

# **TeleConnect – Customer Service Knowledge Base**

## **Company Overview**

TeleConnect is a telecommunications company providing internet and mobile services to residential customers.

## **Frequently Asked Questions**

Q: Why is my internet connection slow?

A: Slow internet may be caused by network congestion, outdated routers, or multiple connected devices.

Q: How can I reset my router?

A: Turn off the router for 30 seconds, then turn it back on and wait for the indicator lights to stabilize.

Q: How do I upgrade my plan?

A: You can upgrade your plan through the TeleConnect mobile app or by contacting customer support.

## **Billing & Payments**

Bills are generated monthly. Late payments may result in temporary service suspension.

## **Cancellation & Refund Policy**

Customers may cancel their subscription at any time. A cancellation fee applies if the contract period is less than 12 months.