



# SUPPORT GUIDELINES

## QUICK SOLUTIONS TO KEEP YOU CONNECTED

Contact us on  
[info@faircom.co.za](mailto:info@faircom.co.za) or 021 815 5700



**We're here to help make sure your Faircom internet runs smoothly. This guide includes a few quick troubleshooting tips you can try before reaching out.**

If the problem continues, our team will be glad to assist you further. You'll find all our contact details at the back of this booklet. Remember, you can also chat to our team via WhatsApp on 063 651 9921, Monday to Friday from 17:00 to 21:00.

### ***Why is my internet connection speed not consistent throughout my home?***

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. Installing Wi-Fi extenders throughout your home can also make a difference. Email [info@faircom.co.za](mailto:info@faircom.co.za) if you are interested in this solution.

### ***Why is one of my devices struggling to connect to the internet?***

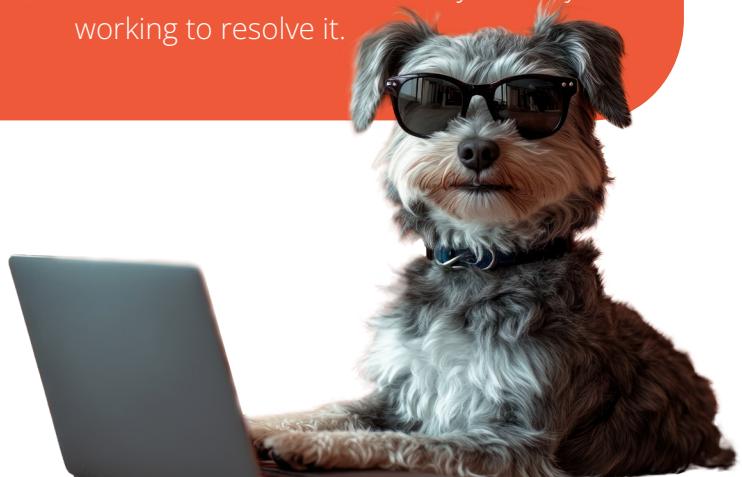
This issue usually only lasts for a few minutes, but if it continues, try turning your device's connection off and back on again. If that does not work, try turning your router off and then on again, or you can try deleting the network on your device and reconnecting.

## ***Why has my Wi-Fi network disappeared?***

If your Wi-Fi suddenly drops and you can't find your network on any of your devices, this can happen for a few different reasons. The Wi-Fi router may have automatically reset, or other devices could be interfering with the connection. The Wi-Fi driver may need an update, or the router could have lost power. 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 Wi-Fi network, please contact our technical support team for assistance.

## ***I'm connected to the Wi-Fi, so why can't I access the internet?***

If your device has Wi-Fi 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 problem, turn it off and back on again. If the issue is not resolved, the network may be down, and our technical team is likely already working to resolve it.



## GENERAL QUERIES & TECHNICAL SUPPORT

- ✉ info@faircom.co.za
- ☎ 021 815 5700
- 🌐 www.faircom.co.za

Monday to Friday **8:00 to 17:00**

## ACCOUNT QUERIES

- ✉ accounts@faircom.co.za
- ☎ 021 815 5700
- 🌐 www.faircom.co.za

Monday to Friday **8:00 to 17:00**

## AFTER HOURS SUPPORT

- ✉ support@faircom.co.za
- 🌐 www.faircom.co.za

Monday to Friday from **17:00 to 21:00**  
Weekends and public holidays from **09:00 to 15:00**  
Chat to our team via WhatsApp on **063 651 9921**



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[info@faircom.co.za](mailto:info@faircom.co.za) or 021 815 5700

WhatsApp: 063 651 9921 (after hours)

