

1. What internet packages are available?

We offer various packages with different speeds and prices to meet your needs, including personal and business options.

2. How do I subscribe to the internet service?

You can subscribe through our website, call center, or by visiting our nearest branch.

3. What is the internet speed in each package?

Each package has different speed options ranging from 10 Mbps to 1 Gbps, depending on your selection.

4. How do I pay the monthly bill?

Bills can be paid via mobile banking, ATM, online payment platforms, or at our authorized payment partners.

5. What happens if I pay late?

If payment is late, your internet service may be temporarily suspended until the payment is completed.

6. How can I reset my Wi-Fi password?

You can reset your Wi-Fi password via our mobile app, website, or by contacting customer service.

7. What should I do if the internet is down?

Try restarting your modem first. If the issue persists, please contact our technical support.

8. Is technical support available 24/7?

Yes, our technical support team is available 24/7 through live chat and call center.

9. Can I change my internet package?

Yes, you can upgrade or downgrade your package by contacting customer service.

10. Is there a fair usage policy (FUP)?

Some packages apply a Fair Usage Policy (FUP) to maintain network stability.

11. How long does installation take after registration?

Installation usually takes 1–3 working days depending on your location and technician availability.

12. Is there an installation fee?

Yes, there is an installation fee based on the selected package. Some promotions offer free installation.

13. Do you provide service to apartments or flats?

Yes, we offer installation in apartments and flats within our coverage area.

14. How can I check service coverage in my area?

You can check coverage via our website or by contacting customer support.

15. Is the modem provided by the company?

Yes, we provide a modem included in your subscription package.

16. Can I use my own modem?

Yes, but make sure it is compatible with our network and supports necessary configurations.

17. What if I move to a new house? Can I move the service?

Yes. Please contact customer service to request service relocation to your new address.

18. Do you offer internet and cable TV bundles?

Yes, we provide bundle packages for internet and cable TV for more convenience and value.

19. How do I fix a slow internet connection?

Ensure no heavy background applications are running. If the problem persists, contact our technician for assistance.

20. Is there a limit on the number of devices connected to Wi-Fi?

There is no set limit, but too many connected devices may affect internet performance.

21. Is there a minimum subscription contract?

Yes, we offer a minimum contract of 6 or 12 months depending on the package.

22. How do I cancel my subscription?

Contact customer service and submit a cancellation request at least 7 days before the next billing cycle.

23. Is backup connection service available?

Yes, we offer backup internet (redundant connection) for business customers with failover setup.

24. Will my internet speed drop during rain?

Our service is designed to withstand weather, but extreme conditions may temporarily affect infrastructure.

25. What if the modem is damaged?

If the damage is not due to customer misuse, the modem will be replaced free of charge under warranty.

26. Is there an app to monitor internet usage?

Yes, we provide a mobile app to track data usage, speed, and monthly billing.

27. Do you offer parental control features?

Yes, parental controls can be set through certain modems or our mobile app.

28. Can I upgrade my speed mid-contract?

Yes, you can request a speed upgrade by contacting our customer service.

29. How can I get the latest promotions?

Latest promos can be found on our official website or through notifications in our mobile app.

30. Is emergency technical support available after hours?

Yes, we offer emergency technician services for premium and business customers outside regular hours under special SLAs.