

12

tips

**to help you prepare
for your
GO installation**

You've applied for a GO service.....
now what?

Run through these guidelines to ensure that
you are prepared for our installer visit



Tip #1 **Neighbour Access**

Our installer might need access to your neighbours' roof, drive-in or facade. It is highly recommended that, on the day of the installation, your neighbours are also available

Applicable for: All services



Tip #2 **Conduit**

Want our installer to pass wiring through your conduit? Sure! But please do ensure there is enough space in said conduit

Applicable for: All services



Tip #3 **Furniture**

Move any furniture blocking conduit or telephone connections prior to installer's arrival

Applicable for: All services



Tip #4 **18+**

Someone 18 years or older must be present during the installation

Applicable for: All services



Tip #5 **Time Window**

The installation window generally takes around 2 to 3 hours per service

Applicable for: All services



Tip #6 **Equipment**

Please ensure that all equipment you already have [e.g. modem, TV set top box] is available to the installer

Applicable for: Internet, TV



Tip #7 **TV right away**

To start enjoying great TV channels right away, our installer will also set up your TV set. To do this, a working TV set must be available at the time of installation

Applicable for: TV



Tip #8 **Interactive TV**

Installer will connect a cable [CAT5 UTP] between the modem and the GO interactive TV HD set top box [STB]

Applicable for: Interactive TV



Tip #9 **TV Aerial**

Installer comes equipped with an installation pole & a 2-storey ladder. If the point where the aerial will be installed is higher than 2 storeys, please let us know by calling us on 80072121, before the scheduled appointment

Applicable for: TV

And.....



Tip #10 **Call from Installer**

Before visiting, our installer will call you to confirm your availability. If you have not provided us with a contact number, please call us to provide us with one

Applicable for: All services



Tip #11 **Change appointment date**

Something came up & you need to change appointment date? No problem, call us on 80072121, at least 48 hours prior to your installation appointment & we will find another date

Applicable for: All services



Tip #12 **Pets**

At GO we love pets; however our installer would appreciate if you kept any pets restrained during the installation

Applicable for: All services

Thank you for choosing GO

We hope you enjoy using our services as much as we enjoy adding value to your lifestyle