

TeleCorp Frequently Asked Questions (FAQ)

TeleCorp - Customer Support

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Plans and Pricing

Q: What internet speeds do you offer?

A: We offer four residential internet plans:

- **Basic:** 25 Mbps (\$39.99/month)
- **Standard:** 100 Mbps (\$59.99/month)
- **Premium:** 300 Mbps (\$79.99/month)
- **Gigabit:** 1000 Mbps (\$99.99/month)

All plans include unlimited data and free router rental.

Q: Can I change my plan anytime?

A: Yes! You can upgrade your plan anytime with no fees. Downgrades take effect at your next billing cycle and may have contract restrictions.

Q: Are there contract requirements?

A: We offer both contract and no-contract options:

- **12-month contracts:** Standard pricing with promotional rates

- **24-month contracts:** Best promotional pricing
- **Month-to-month:** Additional \$10/month, cancel anytime

Q: Do you offer student or senior discounts?

A: Yes!

- **Students:** 15% off internet plans with valid student ID
- **Seniors (65+):** 10% off any plan
- **Military:** 15% off with valid military ID

Q: What's included in bundle packages?

A: Our bundles combine internet, phone, and mobile services with significant savings:

- **Double Play:** Internet + Phone (save up to \$15/month)
 - **Triple Play:** Internet + Phone + Mobile (save up to \$85/month)
 - Free installation and equipment upgrades included
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Billing and Payments

Q: When is my bill due?

A: Bills are due on the same date each month, typically 30 days from your service start date. The due date is clearly marked on your bill and in your online account.

Q: How can I pay my bill?

A: Multiple payment options available:

- **Online:** my.telecorp.com (24/7)
- **Mobile App:** TeleCorp app
- **Phone:** 1-800-PAY-BILL
- **Auto-Pay:** Automatic monthly deduction
- **Mail:** Check or money order
- **In-Store:** At any TeleCorp location

Q: Is there a fee for paying by credit card?

A: No fees for credit card payments online or through our app. Phone payments with an agent have a \$3.99 convenience fee.

Q: What happens if I pay late?

A: Late payment policy:

- **Grace period:** 10 days after due date
- **Late fee:** \$9.99 after grace period
- **Service suspension:** Possible after 30 days
- **Restoration fee:** \$25 to restore suspended service

Q: Can I get a copy of my bill?

A: Yes! Multiple ways to access your bill:

- **Online account:** my.telecorp.com (24 months available)
- **Mobile app:** Download PDFs to your phone
- **Email delivery:** Free automatic delivery
- **Phone:** Call 1-800-TELECOP for immediate email
- **Mail:** \$2.95/month for paper bills

Q: How do I set up automatic payments?

A: Set up auto-pay through:

1. Log into my.telecorp.com
2. Go to "Billing" → "Auto-Pay"
3. Choose payment method (bank account or credit card)
4. Select payment date (due date or 5 days early)
5. Save settings

Auto-pay discount: Save \$5/month with automatic payments!

Q: Can I pay annually for a discount?

A: Yes! Pay 12 months in advance and get the 12th month free. Contact customer service at 1-800-TELECOP to set up annual billing.

Technical Support

Q: What should I do if my internet isn't working?

A: Try these troubleshooting steps:

1. **Check cables:** Ensure all connections are secure
2. **Restart equipment:** Unplug modem and router for 30 seconds
3. **Check for outages:** Visit telecorp.com/outages
4. **Test multiple devices:** See if problem affects all devices
5. **Call support:** 1-800-TECH-TEL if problem persists

Q: How can I check if there's a service outage?

A: Check for outages:

- **Website:** telecorp.com/outages
- **Mobile app:** Real-time outage map
- **Text alerts:** Text "OUTAGE" to 85555
- **Social media:** @TeleCorpSupport on Twitter

Q: My internet is slow. What can I do?

A: Speed troubleshooting steps:

1. **Test your speed:** Use speedtest.telecorp.com
2. **Use ethernet:** Connect directly to router
3. **Close other apps:** Stop streaming/downloads
4. **Restart router:** Unplug for 30 seconds
5. **Check WiFi position:** Move closer to router
6. **Call if speeds are under 50%** of your plan

Q: How do I reset my WiFi password?

A: Reset WiFi password:

1. **Connect to router:** Use ethernet cable
2. **Open browser:** Go to 192.168.1.1
3. **Login:** Username: admin, Password: (on router label)
4. **WiFi settings:** Change network password
5. **Save settings:** Apply changes
6. **Reconnect devices:** Use new password

Q: What technical support is included?

A: All plans include:

- **24/7 phone support:** 1-800-TECH-TEL
 - **Online chat:** Available 24/7
 - **Email support:** support@telecorp.com
 - **Remote troubleshooting:** We can check your connection
 - **Self-service tools:** Online guides and videos
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Equipment and Installation

Q: Do I need to rent a router?

A: Router options:

- **Rent from us:** \$5.99-\$15.99/month (recommended)

- **Buy your own:** Must be compatible (check telecorp.com/compatible)
- **Upgrade anytime:** To newer models
- **Professional setup:** Included with rentals

We recommend renting for guaranteed compatibility and support.

Q: When can I get installed?

A: Installation scheduling:

- **Next day installation:** Often available
- **Weekend appointments:** Saturday and Sunday available
- **Evening appointments:** Until 8 PM
- **Same day:** Available in select areas for urgent needs

Q: What's included in free installation?

A: Standard free installation includes:

- **Equipment setup:** Modem and router placement
- **Connection testing:** Verify all services work
- **Basic WiFi setup:** Network name and password
- **Device connection:** Connect 1-2 devices
- **30 minutes training:** Basic usage instruction

Q: What if I need to move my service?

A: Moving your service:

- **Same city:** Usually no charges, same-day setup possible
- **Different city:** May require new installation
- **Advance notice:** Call 2 weeks before moving
- **Equipment:** We'll help relocate or provide new equipment
- **Call:** 1-800-TELECORP to start the process

Q: Can I install service myself?

A: Self-installation available for:

- **Apartment buildings:** With existing wiring
- **Cable internet:** Basic setup
- **Equipment provided:** We ship everything needed
- **Support included:** Phone assistance during setup
- **Backup plan:** Free professional installation if needed

Q: What happens to equipment when I cancel?

A: Equipment return policy:

- **Return within 30 days** to avoid charges
 - **Prepaid shipping labels** provided
 - **Return locations:** Any TeleCorp store
 - **Equipment charges:** \$150-\$300 if not returned
 - **Damage fees:** May apply for damaged equipment
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Account Management

Q: How do I access my online account?

A: Access your account:

- **Website:** my.telecorp.com
- **Mobile app:** Download "TeleCorp" app
- **First time:** Create account using account number from bill
- **Forgot password:** Use "Forgot Password" link
- **Need help:** Call 1-800-TELECORN

Q: Can I add someone else to my account?

A: Account access options:

- **Authorized users:** Add family members with full access
- **Limited access:** View-only access for specific people
- **Temporary access:** For situations like account management
- **Security required:** Must verify identity to make changes
- **Call to add:** 1-800-TELECORN with account holder present

Q: How do I update my contact information?

A: Update your information:

- **Online:** Log into my.telecorp.com → Account Settings
- **Phone:** Call 1-800-TELECORN
- **In store:** Visit any TeleCorp location
- **Important:** Keep email and phone current for service alerts

Q: Can I get paperless billing?

A: Electronic billing benefits:

- **Free:** No \$2.95 monthly paper bill fee
- **Instant delivery:** Bills available immediately
- **Easy storage:** Download PDFs
- **Environmental friendly:** Go green
- **Auto-pay eligible:** Set up automatic payments

- **Switch anytime:** In account settings

Q: How do I close my account?

A: To cancel service:

- **Call:** 1-800-TELECORP (cancellations require phone call)
 - **Account holder must call:** For security
 - **30-day notice:** Recommended to avoid partial month charges
 - **Return equipment:** Within 30 days
 - **Final bill:** Prorated to cancellation date
 - **Early termination fees:** May apply with contracts
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Service Changes

Q: How do I upgrade my internet speed?

A: Upgrading your plan:

- **Online:** Log into account → "Change Plan"
- **Phone:** Call 1-800-TELECORP
- **Effective immediately:** Most upgrades activate within hours
- **No installation fee:** For plan upgrades
- **Pro-rated billing:** You only pay for time used

Q: Can I downgrade my plan?

A: Downgrading service:

- **Contract customers:** Changes at contract renewal
- **No-contract customers:** Changes next billing cycle
- **Early downgrades:** May have fees depending on contract
- **Equipment changes:** May need different router
- **Call to discuss:** 1-800-TELECORP for options

Q: How do I add mobile lines to my account?

A: Adding mobile service:

- **Family plans:** Save \$5-\$15 per additional line
- **Bring your phone:** Or purchase new device
- **Same account:** Combined billing with internet/phone
- **Instant activation:** In-store activation available
- **Online ordering:** Order at telecorp.com/mobile

Q: Can I temporarily suspend my service?

A: Temporary suspension:

- **Vacation hold:** Up to 3 months (\$15/month)
 - **Military deployment:** Extended suspension available
 - **Medical leave:** Special rates for extended illness
 - **Seasonal homes:** Suspend during off-season
 - **Equipment security:** Keep equipment secured during suspension
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Internet and WiFi

Q: What internet speed do I need?

A: Speed recommendations:

- **1-2 people, basic use:** 25 Mbps
- **3-4 people, moderate use:** 100 Mbps
- **5+ people, heavy use:** 300 Mbps
- **Gaming/streaming/work from home:** 300+ Mbps
- **Multiple 4K streams:** 1000 Mbps (Gigabit)

Q: Why is my WiFi signal weak in some rooms?

A: WiFi coverage solutions:

- **Router placement:** Central, elevated location
- **5GHz vs 2.4GHz:** 5GHz faster but shorter range
- **Mesh systems:** Available for large homes
- **WiFi extenders:** Boost signal to specific areas
- **Professional survey:** Free with Premium/Gigabit plans

Q: How many devices can I connect?

A: Device limits:

- **No hard limits** on most plans
- **Performance may slow** with many active devices
- **Recommended maximums:**
 - Basic (25 Mbps): 10-15 devices
 - Standard (100 Mbps): 20-25 devices
 - Premium (300 Mbps): 30-40 devices
 - Gigabit (1000 Mbps): 50+ devices

Q: Can I use my own router?

A: Using personal equipment:

- **Allowed:** You can use compatible routers
- **Compatibility:** Check telecorp.com/compatible
- **Support limitations:** Limited support for personal equipment
- **Setup assistance:** Basic setup help available
- **Recommendation:** Our equipment for best performance

Q: Is there a data cap?

A: Data usage policy:

- **Unlimited data** on all internet plans
 - **No overage fees**
 - **Fair usage:** No throttling for normal use
 - **Heavy users (1TB+/month):** May receive usage notifications
 - **Network management:** Traffic prioritization during peak times
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Mobile Services

Q: What mobile networks do you use?

A: Network information:

- **5G network:** Latest technology available
- **99% coverage:** Nationwide coverage
- **International roaming:** 200+ countries
- **Priority access:** Premium plans get priority
- **Network map:** Available at telecorp.com/coverage

Q: Can I keep my current phone number?

A: Number porting:

- **Yes, you can keep your number** from any carrier
- **Porting process:** Usually completed within 24 hours
- **Information needed:** Account number and PIN from old carrier
- **No service interruption:** Seamless transition
- **Backup plan:** Temporary number if porting delays

Q: What happens if I go over my data limit?

A: Data usage:

- **Unlimited plans:** No overage charges, possible throttling
- **Limited plans:** Throttled speeds after high-speed allowance
- **Data tracking:** Real-time usage in app
- **Alerts:** Warnings at 75% and 90% usage

- **Add data:** Purchase additional high-speed data if needed

Q: Do you offer international roaming?

A: International services:

- **Travel passes:** \$10/day in 200+ countries
- **Monthly add-ons:** \$40/month for 5GB international
- **Cruise and flight:** Special rates available
- **Text messaging:** Free to many countries
- **Before you travel:** Add international plan to avoid charges

Q: Can I use my phone as a hotspot?

A: Mobile hotspot:

- **Included in all plans:** Hotspot data allowance varies
 - **Basic plan:** 1GB hotspot data
 - **Standard plan:** 5GB hotspot data
 - **Premium plan:** 25GB hotspot data
 - **After allowance:** Throttled speeds
 - **Additional data:** Purchase more if needed
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Business Services

Q: What business internet options do you offer?

A: Business internet plans:

- **Business 50:** 50/10 Mbps (\$69.99/month)
- **Business 100:** 100/20 Mbps (\$99.99/month)
- **Business 500:** 500/100 Mbps (\$199.99/month)
- **Enterprise:** Custom speeds and SLAs available
- **Features:** Static IPs, 99.9% uptime SLA, priority support

Q: Do you offer Service Level Agreements (SLAs)?

A: Business SLAs:

- **99.9% uptime guarantee** on business plans
- **4-hour response time** for service issues
- **Service credits** for outages exceeding SLA
- **24/7 priority support** line
- **Dedicated account managers** for large accounts

Q: Can I get multiple static IP addresses?

A: Static IP options:

- **Business 50:** 1 static IP included
- **Business 100:** 5 static IPs included
- **Business 500:** 13 static IPs included
- **Additional IPs:** \$5/month per additional IP
- **IPv6 support:** Available on all business plans

Q: Do you offer phone systems for businesses?

A: Business phone solutions:

- **Basic office phone:** \$29.99/line/month
 - **Advanced business phone:** \$39.99/line/month
 - **Enterprise UCaaS:** Custom pricing
 - **Features:** Auto-attendant, voicemail-to-email, mobile integration
 - **Scalable:** From 1 to 1000+ lines
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Troubleshooting

Q: My internet keeps disconnecting. What should I do?

A: Connection stability issues:

1. **Check all cable connections** are secure
2. **Restart modem and router** (30-second power cycle)
3. **Update device drivers** and software
4. **Check for overheating** equipment
5. **Scan for malware** on devices
6. **Call technical support** if problem continues

Q: I can't connect to WiFi. What's wrong?

A: WiFi connection troubleshooting:

1. **Check WiFi name and password** (on router label)
2. **Restart your device's WiFi**
3. **Move closer to the router**
4. **Try connecting a different device**
5. **Restart the router** (30-second unplug)
6. **Reset network settings** on your device if needed

Q: My phone calls are dropping. How can I fix this?

A: Call quality issues:

1. **Check signal strength** (move to different location)
2. **Restart your phone**
3. **Check for software updates**
4. **Remove and reinsert SIM card**
5. **Clear phone app cache**
6. **Contact mobile support** if problem persists

Q: I'm getting charged for services I didn't order. What do I do?

A: Billing dispute process:

1. **Review your bill carefully** for all charges
2. **Check recent account changes** in your online account
3. **Call billing department:** 1-800-TELECORP
4. **Have your bill ready** when calling
5. **Document the issue** and reference numbers
6. **Request written confirmation** of any adjustments

Q: My streaming keeps buffering. How can I improve it?

A: Streaming optimization:

1. **Test your internet speed** (should be 25+ Mbps for 4K)
2. **Close other internet apps** while streaming
3. **Use ethernet connection** instead of WiFi
4. **Restart streaming device**
5. **Lower video quality** in app settings
6. **Consider plan upgrade** if multiple streams needed

Emergency and Security

Q: What should I do if my service goes out during an emergency?

A: Emergency service guidelines:

- **911 still works** on mobile phones even without service
- **Landline phones** work during power outages
- **Check for area outages** at telecorp.com/outages
- **Use mobile data** if home internet is down
- **Emergency restoration** prioritized for critical services

Q: How do I report a security issue with my account?

A: Security concerns:

- **Immediate action:** Change all passwords

- **Call security hotline:** 1-800-SECURE-TEL
- **Monitor account activity** for unauthorized changes
- **Review recent bills** for unknown charges
- **Enable account alerts** for future security

Q: What if I suspect someone is using my WiFi without permission?

A: WiFi security steps:

1. **Check connected devices** in router settings
 2. **Change WiFi password** immediately
 3. **Enable WPA3 security** (strongest available)
 4. **Hide network name** if desired
 5. **Enable guest network** for visitors
 6. **Call for security audit:** Free with Premium+ plans
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Still Need Help?

Contact Methods

- **General Support:** 1-800-TELECORP (24/7)
- **Technical Support:** 1-800-TECH-TEL (24/7)
- **Billing Questions:** 1-800-TELECORP
- **New Service:** 1-800-NEW-PLAN
- **Business Support:** 1-800-BIZ-TEL

Online Resources

- **Live Chat:** Available 24/7 at telecorp.com
- **Online Account:** my.telecorp.com
- **Mobile App:** Download "TeleCorp" app
- **Video Tutorials:** telecorp.com/support
- **Community Forum:** community.telecorp.com

In-Person Support

- **Store Locator:** telecorp.com/locations
 - **Appointment Scheduling:** Available online
 - **Bring Photo ID** for account access
 - **Device demos** and hands-on help available
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Can't find your answer? Contact our 24/7 support team at 1-800-TELECORP or chat with us online at telecorp.com!