

Slow Speed – Fibre

Description:

If your internet is slow — like websites take time to open, videos keep stopping, or downloads are slow — your speed might be lower than normal. This can happen due to:

- **A weak or unstable connection**
- **Issues with the fiber cable**
- **Network congestion or technical problems**
- **Modem not working properly**

Steps to Help You Get Back Online

- Inspect the fiber cable

Step1: Make sure the yellow fiber cable is firmly plugged into both the modem and the wall socket.

Step2: Inspect the cable for any bends, visible damage, or loose connections.

Step3: Check whether the customer is connected to the main modem or a Wi-Fi extender. If they're using the extender, the issue may be with the extender itself—such as a malfunction or weak signal.

- Check the connections

Step1: Make sure your VPN is turned off.

Step2: Make sure your device is connected to the 5G network instead of the 2.4 network.

- Restart the Modem

Step1: Switch off the modem, wait for 30 seconds, then turn it back on. This helps refresh the connection and resolve minor issues.

 **Note:** Please do not press the reset button. Resetting may erase your settings and cause more issues.

- **Still Having Trouble?**

If the issue continues, we're here to help. Please reach out to us through one of the following support channels:

-  **WhatsApp:** 7900 1500
-  **Fixed Line Support Center:** 1514