

# Product Knowledge



# Savanna fibre

Savanna Fibre is at the forefront of providing internet services in Uganda, offering a blend of speed, reliability, and innovation.

With a robust network infrastructure and state-of-the-art technology, Savanna Fibre connects individuals, businesses, and communities across Uganda, empowering them to thrive in the digital age.

Whether it's fast browsing, smooth streaming, or seamless communication, Savanna Fibre is dedicated to delivering top-notch internet experiences to its customers nationwide.

*Currently operating in Uganda and Tanzania. 🇺🇬*




# Savanna Offices And Shops

## Head Office

Is located at Plot 114 Owen Rd,  
Mulago Kampala

## Shops

- Savanna Fibre Retail Shop – Naguru
- Savanna Fibre Retail Shop – Kabalagala
- Savanna Fibre Retail Shop-Seguku
- Savanna Fibre Retail Shop-Ikuli



**Get connected today!**  
Talk to an Expert  
**0200555500 / 0326555500**  
[customercare@savannafibre.com](mailto:customercare@savannafibre.com)



# Packages

Savanna Fibre Limited offers various fibre internet packages for both home and business users. **Here's a summary:**

## Residential Packages

			
TWIGA	CHUI	SIMBA	NDOVU
<b>72,000</b> UGX	<b>112,000</b> UGX	<b>159,000</b> UGX	<b>253,000</b> UGX
10 mbps	50 mbps	100 mbps	250 mbps

## Corporate Packages

Capacity (Mbps)	Package Name	Price in UGX (Tax Inc)	VAS
30Mbps	CHUI OFFICE	250,000	1 STATICT IP
50Mbps	SIMBA OFFICE	399,000	1 STATICT IP
80Mbps	NDOVU OFFICE	500,000	1 STATICT IP

**Free**  
installation  
and router

0200 555 500 0745 040 202



# How to join the service

## 1. Share Required Information:

1. Google pin location
2. Full name
3. Phone number
4. Email address

## 2. Choose a Package: Select from our packages.

## 3. Account Creation: After confirming coverage, sales agent creates an account.

## 4. Payment and Installation:

1. Make payment.
2. Schedule installation (Turnaround Time: within 6 hours).

## 5. Free Installation: Enjoy free installation.



The advertisement features a man in a plaid shirt looking surprised while holding a smartphone. The background is orange with white text and graphics. The Savanna logo, a giraffe head with a Wi-Fi symbol, is in the top right corner. The main text reads 'Experience Ultra-Fast Internet WITH SAVANNA FIBER' next to a Wi-Fi symbol. Below this are four package options in white rounded rectangles with orange borders:

Speed	Price
10Mbps	72,000/=
50Mbps	112,000/=
100Mbps	159,000/=
250Mbps	253,000/=

At the bottom, it says 'Free installation and router' with phone numbers 0200 555 500 and 0745 040 202.



# How to pay

## MTN Mobile money/Airtel money



www.savannafibre.com

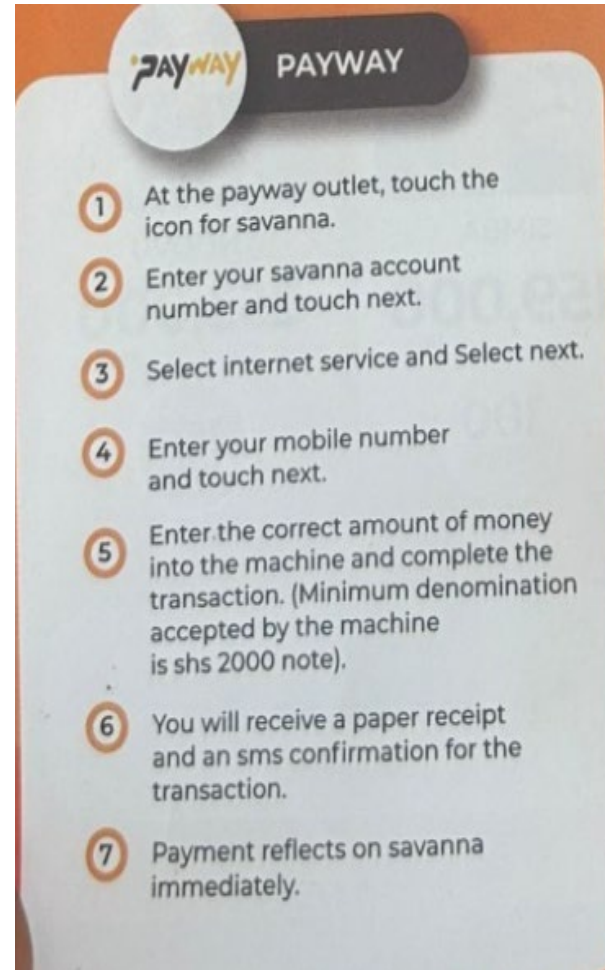
SAVANNA

**DIAL \*252#**  
TO SUBSCRIBE  
TO SAVANNA INTERNET

- 1 Dial \*252\*6\*2\*5#
- 2 Select Pay Savanna.
- 3 Enter Account number.
- 4 Enter your mobile money pin to confirm the payment.

**Free Installation** ☎ 0200 555 500 📞 0745 040 202

## Payway



**PAYWAY**

- 1 At the payway outlet, touch the icon for savanna.
- 2 Enter your savanna account number and touch next.
- 3 Select internet service and Select next.
- 4 Enter your mobile number and touch next.
- 5 Enter the correct amount of money into the machine and complete the transaction. (Minimum denomination accepted by the machine is shs 2000 note).
- 6 You will receive a paper receipt and an sms confirmation for the transaction.
- 7 Payment reflects on savanna immediately.

## Paying using Savanna fibreapp



SAVANNA SAVANNA FIBRE APP

- 1 Log into the savanna fibre App
- 2 Select Billing.
- 3 Choose any of the payment method (MTN Momo, Airtel Money)
- 4 Tap on pay button.
- 5 A pop-up message appears on the screen.
- 6 Enter pin to confirm payment.

## Other option

- Sharing payment link with client
- client calling in and agent initiates from the system



# SYSTEMS

## CRM,

### Roles of CRM

1. Centralized Customer Data: Stores customer information, interaction history, and preferences.
2. Issue Tracking: Tracks customer issues, complaints, and feedback.
3. Ticket Management: Manages support tickets, assigns them to agents, and monitors resolution progress.
4. Personalized Support: Enables personalized support by providing access to customer history and preferences.
5. Efficient Resolution: Streamlines support processes, reducing resolution time and improving customer satisfaction.
6. Analytics and Reporting: Provides insights into customer behavior, support metrics, and areas for improvement.
7. Multi-Channel Support: Integrates with various communication channels (e.g., phone, email, chat) for seamless support.
8. Payment Tracking: Tracks payment history, invoices, package, due dates and outstanding balances.



# Smart OLT

This is for trouble shooting clients with Huawei ONUs

## **UMC**

This is for trouble shooting clients with FHTT ONUs

## **Vicidail**

For calling out calls and picking calls,

*All the systems to be leant practically*



# INTERNET STRUCTURE FLOW

## Internet flow from OLT to ONU/Router

In summary, the internet data travels from the **OLT** to the **FDT**, where it is split and routed to the FAT/MDU, and finally reaches the ONU, which delivers the internet service to the end users.

**OLT** (Optical Line Terminal) \*: The **OLT** is located at the service provider's central office. It serves as the main point of control and management for the fiber optic network. The **OLT** converts electrical signals into optical signals and distributes them over fiber optic cables to multiple users.

**FDT** (Fiber Distribution Terminal) \*: The FDT is a distribution point that connects the OLT to the Fiber Access Terminal (FAT) or directly to the Multi-Dwelling Unit (MDU). It typically houses splitters that divide the optical signal from the OLT into multiple paths for distribution to various locations.

## OLT (Optical Line Terminal)



## FDT (Fiber Distribution Terminal)



# INTERNET STRUCTURE FLOW

3. **\*FAT/MDU** (Fiber Access Terminal/Multi-Dwelling Unit) \*: The **FAT** is a point where the optical signals are further distributed, often to residential or commercial buildings. In the case of an MDU, it refers to a building with multiple units (like apartments) that receives the fiber connection. The FAT/MDU can house additional splitters and equipment to manage the distribution of internet services to individual units.

**\*FAT/MDU**



4. **\*ONU/Router** (Optical Network Unit) \*: The ONU is the endpoint device that receives the optical signals from the FAT/MDU. It converts the optical signals back into electrical signals for use by end-user devices, such as routers and computers. The ONU is typically installed at the customer's premises.

**ONU/Router (Optical Network Unit)**




# Ticket flow



 **Unlimited Internet**

**Free** installation and router

 **24-Hour Support**

 0200 555 500

 0745 040 202



# Contents

- 1.0 Ticket Flow
- 2. Reporting
- 3. Ticket Types
  - A. LOS
  - B. Slow Speeds Complaints
  - C. Intermittent internet





The service delivery timelines expected are below;

- Installation – 6hrs
- Support – 2hrs.
- Outages/Network Downtimes – 3Hrs

**Feedback from team to be shared within 15minutes of query being raised**

### PROCESS FLOW TYPES



Types of Tickets  
1. Sales Ticket  
2. Service Support Tick  
3. Infrastructure Ticket

Sales Installation

Dispatch

Installation

Provisioning

Support Ticket

NOC/Support

Dispatch

Field Support Eng.

Infrastructure Fault

Maintenance Manager

Maintenance Engineer

Resolution

Ticket Closure

Fig 1. Ticket flow.

Service delivery teams segmented and headed by Service Delivery Managers will be responsible for all Sales installation and Support tickets to ensure that they are coordinated and closed within the agreed SLAs.

Updates to sales teams will be expected for the installation tickets keeping the support team in copy for easier customer management.

For all supports and installations we should have a folder that contains;

- a) Geotagged photos of the ONU and ATB
- b) Cable entry
- c) Happy letters.

All these are important for valuation of the CoS spend.



## 2. Reporting

Updated reports from the Service Delivery team to Sales and Support are expected every two hours. Daily /Weekly and Monthly reports on the same are expected to be shared.

This will be done in accordance with the attached SLA document that will ensure that all tickets are updated and any pending tickets are tracked with reasons.

## 3. Ticket Delay Reason

Updated reports from the Service Delivery team to Sales and Support are expected every two hours. Daily /Weekly and Monthly reports on the same are expected to be shared.

This will be done in accordance with the attached SLA document that will ensure that all tickets are updated and any pending tickets are tracked with reasons.



## 4. Ticket Types

### A. LOS

LOS tickets will be shared by NOC to Service Delivery as per the current process. These will be route to the call center for checks for calling and confirming of available time slots once confirmed this will be given to Service Delivery for dispatching.

NOC is able to view the LOS tickets on the NMSs.

Each LOS will have a ticket raised by support for tracking

A timestamp for each incident on opened and closed will be used to track the resolution. Once a ticket is resolved by Service Delivery, the call center will give the client a call to confirm and close the ticket.



## B. Slow Speeds Complaints

These will be tracked by Service Desk via a level 2 team that will be in the Call Center.

There will be two cases.

### a) General faults.

In this case there is a general fault upstream that is tracked by NOC. A ticket is created and notification sent to all departments and management for client management. An estimated time of restoration (ETR) is shared once an estimate can be made.

The support team will send notifications via SMS to the affected clients.

Once resolved, updates are sent and tickets closed.

### a) Slow Individual Speeds

In this case a client is affected, and a call is received by the call center team.

i) Check the optical power.

ii) The support agent will check how many devices are connected on the LAN.

iii) Using the IRIS system checks will be done to see if the client is maxing.

iv) For higher capacities clients will be advised to test on the 5Ghz band. A site visit will be necessary for higher packages Chui and Ndovu.

v) The support team will ticket these and if resolved locally on the call will close the ticket. Otherwise, a site visit will be booked, and a field team will visit to assess the issues.

Expected solutions in the field;

i) Extenders for coverage.

ii) Patch cables change.

iii) LAN device reconfiguration.

These will be ticked and solutions documentation on a daily, weekly and monthly tracker.



### C. Intermittent Service / No Internet

These will be tracked by Service Desk via a level 2 team that will be in the Call Center.

There will be two cases;

#### a) General faults.

In this case there is a general fault upstream that is tracked by NOC. A ticket is created and notification sent to all departments and management for client management. An estimated time of restoration (ETR) is shared once an estimate can be made.

The support team will send notifications via SMS to the affected clients.

Once resolved, updates are sent and tickets closed.

#### a) Individual Client Intermittency /No Internet

In this case a client is affected, and a call is received by the call center team.

- i. Check on the subscription.
- ii. Check the optical power.
- iii. The support agent will check how many devices are connected on the LAN.
- iv. Using the IRIS system checks will be done to see if the client is maxing.
- v. Confirmation on band tests are on.
- vi. Tickets will be created and resolved on the desk or call Support. Otherwise, an escalation is made to the NOC or Dispatch team for checks. Site visits might be necessary for some cases especially where the ONU isn't responding.

For Fiberhome ONUs consultation will be made with the vendor on the floor for any case of No internet before any action.

Expected solutions in the field.

- i. ONU Replacement.
- ii. Patch cables change.
- iii. LAN device configuration.



# THANK YOU



 **Unlimited  
Internet**

**Free** installation  
and router



**24-Hour  
Support**



0200 555 500



0745 040 202