

FAQs

1. What is VodaFibre?

VodaFibre is Vodacom's home fibre internet service, delivered using FTTH (Fibre-to-the-Home) technology. It provides fast and reliable internet directly to your home through fibre-optic cables.
VodaFibre is offering stable speeds for streaming, online work or study, and connecting multiple devices.

2. What speeds are available?

We offer VodaFibre with the following speed options:

- 50 Mbps
- 75 Mbps
- 100 Mbps
- 200 Mbps

3. Is the internet unlimited?

Yes, the internet is unlimited, so you can use it without worrying about data limits.

4. What can I use fibre internet for/How does the Fibre work?

- Fibre internet can be used for streaming, browsing, video calls, online work, gaming, and connecting multiple devices smoothly.
- How it works: Fibre uses high-quality cables to deliver internet as light signals directly to your home, giving you fast and stable connectivity.

5. What are the benefits of VodaFibre

VodaFibre gives you a smooth and reliable home internet experience. With fibre connected directly to your home:

- Enjoy fast, stable speeds for streaming, browsing, and video calls
- Connect multiple devices at the same time without slowdowns
- Experience fewer interruptions with a more reliable connection

6. How can one distinguish between Fibre and FWA?

Fibre uses a cable connected directly to your home, giving very fast and stable internet while FWA uses a wireless signal from a nearby tower, which can be affected by distance or weather.

7. Is Fibre available in my area?

To check if VodaFibre is available in your area, please visit the VodaFibre website and enter your home address or GPS location.
If fibre is available at your location, you'll be able to proceed with registration.
Check availability here: <https://vodafone.vodacom.co.tz/>

8. How do I check if my location is covered?

You can check your location coverage by visiting <https://vodafone.vodacom.co.tz/> and entering your home address or GPS location. The system will quickly confirm if VodaFibre is available in your area.

9. What do I need to register for VodaFibre?

To register for VodaFibre, you'll need:

- A location where VodaFibre is available
- Your Vodacom mobile number
- Your NIDA number
- A valid email address
- Your home address details

That's all you need to get started.

10. Can I register using any phone number?

Not yet. To register for VodaFibre, you'll need a Vodacom mobile number, as registration only works with Vodacom lines.

11. I want to order a VodaFibre service, what should I do?

To place your VodaFibre service order, please follow the steps outlined below:

- Visit the VodaFibre website: Go to <https://vodafone.vodacom.co.tz/>.
- Check availability: Enter your installation location in the location search box using a physical address or GPS location to confirm fibre availability.
- Select a VodaFibre plan: If fibre is available, review the plans shown and choose the one that suits you best.
- Register as a new user, Create your VodaFibre account by: Entering your Vodacom mobile number; Providing your name and NIDA number; Verifying your number using an OTP; Adding your email address and creating a password; Verifying your email using the code sent from VodaFibre.
- Complete your order: Enter your home address details, select a preferred installation date, and accept the Terms & Conditions and Privacy Policy.
- Proceed to payment: Click "Continue to payment" to place your order.
- Once completed, your VodaFibre installation process will begin.

12. How long does installation take?

Once your payment is completed, installation will be done within 5 days from your confirmed installation date, and the service will be ready for use.

13. Is there an installation fee?

No, there is no installation fee for VodaFibre.

14. What happens during installation?

During installation, a VodaFibre technician will visit your home to install the fibre cable, extend it where needed, and set up the Wi-Fi router. Once done, the service is activated and ready to use.

15. Do I need to be present during installation?

Yes, it's recommended that someone be present during installation. The technician will need access to your home to install the fibre cable, extend it if needed, and set up the Wi-Fi router.

16. Where will the router/ONT be installed?

The router/ ONT will be installed inside your home, at a suitable spot agreed with you during installation—usually where the fibre cable enters and where Wi-Fi coverage works best. The technician will guide you and make sure everything is set up neatly and conveniently.

17. What is OTP and why is it required during installation?

An OTP (One-Time Password) is a security code sent to your registered Vodacom number or email. It's used during installation to confirm your identity and securely activate your VodaFibre service.

18. What packages are available?

We offer VodaFibre packages with speeds of 50 Mbps, 75 Mbps, 100 Mbps and 200 Mbps.

19. How much does each package cost?

Here are the VodaFibre package prices you can choose from:

- a. 50 Mbps – TZS 75,000
- b. 75 Mbps - TZS 100,000
- c. 100 Mbps – TZS 130,000
- d. 200 Mbps – TZS 240,000

20. Are there any additional charges?

No, there are no additional charges.

21. Can I upgrade or downgrade my package?

Yes, you can upgrade or downgrade your VodaFibre package. Any changes will take effect after your current package expires.

22. Are there contract terms?

No, there are no contract terms. VodaFibre is a subscription-based service, and you're free to continue or stop after your package expires.

23. How do I pay for my subscription?

You can pay for your VodaFibre subscription by logging in to your VodaFibre account and using M-Pesa. From your Account Home page, go to Top Ups, select your subscription, and proceed with payment. Once payment is completed, you'll receive a confirmation SMS and your service will continue.

24. When am I billed?

You're billed when you purchase your VodaFibre package. Payment is made upfront, and your service starts based on the package validity period.

25. What happens if I don't pay on time?

If you don't pay on time, your VodaFibre service will stop once your current package expires. You can restore the service anytime by making a payment for a new package.

26. How can I get my invoice statement?

From your Account Home page, simply open the Invoices section. You will see a list of all invoices linked to your account, select any invoice to view or download your paid invoice statement.

27. Can I set up automatic payments?

At the moment, automatic payments are not available. You'll need to make a manual payment each time your VodaFibre package expires to continue the service.

28. Why is my internet slow?

Slow internet can be caused by many connected devices, heavy usage, or Wi-Fi interference at home. If the issue continues, please contact VodaFibre Support for help: 100

29. How many devices can I connect?

The Wi-Fi router provided with VodaFibre has the capacity to connect up to 64 devices at the same time, allowing all your home devices to stay connected smoothly.

30. How can I improve my Wi-Fi signal at home?

To improve your Wi-Fi signal at home, place the router in a central, open area and avoid obstacles that can block the signal. For areas with weak coverage, using Wi-Fi extenders or access points can help extend and strengthen the connection.

31. Does weather affect Fibre internet?

No, weather usually doesn't affect Fibre internet. Even with overhead Fibre-optic cables, VodaFibre remains stable and reliable under normal weather conditions.

32. Will my speed always match the advertised speed?

VodaFibre speeds are very close to the advertised speed, thanks to the stable fibre connection. Small variations may happen depending on Wi-Fi usage and the number of connected devices.

33. What should I do if I have no internet connection?

If you have no internet connection, first check that your subscription has not expired. If it's still active, please contact VodaFibre Support for assistance: 100.

34. What do the lights on my router/ONT mean?

Here's a simple guide to the lights on your router/ONT:

- a. Power – On means the device is powered
- b. PON – On means the fibre connection is working
- c. LOS – Off is normal; Red/On means a fibre signal issue
- d. WLAN – On or blinking means Wi-Fi is active
- e. LAN – Blinking shows a device is connected by cable
- f. Internet – On means internet is available

If the LOS light is red or there's no internet light, please contact Vodacom Support for help.

35. When should I restart my router?

You should restart your router if the internet is slow, not working, or after a power outage. Restarting helps refresh the connection and often fixes temporary network issues.

36. How do I report a problem?

You can report a problem by contacting the Vodacom Support Team: 100. They're available to help check and resolve any issues with your VodaFibre service.

37. How long does it take to fix issues?

Most issues are resolved as quickly as possible once they are reported. The exact time can vary depending on the nature of the problem, but our Vodacom Support Team works promptly to diagnose and fix issues to restore your service.

38. How do I reset my Password/ How do I login to my account when I forget password

On the login page, select Forgot Password and enter the email address linked to your account. You'll receive an email with instructions to reset your password. Follow the link, then:

- a. Create and confirm your new password
- b. Enter the OTP code sent to your email to verify the change

Once completed, you'll be logged in automatically and taken to your Account Home page.

39. How do I check my subscription status?

You can check your subscription status by logging in to your VodaFibre account. Once logged in, go to Subscriptions → View plan, where you'll see your active package and validity period. If you need any help, the Vodacom Support Team is available to assist.

40. How do I renew my package

- a. From your Account Home page, select the Top Ups tile and choose the subscription you want to renew.
- b. Select a top-up option, review the summary, and proceed with payment via M-Pesa.
- c. After payment is completed, you'll see a confirmation message and receive an SMS confirming your package extension.
- d. You can check your updated validity period under Subscriptions → View plan.

41. Can I change my account details?

Yes, you can change your account details. Log in to your VodaFibre account and go to My Profile, where you can update your name, email address, mobile number, or change your password.

42. Can I pause my service?

At the moment, you can't pause the VodaFibre service. However, you can choose not to renew your package, and the service will automatically stop once the current subscription expires.

43. What happens if I move to a new location?

If you move to a new location, you can request VodaFibre at the new address, as long as fibre is available there.

Your current subscription can be left to expire, and you'll place a new request for the new location through your VodaFibre account. Once payment is done, installation will be arranged at your new home.

44. How do I cancel my service?

You don't need to cancel your VodaFibre service. There are no contract terms, so you can simply stop renewing your package, and the service will end automatically once the current subscription expires.

45. Are there any cancellation fees?

No, there are no cancellation fees. VodaFibre has no contracts, so you can stop the service by simply not renewing your package, and it will end when the current subscription expires.

46. Do I need to return the router/ONT?

No, you do not need to return the router/ONT. Once installed, the equipment remains at your home, even if your VodaFibre service is no longer active.

47. What happens if the equipment is lost or damaged?

If the equipment is lost or damaged, please contact the Vodacom Support Team for assistance. They will help arrange the necessary support or a replacement; however, replacement charges may apply depending on the circumstances.

48. What is an OTP?

An OTP (One-Time Password) is a temporary security code sent to your registered Vodacom number or email. It's used to verify your identity and keep your account and service secure during actions like registration, login, or installation.

49. Should I share my OTP with anyone?

No, you should never share your OTP with anyone. The OTP is meant only for you and helps keep your account and service secure.

50. How do I secure my Wi-Fi network?

You can secure your Wi-Fi network by using a strong password and keeping it private. Avoid sharing your Wi-Fi details to help protect your connection and devices.

51. Under which scenario should I contact customer support?

You should contact Vodacom Customer Support if you have no internet, experience technical issues, or need help with your account, billing, or equipment. Call 100.

52. Is there a mobile app or self-service portal?

Yes, VodaFibre has a self-service portal where you can manage your account, subscriptions, payments, and invoices online. A mobile app will also be available, making it even easier to manage your service on the go.