Thank you for accepting our quote and placing your order for broadband internet.
We will be attending to this immediately.

The process of connection is in a sequence of events and is as follows:

Finance
We will require payment from you.
To speed up the process please email your remittance advice to finance@swazisat.com

Due diligence
We will then need your KYC (Know your customer) details
The fastest way to get these to us is to fill in our convenient online form.
> https://www.formdesk.com/diplomat/form1

Contract
Once we have your KYC details, they will be copied to your service level agreement for signing. A copy of the service level agreement with your KYC is then sent to the field service department.

Commission of hardware.
The installation team will do a virtual site survey based on your co-ordinates and provision your bandwidth and commission your installation hardware. This normally takes 1 working day. In some cases, a site visit may be necessary.

Onsite installation
Onsite installation consists of a 2 – 3 hour visit to setup and align your satellite dish, commission your modem and setup your router.

Please NOTE: The technicians must have clear sky to align the dish so we cannot perform an installation if it is heavily overcast or raining. In a few unusual cases we may have to abort the installation to fabricate a custom bracket if there are architectural or terrestrial considerations that were not anticipated.

We endeavour to install within 3 – 5 Working days of receiving your completed KYC form and cleared funds. Rainy periods may add some days as we cannot align dishes in bad weather.

Do not expect your connection to work perfectly within the first 48 Hours.

Once you are connected our technical team will need to apply the IP address ranges that are required for Africa, this is a manual operation and can take from a few hours to over a day to propagate. This may affect streaming due to localisation checks.

During the first 48 Hours the modems download the latest software patches. Please do not interrupt the power during this period. Updates will cause offline periods for up to 30 minutes while the software version is updated. The progress can be checked on web page 192.168.0.1

Kind Regards   Broadband installation team