poa! Home

Unlimited home internet from just KES 1575 per month or KES 450 per week

poa! home is our new home internet service, delivering **5Mbps** giving you smoother streaming, better browsing, faster downloads & less buffering. Now only **KES 2000 install**, and as always unlimited, our service has no slowdowns, and no data-caps, meaning you can download or watch as much as you want!

How do I access my account?

1. On your browser, log onto https://customer.poa.im/
2. In case you've forgotten your login details, click on 'Forgot your username' for a reminder and 'Forgot your PIN' to create a new one.

Video link: https://youtu.be/Z2In1jcq8cQ?si=3dr-_dpjG6UBfLKD

Remember you can access customer.poa.im from any browser except Opera mini

I have forgotten my PIN, how do I reset it?

1. Type https://customer.poa.im into your web browser.
2. Click on "Forgot PIN".
3. Enter your registered phone number in the space provided.
4. You will get an SMS from poa! with a link message.
5. Click on the link and create your new pin.

Follow steps on the video below: https://youtu.be/Z2In1jcq8cQ?si=3dr-_dpjG6UBfLKD

I have forgotten my Username, how do I find it?

1. Type https://customer.poa.im into your web browser.
2. Click on ‘Forgot Username’ for a reminder.
3. You will be asked to enter your mobile number.
4. Put in the number you signed up with and click “Request PIN rest”.
5. You will receive free SMS with your new PIN.

How do I change my Password?

1. Log onto https://customer.poa.im/
2. Click on 'Help & Support'.
3. Select 'Change your Home Wi-Fi Password' and follow the instructions to completion

My phone number has changed, how do I change it in my poa! account?

1. Log in to your account (https://customer.poa.im) with your Username and PIN.
2. Click on My settings
3. Change the phone number listed as your primary number
4. Alternatively, you can leave the primary number unchanged and add a secondary number.

How do I pay for my poa! services?

Go to:
Lipa na Mpesa
Select Paybill
Enter 7769384
Enter the poa! Registered Number as account number
Key in the amount
Enter your Mpesa PIN then click 'Send’

What happens if I pay for my subscription using a different number?

You will need to add the number to your account:

1. Log onto https://customer.poa.im/
2. Click on 'My settings'
3. Select 'Change phone numbers'.

You can either change your primary number or add your secondary number.
Incase you require any assistance from the customer care team, share a copy of your ID

and a screenshot of the error message received when trying to edit the details. Send it to our Whatsapp number: 0730762762

How do I know the due date/expiration for my home WIFI account?

To know when you're due:

1. Log in to customer.poa.im on your browser with your username and PIN.
2. Click on 'My Account' to know the number of days left plus how much you have in your poa! Account.

Can I pay my subscription in installments?

Yes! Any amount of money that you pay through your poa! registered phone number goes directly to your account. The top-up will accumulate until you have enough money for the subscription you have selected, be it weekly or monthly.

If your subscription is due, and you have enough funds for the subscription you have chosen, we will automatically purchase another subscription for you.

You can always check the balance by logging onto https://customer.poa.im/

I am moving from one area to another, how do I take my internet connection with me?

Whatsapp customer care (0730762762) to inform us of the move.

Relocation within the same building is KES 1,000.

Relocation to a different building costs KESKES. 2,000.

Also, please ensure you have an active subscription to allow for testing once the re-installation is complete.

N/B: You cannot relocate yourself (move with your equipment and install) as you cannot tell where our masts are and what's the best angle to point your outdoor unit towards

How do i raise a ticket?

1. Log onto https://customer.poa.im/
2. Go to Help & Support
3. Select Contact poa!

4. Click on Contact Customer Care
5. Fill out the fields, click Send Request

Your ticket will be created and sent to us.

About poa!

What makes poa! different?

We connect the unconnected. Improving lives through unlimited access to knowledge & opportunities. For over 5 years poa! internet has been steadily building it's ambition to be the leading internet provider in Africa.

Bringing internet to all areas of Kenya

We believe EVERYONE deserves access to the internet and affordable communications.

Communications have an incredibly positive impact on improving the lives of individuals and accelerating the economic and social growth of developing countries, and yet 4.4 billion people around the world are still unconnected and many more are poorly serviced.

Highly Affordable Internet Access

Serving the homes, communities and schools.

At poa! we believe everyone deserves access to the internet and it should not be limited to the privileged few. Our poa! internet service provides broadband to low income and rural communities across East Africa, offering individuals and small businesses highly affordable internet access. poa! brings significant social benefit to the communities we serve by offering free access to digital content including educational and health materials as well as generating substantial employment opportunities.

How do we do it?

poa! internet has a different approach. We are driven by our mission to deliver internet to EVERY home.

It would be very easy to deliver the internet to the big cities, the holiday destinations and the hotels and businesses where access is easy. But that's not poa!, we are different because we started out with a mission to deliver the internet to every home in Africa, not to just the privileged and already connected. We wanted to bring connectivity to the underserved areas, the unconnected, and the areas left out of the opportunities that internet access can give.

poa! internet is built on a dream, a simple idea but a hugely challenging one at the same time. A dream that has gone from 0 people connected to tens of thousands, a team of 350+ people, over 10,000 free Wi-Fi hotspots, hundreds of communities connected and investments from global partners and world leaders. poa! is on course to deliver on its mission and its promises: To connect every home in Africa.

50,000+
Homes connected

Our installation teams are out every day connecting more and more homes. We are on course to deliver on our mission!

40,000+
street Wi-Fi Hotspots

And counting! We are installing new hotspots all the time. poa! internet is the biggest Wi-Fi network in Africa.

60,000+
street Wi-Fi customers

being the biggest Wi-Fi provider in Africa, we have thousands of people connecting to the internet every single day!

350+
poa! team members

Our team is growing every day, we are always looking for talented individuals to join our team.

BASIC LEVEL 1 SUPPORT TROUBLESHOOT GUIDE.

The following guidelines were drafted to help assist the Customer service team have a better understanding and knowledge of probable customer challenges faced on first interaction during level 1 support to offer better and more efficient support in line with the customer query or complaint.

1. NO INTERNET

This is the most commonly reported incident by most users and as the term refers it points to the customer not being able to access the service. This could be as a result of various reasons which shall be noted below and ways of how to get to understand the customer issue faster making the interaction with the customer productive and positive for the agent and the customer as well.

Expected checks on the first query before escalation:

- Check to confirm customer tenant status (If they are in an STU or MTU set up MTU - (Multitenant) STU - (Single tenant) and if location matches details registered.

- This will help the agent understand the setup and guide him/her on the correct troubleshooting required.

- Confirm if the customer is close to the devices and if they are powered.

- Run through the customer IDU connection as per the required setup to confirm if they have the correct connections in place depending on the tenant setup. (If not sure request for an image to easily guide and confirm set up)

- The router should have the internet cable at port 1 and should be actively blinking to indicate activity. The POE should have a steady light. Cables are firmly connected to all IDU devices and the physical condition of the cables can also be checked.

- Check admin sessions to confirm customer recent usage to have more information on the probable cause of the outage. (If the customer has been offline for a long period of time checks on the physical presence of the beam would be required especially if there is no network downtime within the area)

- Once the customer has confirmed the setup to be okay. The agent can advise the customer on the probable checks, and give the SLA timelines but run a final check on the customer account to note if the outage could be caused by other factors, like network-related

outages or even isolated account issues like payment, account being locked, stolen beams, etc.

- CX teams can be advised to also keep in touch with network-related issues on the CALF platform and to be aware of network outages and flaps that could be affecting a specific area leading to outages. This, however, if prolonged, is normally confirmed with the network team officially.

- Once escalated for checks after the correct troubleshooting has been noted as above, the customer will be advised as per the Techops checks to confirm if resolved, or if further checks will be needed on site,

- Below is an image of the basic setup of a customer IDU device.
- The setup may vary depending on the tenant status as noted above but the main focus here is the router functionality and proper physical connections.

Below is an image of the customer's Outdoor Unit

The beam activity will always be determined by a steady blue light. If no light is present and the initial IDU checks have been done correctly then this would be a probable physical connection issue which the TechOps would advise after checks on their end.

In cases of a multitenant setup, a device known as a Reverse Outdoor PoE switch is installed to consolidate clients to one beam.

All customers will still need a POE to enable continuous power input to the switch and Light beam.

However, in the case of an MTU Density Connection, the customer will not need a POE; the cable will instead run from a D-Link switch to the router's port 1. That customer is also receiving a connection directly from the DP hence there’s no LB to troubleshoot

You will be able to differentiate the MTU Density customer from a normal one under the ‘subscription’ tab.

Refund pending: NO

Home Service

Service status: Wireless Active
Activation Date: 20/05/2024 13:08
Location type: MTU
CPE Rate Limit: 5M/5M 8M/8M 3M/3M 30/30
Address: Waithaka, Waithaka DP MTU, floor 2, Waithaka DP Hse C4

Subscriptions

Subscription: Subscribed to package **'MTU-Density Subscription"**

Below is an illustration of a netstar RPOE switch installed in MTUs.

<u>Summary of NO INTERNET expected checks/tickets</u>

- Confirm router blinking pattern at hap(check on the ports and router activity if perhaps it is self rebooting)
- Is the customer able to view their SSID on their devices?

- Physical cable connections on devices(status of the cables if tampered with)
- Power stability on customer devices
- The physical presence of the ODU (especially in certain known areas such as eastlands networks)
- Checks on customer admin account status and CPE sessions to confirm the issue is not related to accounting issues.

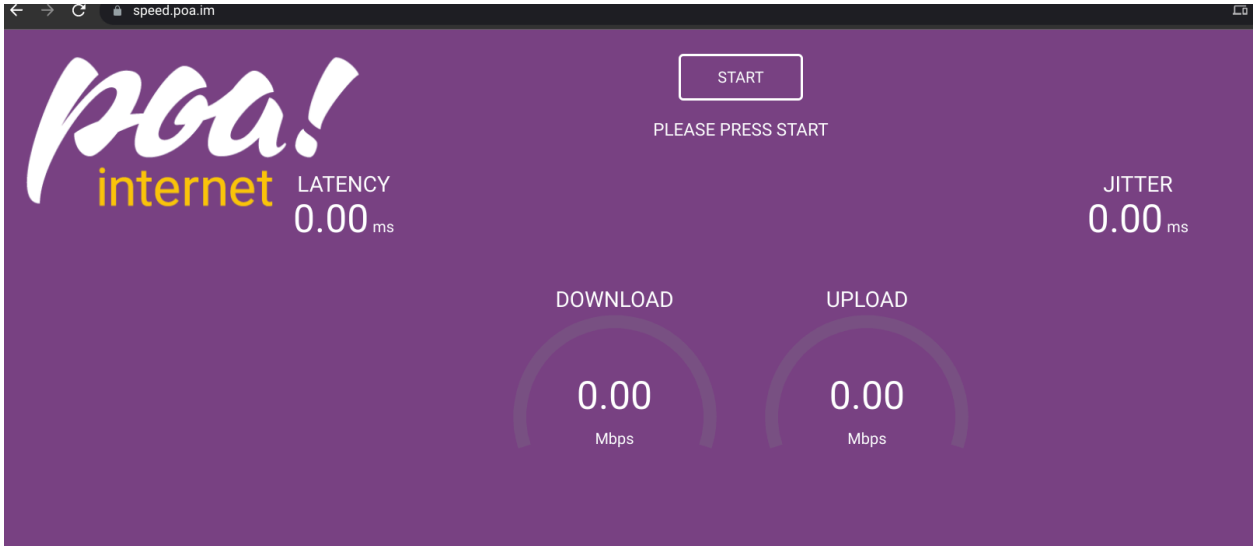
2. SLOW SPEEDS

Slow speeds is another common customer challenge reported by customers.

Slow speeds on the customer end can be experienced as a result of certain factors noted below. It is recommended to query such before escalation for better understanding and efficient resolution.

Expected checks on the query before escalation:

- The first check would be to confirm if there is any pending network issue related to potential slow speeds within a specific network area.If this is the case the customer should be advised accordingly until a resolution is confirmed.
- If the above check is okay then a customer slow speeds query would need a confirmation of a speed test done with one device (running minimal background activity), and a screenshot shared by the customer. https://speed.poa.im/ is recommended



- Checking on the customer admin sessions and the number of devices connected as per the recommendation. The bandwidth is shared so if the customer has numerous devices connected speeds will vary as per the usage on each of these devices.
- Check on the admin sessions to see if the customer has been pulling a lot of data as per the registered data usage on the CPE sessions. If this is the case, confirm with the customer on their usage patterns and if they are downloading, streaming on multiple devices, or using heavy applications which require high bandwidth.

- Confirm with the customer if the issue is noted across all connected devices or isolated to just one device. This can be done by requesting the customer to check the connection with other devices and confirm the experience. If isolated to one device the customer might have to check the device browser settings and try to troubleshoot the device.
- Another important check is to confirm the customer's physical connection, especially at the point-to-point terminal connections at the IDU level. If cables are twisted or the device is poorly mounted this would give the customer a slow speeds experience.

- Obstruction by other electronic devices and the distance between devices in use and the hap will also affect the access and the customer should be advised on the hap to device range recommended to have a better experience.

- Once escalated the tech ops team will confirm network stability and advise accordingly.

Summary of SLOW SPEEDS Expected checks/tickets

- Speed test to be shared (screenshot) confirmed with 1 device only.
- Checks on customer sessions/usage on admin.
- Number of devices connected
- Confirmation if the slow speed experience is across all devices and if checks to resolve basic probable causes have been attempted like browser checks(clearing cache), or if isolated to one device if the customer has tried other devices.
- NB* Slow access to a specific site is not seen as a slow speed case especially if the customer can access other sites. This can be checked if the customer can confirm if they are getting any errors. The same can be advised if raised under a no internet ticket.

3. DEGRADED SERVICES /ON & OFF CONNECTION

Degraded services and ON/OFF connections are related to customer issues as they entail the customer having intermittent connections which could either be a result of network challenges or customer setup issues.

Expected checks on the query before escalation:

- The first check is to confirm if there is any noted network issue affecting a particular network with degraded services. An update would be noted on the network channel and this should be shared

with the customer and the tracker ticket noted on the customer ticket.

- Degraded service would entail either the customer having an on/off connection or having inconsistent speed fluctuations noted over time.
- The initial query would be to confirm the customer complaint if related to speeds or no internet. If the customer mentions the internet goes completely off and then comes back, query if the router stops blinking at the internet port and also check on the POE(if present) to confirm if the same is noted.The customer can confirm cable connectivity on the IDU devices as damaged internet and power cables can affect device functions.

What are the most likely root causes of network performance degradations?

Hardware failure

A cable has a defect on the client-end, cable patching level (as a simple example, due to the patch cable density, a cable disconnects under the weight of others, generating untimely disconnections.

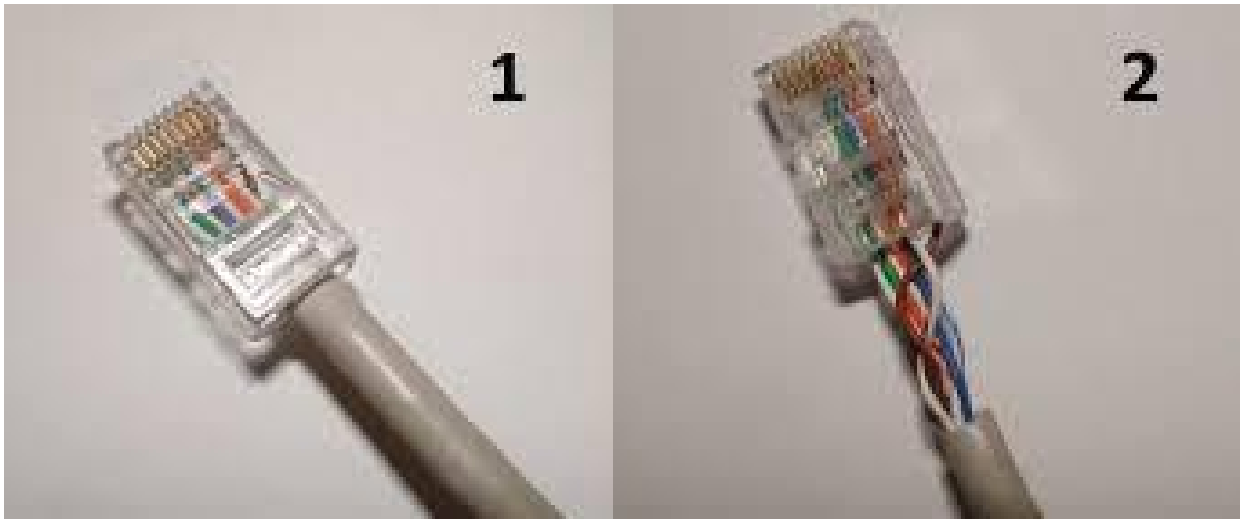
Bandwidth congestion

- The quantity of data sent to/from a given destination exceeds the network capacity in other word known as(maxing).
- Maxing on the connection by the customer can also interfere with the connection. If a customer has connected more than the recommended devices the connection will have intermittency as the bandwidth allocated will not be able to serve the excess connection

and some devices are bound to lose connection despite the internet being available.

Quantity of data

- Sent and received by the application is large and takes too much time to transfer through the network (as an example, this may be due to a configuration or an application most likely being used at the customer end. A customer may be running an application that requires more time than usual to retrieve /pass data hence giving the client degraded experience.
- Below is an illustration of damaged internet cables which are a major cause of the on/off issue. The customer can confirm the connection with an image of the setup if this is suspected to be the case.



Power stability

Checks on the customer power stability are advised as the devices can be affected by the unstable power input. The customer can change the source of power or try a different power adapter for the hap.

LOS issues

Once the above checks are confirmed the customer can also confirm if there is any obstruction to the LOS as the emergence of buildings and trees within the customer premise can cause interference with the beam parameters and affect the service. This is also applicable in cases of slow internet especially if the issue is recurring as noted on previous tickets.

ODU interference

This can be maybe due to an ongoing construction and the beam was interfered with, an attempted theft case but ODU was not interfered with or due to heavy rains or strong winds the beam was interfered with hence need for a realignment or reposition in all the stated scenarios.

Summary of DEGRADED SERVICE ON/OFF connections expected checks

- Confirm if there is any pending network issue
- Router blinking pattern if there is noted stagnation noted when the customer is offline
- Confirm customer cable connection on IDU devices to rule out loose connectivity on devices
- Confirm cable condition, if damaged on any terminal
- Confirm power stability to devices, checks on power cables can be done by replacing them with alternatives

- LOS checks to customer premise (especially if the customer issue is noted to be recent) emergence of taller buildings and trees can affect LOS leading to degraded and on/off connectivity.

COMMON MISTAKES NOTED BY CX WHEN RAISING CUSTOMER COMPLAINTS AS NOTED ON TICKETS

- Wrong category classification on tickets. Most notably degraded service and slow speeds. -
- Copy-pasting of troubleshooting checks on tickets which creates doubt on whether an actual troubleshooting was done as per the customer complaint
- Limited information is shared on tickets, especially with slow speed issues which require extensive checks from tech ops end if little information was shared, and this, in turn, affects the turnaround time of tickets and customer inconvenience.
- Understanding customer issues by checking ticket history to avoid back and forth minimizing inconvenience to the customer.

✒️Tickets we don’t troubleshoot.

- We don’t do Wi-Fi extender routers.
- We don’t give access to our devices to customers

4. Add Number/Change and Password Change/ Plan Change. (customer.poa.im access).

- In the event a customer pays using an unregistered phone number, they should be guided on how to add the number via customer.poa.im using the procedure below:

1. Go to your browser and type customer.poa.im
2. Login with your username
3. Enter a 4-digit PIN or click "forgot PIN" to reset if you do not recall any.
4. On the portal click on My Settings.
5. Select change phone numbers
6. Go to the second option and add your secondary number.
7. Click on the link shared to the primary number to save.

📝If a customer is unable to add the number, request for copies of owner's ID front and back for manual addition, if both do not yield, then a REFUND of the amount will be initiated through the Billing team

To change the WiFi password,

Step 1: On the browser of your tablet, mobile phone or laptop: Log in to https://customer.poa.im/login
Step 2: Enter your Poa username and pin, and click on the Log In button
Step 3: Once you have logged in, click on the menu bar icon
Step 4: Click on Help & Support
Step 5: Click on ‘Change your Home Wi-Fi Password’
Step 6: Follow the instructions provided.
Enter existing password:
Enter new password,
Confirm new password

Click ‘Change Password’
Select an alphanumeric password for better security. This means your password should ideally have numbers and letters, and if possible special characters such as #,!,&,*,% . Ensure your password contains at least 8 characters.
Step 7: Once done, click on ‘change password’

Changing Plans:
To activate the Weekly/Monthly Plan:

■ On your google browser, log into customer.poa.im
■ Enter your Username and PIN
■ Once you are logged in, select the
‘Change Plan’ button.
■ Select the preferred plan and follow the prompts to completion.

After you've changed your subscription to Weekly/Monthly and paid, your Plan will be activated on your next renewal.

5. Theft and Replacement.

For STU;

- *1st instance:*

Free replacement is issued provided the customer:

- Shares the OB,
- Shares a picture of where the dish was and a preferred safer place,
- Commits to caging the dish.

(Once shared, escalate to Tech-Ops for scheduling)

- *2nd theft:*

Required to pay full amount i.e Ksh 3000 for replacement or partial of Ksh 1000 for 3 consecutive months.
Must also confirm the security of their premises.

For MTU;

- *1st Theft:*

Every member in the unit is to sign a Security Agreement Form; that a replacement will be done for the last time. (OB must be shared and security of premises/where the LB should be placed confirmed.)
Ticket group- Escalation
Share with Valentine/ Joseph Muthui/Ian/Tracy Omega.
No charges.

- *2nd Theft:*

All MTU users to cost-share replacement cost.

poa! internet

SECURITY AGREEMENT

This agreement is executed between ..... and ..... of

ID number ..... (Landlord/ Tenant). Location .....

Username .....

This is to confirm that going forward, you have agreed to be liable for any damages and theft cases of the poa! Internet Litebeam antenna on the roof. You will also ensure it is very secure and incase of any other theft or damage, you will cover the full cost of the equipment.

Signature: .....

Date: .....

If a customer declines the replacement terms/discontinues the service, they should be decommissioned and kits returned. (Tag Tabitha Njuguna for approval of such).
See here the terms and conditions,
https://poa.co.ke/service-terms-conditions/#:~:text=You%20agree%20to%20notify%20Poa,Service%20attributed%20to%20your%20Account.
TERM AND TERMINATION clause refers.

6. Installation and Relocation.

Installation:

- Done within 48 hrs after payment.
- Customers are usually contacted beforehand on the day or support by service partners or/and a day earlier by the Deployment team to confirm availability.

Relocation:

- *Within the same building:*

Charged Ksh. 1000 deducted as Cable charge on the Admin Addon tab.

- *Different buildings/areas:*

Charged Ksh. 2000 deducted as Standard Relocation Fee charge on Admin Addons.
NB: The client MUST make the payment before support is done.
Confirm:

- **Customer type (MTU/STU)**
- **Where they have relocated to; use the nearest landmark.**
- **What they carried along(IDU only for MTU and IDU and ODU for STU).**

7. Account Reactivation (Cancel Decommission).

- If a customer goes delinquent for 90 consecutive days, the system will automatically deactivate them.
- If such a customer calls for account reactivation,

Confirm if the following are working okay:

1. The charger is plugged in.
2. The antenna cable (black cable from the roof) is plugged in and its green light is on.
3. The power cable and data cable is connected to the internet modem and the modem is transmitting.
4. They have your poa WiFi signal on your phone.
5. They have not relocated from the initial location
6. Once the account is reactivated and there is a need for technical support they will be charged 1000 shillings. (Tech Support fee).