

Is FTTH available in my area?

Please contact our sales team to confirm availability in your area on sales@imagine.co.za

How do I Sign-Up

There are many ways to sign up, Call our sales team on 011 214 7600, email them on sales@imagine.co.za or head over to our website at www.imagine.co.za and fill out the contact form and one of our sales consultants will make contact

You're packages are different, why is that?

Fibre pricing and packages would vary based on the area and the fibre provider being used.

How do I arrange installation?

Your sales consultant will arrange the installation with the technical team and advise on a time and date that is suitable for you.

How do I pay for your service?

You may pay for the service via debit order or EFT.

What if I have a query on my account?

All account queries can be sent to accounts@imagine.co.za or 011 214 7600

What if I have a technical query?

All technical queries can be sent to our technical department on helpdesk@imagine.co.za or 011 214 7600

How do I cancel?

Cancellation must be sent in written form via email to accounts@imagine.co.za

What are the support hours?

Weekday support from 8am to 6pm

Weekend support from 9am to 2pm

Is my router suitable?

Your router will need to support the PPPoE protocol in order to be used on our network.

My email won't send

You will need to change your outgoing email server to smtp.imagine.co.za in order to send email on Imagine's network.

What are your sales hours?

Weekdays 8am to 6pm - Weekends 9am to 2pm

Can I access my own router?

Yes you will have access to your router