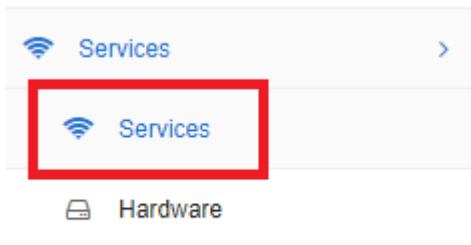# Splynx Portal

- Request an Internet service change

Request an Internet service change
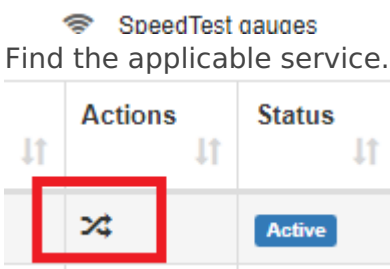
Introduction

An internet service change can be requested online from the portal.

1. Log into the portal at https://splynx.interworks.in/
2. Browse to **Services -> Services**

3. Find the applicable service. Under **Actions**, click on the **Change Plan** icon

4. On the **Change tariff** window, select the start date for the new service, as well as the new plan. A brief description and price for the new plan will be displayed

Change tariff

New plan start date: 2022/06/01

New plan: Frogfoot FTTH 30/30Mbps Uncapped Data, Best effort ▾

New service

Plan: Frogfoot FTTH 30/30Mbps Uncapped Data, Best effort

Price: 259.00

Process info

Fee for changing plan: 0.00

[Request tariff plan change] [Close]

5. Click on **Request tariff plan change**
6. A new **Create ticket** window will open. Verify the details, add an additional message/instruction if required, and click on **Create** to submit the service change request to our support team.

Create ticket

Subject	Request tariff change for service: Frogfoot FTTH 200/200Mbps Uncap
Priority	Low ▼
Type	General Tickets ▼
New plan start date	2022/06/01
New plan	Frogfoot FTTH 100/100Mbps Uncapped Data, Best effort ▼

Additional message

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Attach files

Create | Clo

IMPORTANT: Note that with most of our internet services, we separate the **Line Rental** and **Data** packages into two separate items. Were applicable, ensure that you request a service change for both the **Line Rental** and the **Data** service.

Ex: To upgrade a Frogfoot FTTH 50/50Mbps line to a Frogfoot FTTH 100/100Mbps line, ensure that you request an upgrade for the Internet Service called **"Frogfoot FTTH50/50Mbps"** as well as the service called **"Frogfoot FTTH 50/50Mbps Line Rental"**

Notes

- Downgrades can only be processed on the 1st of a month
- Downgrade requests must reach us at least 7 days before month end
- Upgrade requests can be processed at any time during the month. Note that it can still take a couple of days for an upgrade to be processed, especially when we have to liaise with external parties like a Fibre Network Operators (ex Vumatel, Octotel etc)