibre	Uncapped 200 Fibre	Uncapped 500 Fibre	Uncapped 1000 Fibre
	Vox Fibre Communicate	Vox Fibre Communicate	Vox Fibre Communicate	Vox Fibre Communicate	Vox Fibre Communicate	Vox Fibre Communicate	Vox Fibre Communicate
Symmetrical Line Speed	10Mbps	20Mbps	50Mbps	100Mbps	200Mbps	500Mbps	1000Mbps
Router Included	✓	✓	✓	✓	✓	✓	✓
Inbound Voice Channels	1	2	4	8	8	16	16
Outbound Voice Channels	1	2	4	8	8	8	8
Voice Rate Plan	Uncapped	Uncapped	Uncapped	Uncapped	Uncapped	Uncapped	Uncapped
Dedicated Voice Line	Optional	2Mbps Included	2Mbps Included	2Mbps Included	2Mbps Included	2Mbps Included	2Mbps Included
Non-Geo Numbers	5	5	10	10	10	10	10
Hosted PBX Extensions	5	10	25	25	25	100	100
Minimum Contract Term	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months	12 Months
Monthly Charge	R1 499	R2 499	R3 499	R4 999	R7 999	R12 999	R17 999

**10. Who will be able to assist when I have issues with my connection? and smooth integration of Fibre to by business?**

- A VOX Fibre for business Accounts Manager will be available to answer any questions or query you may have. Please Contact Vox Fibre for Business Support on:
  - Telephone: 087 805 5905
  - Email: [fnb@voxtelecom.co.za](mailto:fnb@voxtelecom.co.za)

**11. Who do I call to find out about my Vox Fibre for business order and/or installation?**

- A VOX Fibre for business Accounts Manager will be available to answer any questions or query you may have. Please Contact Vox Fibre for Business Support on:
  - Telephone: 087 805 5905
  - Email: [fnb@voxtelecom.co.za](mailto:fnb@voxtelecom.co.za)

## **12. What are the benefits of getting the Vox Fibre for business product with FNB?**

With the Vox Fibre for business product offering brought to you by FNB, you will receive a complimentary IT advisory service assessment of your current portfolio at no cost to you. A skilled IT advisor will review your current IT estate and scale for the best IT solution to meet your business needs.

### **The IT Advisory Service will be conducted via a 2-phase approach:**

**Phase 1:** A Vox Virtual Chief Information Officer will collect data from your current existing IT infrastructure and cloud services.

**Phase 2:** The Vox Virtual Chief Information Officer will analyse and review potential areas of cost savings and risk exposures. Providing you with a detailed report highlighting improvement areas.

**\* For VOX Fibre product Terms and Conditions please visit [vox.co.za](http://vox.co.za)**