



Committed to **Connectivity.**



SUPPORT GUIDELINE

If you're experiencing an issue with your Faircom internet service, try some of our troubleshooting tips before logging a ticket. However, if the issue persists, we're happy to assist. All our contact information can be found at the back of this booklet.

www.faircom.co.za



"My connection speed is not the same throughout my home."

The distance between your WiFi router and the device it is connected to can affect the signal quality and reduce WiFi speeds. The further away you move from the router, the weaker your signal will be. The easiest way to fix this is by moving your router to a more central location in your home.

Alternatively, installing WiFi extenders throughout your home can make a difference. Email info@faircom.co.za if you are interested in this solution.



"Only one of my devices is struggling to connect to the internet"

Most of the time, this is an issue that only lasts for a few moments, but if the problem continues, you can try the old and trusted technique of turning your device's connection off and back on. If the problem persists, you can try turning your router off and on, or you can try deleting the network on your device and reconnect again.



"My WiFi network disappeared - I can't connect"

If you suddenly lose your WiFi connection, and are unable to locate it on any of your devices, one of the following could be the cause of the problem:

- ✓ The WiFi router has automatically reset
- ✓ Other devices are interfering with the connection
- ✓ The WiFi driver needs an update
- ✓ Power to the router has been lost

Make sure your router is powered up, wait a few seconds, and then try to connect again to solve this issue. If you are still unable to find the correct WiFi network, please contact our technical support team for assistance.



“I’m connected to the WiFi, but cannot access the internet”

If your device has WiFi connectivity but you are still unable to access the internet, try connecting a few different devices to see if the issue is with your device or the router.

If the router is the issue, turn it off and back on again. If the issue is not resolved by following these steps, the network may be down, and our technical team is likely already working to resolve it.

GENERAL QUERIES

For general assistance or information, please log a ticket by emailing **info@faircom.co.za** or contact us on 021 815 5700 during business hours: Monday – Friday | 8am – 5pm

TECHNICAL SUPPORT

For technical assistance, please log a ticket by emailing **support@faircom.co.za** or contact us on 021 815 5700 during business hours: Monday – Friday | 8am – 5pm

AFTER HOURS SUPPORT

Monday to Friday from **17:00 to 21:00**

Weekends & Public Holidays | **09:00 to 15:00**

Chat to our team via **WhatsApp** on **063 651 9921**

Log a ticket via **support@faircom.co.za**



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