**ABOUT US**

**Are your plans affordable?**

SpeedLink takes pride in being able to offer the most affordable and the best value-for-money high speed fiber internet plans in the market.

For instance, our fiber for home product, SpeedLink starts at only P1500 with a whopping 25 mbps. Compared to other telco products, that is great value for your money!

**Where can I take advantage of SpeedLink Internet?**

SpeedLink made sure that you can enjoy premium fiber internet connectivity wherever you are. Be it at home, in your small business or in your big corporations.

**What is SpeedLink Internet?**

SpeedLink Internet is the most innovative connectivity in the market today.

It boasts of a higher bandwidth which translates to higher Internet speed.

SpeedLink uses lightweight, durable and non-flammable materials that are less susceptible to corrosion and environmental factors, so you can connect to the internet hassle-free with little to no downtime.

**Who is SpeedLink Inc?**

We are a premier provider of customer-focused telecommunications and ICT solutions dedicated to equip, enable and empower our clients. We have dedicated our experience and expertise to ensuring our customers receive the best in networking infrastructure, facilities management, broadband implementation and full telecommunication infrastructure and support.

**PROMOS AND OTHER FAQS**

**Do you really give out special prizes like some pop-up ads and sites say?**

Your cybersecurity is important to us. Please be careful in accessing sites that may be fraudulent.

**How do I contact you for any concerns?**

For any other concerns, you may reach us through the ff channels:

* Tech Support
* Contact Us
* SpeedLink ICT Support

**How do I get my rebate from Member-Get-Member promo?**

Please ensure that you have followed the mechanics for the Member-Get Member Program to enjoy the rebate. Once approved, you will enjoy a 50% rebate from you referral’s plan. It will be deducted one time on your next billing statement cut-off

**Are your business centers open at this time?**

Our business centers are open to serve you from 9am to 5pm, Mon. to Fri.

In compliance with the GCQ guidelines, Senior Citizens and Pregnant Women are highly discouraged from going to our business centers.

**What is the SpeedLink 1500 Xtra or 10-for-99 offering?**

SpeedLink 1500 Xtra (10-for-99) is a 10 Mbps for P99/ mo speed boost offering available for your SpeedLink X 35 Mbps plan.

**TECHNICAL AND CONNECTION ISSUES**

**If your LAN has no light:**

* Switch off your modem for 5 minutes then switch it back on.
* Check both ends of the UTP cable if securely connected into the modem LAN port.

**Power - No power**

If your modem’s power button has no light:

* Ensure that the modem is switched on.
* Check the condition of the wires.
* Check if the adaptor is plugged in correctly

**PON - No light or blinking light**

If your PON has no light, please do the following steps:

* Switch off your modem for 5 minutes then switch it back on.
* Check the condition of the fiber patch cord for any break, bend or damage.
* Ensure that both ends of the fiber patch cord are inserted correctly.
* Try to detach and re-attach both ends of the fiber patch cord.

**Slow or Intermittent Connection**

If you are experiencing slow or intermittent connection, please note that your bandwidth is a resource shared by all devices connected to your modem. Try the following basic troubleshooting:

* Detach and attach the fiber patch cord on the modem.
* Turn off and on the Modem for 15 seconds.

**LOS - Red light or blinking light**

Please create a ticket using our self-service facility by calling (02) 8876 0580. Follow the instructions on LOS RED indicator option.

**BILLING AND PAYMENT**

**Why is my line disconnected?**

You may have overlooked your payments. For your convenience, please visit [https://speedlink.ph/paybills#/paybills](https://gofiber.ph/paybills#/paybills).

**How do I read my bill?**

For billing guide, please visit https://www.speedlink.com/ask-conrad-billing-tip-1/

**Where do I inquire about details in my statement of account?**

For your statement of account details, you may visit https://get-soa.speedlink.com

**How can my subscription be reconnected?**

For your account to be reconnected, please ensure that balance has been paid in full.

Reconnection will be automatic once payment has been posted in our system. To learn more about our payment channels, please visit:

https://www.speedlink.com/how-do-i-pay-my-monthly-subscription

**How come my statement of account is not**

available in get-soa-speedlink.com?

For us to assist you with this concern, please send us your account number via customercare@speedlink.com

**How do I check my account balance?**

You may check your account balance through: https://get-soa.speedlink.com/

**How to pay my bill?**

You may use our online payment facility. For your convenience, please visit: https://speedlink.ph/paybills#/paybills.

**How do I get a copy of my statement of account?**

You may get a copy of your SOA via get-soa-speedlink.com

**SALES AND NEW APPLICATION**

**I have settled my payment but I'm not sure if it was already posted. Nevertheless, how do I follow-up on my installation?**

To check if payment has been posted (which is a necessary step prior to installation). please visit: https://speedlink.ph/application/check-status . Kindly key-in your reference number or registered email address. Posting of payments may vary depending on the payment channel. To learn more about payment channels, please visit: https://speedlink.ph/paybills#/paybills Please note that due to limited mobility brought about by lockdowns in various areas, we are having some difficulty installing as fast as we want to. We are doing our best to serve you at the soonest possible time.

You may help us by preparing all permits required to reach your house, if any (ex: brgy permits, gate passes, subdivision or bldg permits, etc.). Thank you for your patience.

**What initial payments do I need to settle prior installation?**

To know more about your initial payment and for billing guide, please visit https://www.speedlink.com/ask-conrad-billing-tip-1/

**My payment has already been credited, how do I follow-up my installation?**

Due to limited mobility brought about by lockdowns in various areas, we are having some difficulty installing as fast as we want to. We are doing our best to serve you at the soonest possible time. Please. help us by preparing all permits required to reach your house, if any (ex:brgy permits, gate passes, subdivision or bldg permits, etc.). Kindly send us your account number via: customercare@speedlink.com

**How do I know if my area is serviceable by SpeedLink ICT?**

To check your area’s serviceability, please visit https://speedlink.ph, click “Apply Now” and fill in the necessary information needed.

**How do I apply for a SpeedLink fiber internet plan?**

There are 4 ways to apply:

1. Visit https://speedlink.ph/ and click apply now
2. Call our Telesales Hotline (02) 8876 0580 or thru https://www.speedlink.com/contact-us/
3. Send email to digisales@speedlink.com
4. Message our Facebook https://www.facebook.com/SpeedLinkDigitalSales/

**MANAGE MY SUBSCRIPTION**

**How do I convert my Docsis plan to a Fiber Plan?**

We have to check the serviceability / coverage in your area. If your area is serviceable, please submit 1 valid ID of the account holder and Letter of Request to start the process. \*\*If requestor is NOT the Account Holder, 1 Valid ID of the both parties is required (Account Holder and Requestor)

Please note that converting your docsis plan to fiber will reset your lock-in period to 24 months. For faster transactions, please ensure that all requirements are submitted (incomplete applications will not be processed).

FREE CONVERSION – If your account is outside the lock-in period. However, if conversion request is within the lock-in period a P1,500 conversion fee will be charged (amortized for 3 months).

**How do I upgrade my plan?**

You may visit our self-upgrade platform at https://upgrade-now.speedlink.com/

**Do you have devices that go along with your fiber internet plans?**

Maximize your pure fiber experience with our value-added services. To know more, please visit: https://www.speedlink.com/add-on

**How do I update information in my account?**

To update your account details, please visit https://account-update.speedlink.com