

TelecomPlus

FAQ - Support Technique

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Bienvenue dans notre Foire Aux Questions (FAQ). Ce document répond aux questions les plus fréquemment posées par nos clients. Si vous ne trouvez pas la réponse à votre question, n'hésitez pas à contacter notre service client au 3900 (appel gratuit) ou via votre espace client en ligne.

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Q1. What is VoLTE and do you support it?

Réponse : VoLTE stands for Voice over LTE, which allows voice calls to be made over a 4G LTE network rather than the 2G or 3G connections. Yes, we support VoLTE for compatible devices.

Q2. How can I check network coverage in my area?

Réponse : You can check network coverage in your area by visiting our website and accessing the coverage map. Just enter your location to see the available network coverage.

Q3. What should I do if I lose my phone?

Réponse : If you lose your phone, contact us immediately to suspend your service and protect your account from unauthorized use. We can also guide you through the process of securing a replacement.

Q4. How do I report a network issue?

Réponse : You can report a network issue by contacting our customer service through phone, email, or live chat on our website. Provide as much detail as possible about the issue and your location.

Q5. Can I change my phone number?

Réponse : Yes, you can change your phone number. Contact our customer service for assistance. Note that a fee may apply and you might need to choose from available numbers.

Q6. What are your sustainability initiatives?

Réponse : Our sustainability initiatives include recycling mobile devices, reducing carbon emissions through operational efficiencies, and investing in renewable energy sources for our network infrastructure.

Q7. Do you offer parental control services?

Réponse : Yes, we offer parental control services that allow parents to monitor and manage their child's mobile usage, including restricting access to inappropriate content and setting usage limits.

Q8. What is Wi-Fi calling and is it available?

Réponse : Wi-Fi calling allows you to make and receive calls over a Wi-Fi network instead of using the cellular network. Yes, Wi-Fi calling is available for compatible devices and plans.

Q9. How do I activate a new device?

Réponse : To activate a new device, insert your SIM card into the new device and follow the on-screen setup instructions. If you need further assistance, contact our customer service.

Q10. What are eSIMs and do you support them?

Réponse : eSIMs are electronic SIM cards that allow you to activate a cellular plan without using a physical SIM card. Yes, we support eSIMs for compatible devices.

Q11. How can I improve my mobile internet speed?

Réponse : To improve your mobile internet speed, ensure you're in an area with good coverage, close unused apps, clear your device's cache, or switch to a network with less traffic.

Q12. Do you have a loyalty program?

Réponse : Yes, we have a loyalty program that rewards customers with points for their monthly spending, which can be redeemed for discounts, services, or products.

Q13. What to do if I'm experiencing dropped calls?

Réponse : If you're experiencing dropped calls, ensure you're in an area with good coverage. If the problem persists, restart your device or contact customer service for assistance.

Q14. What are your customer service hours?

Réponse : Our customer service team is available 24/7 to assist you with any queries or issues you may encounter.

Q15. How do I report a lost or stolen phone?

Réponse : You can report a lost or stolen phone by contacting our customer service immediately to suspend your service and prevent unauthorized use.

Q16. Do you offer any parental control features?

Réponse : Yes, we offer parental control features that allow you to manage and monitor your child's mobile usage and access to content.

Q17. What is the warranty on the mobile devices you offer?

Réponse : The warranty on mobile devices varies by manufacturer, but typically covers a period of 12 to 24 months for defects in materials and workmanship.

Q18. How can I recycle my old mobile device?

Réponse : You can recycle your old mobile device by bringing it to one of our stores or participating in our mail-back recycling program.

Q19. What should I do if I'm experiencing poor signal or connectivity?

Réponse : If you're experiencing poor signal or connectivity, try restarting your device, checking for service outages in your area, or contacting customer service for assistance.

Q20. How can I improve my home Wi-Fi network?

Réponse : To improve your home Wi-Fi network, ensure your router is in an optimal location, secure your network, and consider upgrading your plan or equipment if necessary.

Q21. What are the terms and conditions of your service contracts?

Réponse : The terms and conditions of our service contracts can be found on our website or by contacting customer service for a copy.

Q22. Do you offer any services for customers with disabilities?

Réponse : Yes, we offer a range of services and devices designed to assist customers with disabilities. Please contact our customer service for more information.

Q23. How do I check if my device is compatible with your network?

Réponse : You can check if your device is compatible with our network by visiting our website and entering your device's IMEI number or by contacting customer service.

Q24. What is VoLTE and how do I know if my phone supports it?

Réponse : VoLTE (Voice over LTE) provides high-quality voice calls over our 4G LTE network. Check if your phone supports VoLTE by looking at your device settings or contacting us.

Q25. How do I activate a new SIM card?

Réponse : To activate a new SIM card, insert the SIM into your device, follow the activation instructions on our website, or call customer service for assistance.

Q26. What are eSIMs and how do I set one up?

Réponse : An eSIM is a digital SIM that allows you to activate a mobile plan without a physical SIM card. Set up by scanning a QR code provided by us or directly through our app.

Q27. How does network congestion affect internet speeds?

Réponse : During peak times, network congestion may slow down internet speeds, but we continuously work to manage traffic and maintain performance.

Q28. Can I check the expected internet speed in my area before subscribing?

Réponse : Yes, you can use our online tools or contact customer service to check the expected internet speed in your area.

Q29. What 5G speeds can I expect with your service?

Réponse : 5G speeds can vary, but typically offer faster downloads and uploads, lower latency, and more reliable connections than 4G.

Q30. How do indoor and outdoor signals affect internet speed?

Réponse : Internet speed can be affected by signal strength, with outdoor signals generally providing better speed and connectivity than indoor.

Q31. How can I improve my mobile internet speed?

Réponse : Improving mobile internet speed can involve moving to a location with better signal, closing unused apps, or switching to a higher speed plan.

Q32. Are internet speeds the same on all devices?

Réponse : Internet speeds can vary depending on the device's capabilities, with newer models often supporting faster speeds.

Q33. What measures do you take to ensure consistent internet speeds?

Réponse : We continuously invest in our network infrastructure and technology to manage traffic and ensure consistent internet speeds.

Q34. Do you offer prioritized internet speeds for certain services?

Réponse : Some of our plans offer prioritized internet speeds for services like streaming or gaming to ensure optimal performance.

Q35. What is the difference between download and upload speeds?

Réponse : Download speed refers to how quickly you can receive data from the internet, while upload speed is how quickly you can send data to the internet.

Q36. How does the type of content being accessed affect internet speed?

Réponse : Accessing high-bandwidth content like HD video streaming can require higher internet speeds compared to browsing websites or sending emails.

Q37. Can weather conditions affect mobile internet speeds?

Réponse : Extreme weather conditions can temporarily affect signal quality and internet speeds, but our network is designed to be resilient.

Q38. What role does my phone's settings play in internet speed?

Réponse : Your phone's settings, such as network mode preferences, can impact the internet speed by selecting between 3G, 4G, or 5G networks.

Q39. How do VPN services affect mobile internet speed?

Réponse : Using a VPN can slightly reduce your internet speed due to encryption processes and the routing of data through an additional server.

Q40. Do you offer tools or apps to measure my mobile internet speed?

Réponse : Yes, we offer tools and apps that allow you to measure your current mobile internet speed directly from your device.

Q41. How can I contact customer support?

Réponse : You can contact customer support through various channels including our mobile app, website, by phone, or via email.

Q42. What are the hours of operation for customer support?

Réponse : Our customer support is available 24/7 for critical issues, with specific hours for general inquiries detailed on our website.

Q43. Do you offer technical support for device troubleshooting?

Réponse : Yes, we offer technical support for device troubleshooting which can be accessed through customer support.

Q44. Can I schedule a callback from customer support?

Réponse : Yes, you can schedule a callback from customer support at a time convenient for you through our mobile app or website.

Q45. How do I report a service outage?

Réponse : To report a service outage, please contact customer support immediately through any of our available channels.

Q46. Is there live chat support available?

Réponse : Yes, we offer live chat support on our website and mobile app for instant assistance.

Q47. Are there any self-service options for common issues?

Réponse : Yes, we provide a range of self-service options through our mobile app and website for common issues and inquiries.

Q48. How long does it typically take to resolve a support ticket?

Réponse : Resolution times can vary, but we strive to resolve support tickets as quickly as possible, usually within 24-48 hours.

Q49. Do you offer support in languages other than English?

Réponse : Yes, we offer support in multiple languages. Please check our website or contact us to find out about support in your preferred language.

Q50. How do I track the status of my support ticket?

Réponse : You can track the status of your support ticket through our mobile app, website, or by contacting customer support directly.

Q51. How can I escalate a support issue?

Réponse : If you need to escalate a support issue, please request this through your current support channel or ask to speak with a supervisor.

Q52. Are there community forums or user groups for support?

Réponse : Yes, we have community forums and user groups where you can seek advice and share solutions with other users.

Q53. What's the best way to get support for an urgent issue?

Réponse : For urgent issues, we recommend contacting customer support via phone or live chat for immediate assistance.

Q54. How do I unsubscribe from marketing communications?

Réponse : To unsubscribe from marketing communications, you can follow the unsubscribe link in any email you receive, or contact customer support for assistance.

Q55. Comment configurer mes MMS ?

Réponse : Les paramètres MMS sont généralement configurés automatiquement. Si ce n'est pas le cas, rendez-vous dans Réglages > Réseau mobile > Noms des points d'accès et ajoutez notre configuration disponible sur notre site.

Q56. Pourquoi je n'ai pas de réseau ?

Réponse : Vérifiez que le mode avion n'est pas activé, que votre carte SIM est correctement insérée et que vous êtes dans une zone couverte. Essayez de redémarrer votre téléphone. Si le problème persiste, contactez notre support.

Q57. Comment débloquer mon téléphone ?

Réponse : Si votre téléphone est bloqué opérateur et que vous avez respecté la période d'engagement, vous pouvez demander le code de déverrouillage gratuitement via votre espace client. Le code vous sera envoyé sous 7 jours.

Besoin d'aide supplémentaire ?

Service Client TelecomPlus

- Téléphone : 3900 (appel gratuit, disponible 7j/7 de 8h à 20h)
- Chat en ligne : disponible sur notre site web
- Email : support@telecomplus.fr
- Agences : Retrouvez notre réseau d'agences sur www.telecomplus.fr/agences
- Espace client : www.telecomplus.fr/mon-compte