



Help Centre Overview

Welcome to NovaConnect Support

Whether you need help with your mobile plan, home internet, or billing questions, we're here to assist you 24/7. This guide provides quick answers to common questions.

Managing Your Account

- View and pay bills: NovaConnect app or novaconnect.com/billing
- Change your plan: Account Settings > Plan Options
- Add family members: Account Settings > Family Plan
- Update payment method: Account Settings > Payment

Common Questions

Q: How do I check my data usage?

A: Open the NovaConnect app and tap 'Usage' on the home screen.

Q: When is my bill due?

A: Bills are due on the same date each month. Check the app for your specific due date.

Q: How do I unlock my device?

A: Devices are automatically unlocked after 60 days of active service. Contact support for early unlock requests.

Contact Us

- Phone Support: 1-800-NOVA-HELP (24/7)
- Live Chat: Available in the NovaConnect app
- Email: support@novaconnect.com
- Twitter: @NovaConnectHelp
- Retail Stores: Find locations at novaconnect.com/stores