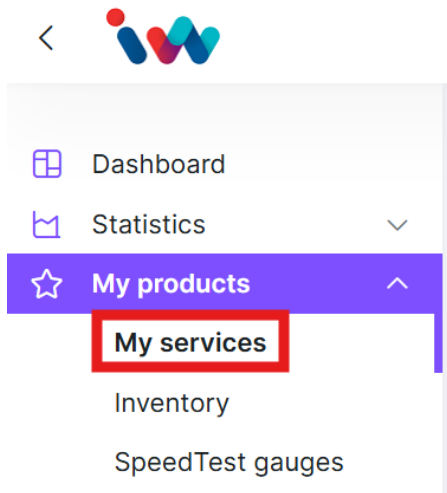


Request an Internet service change

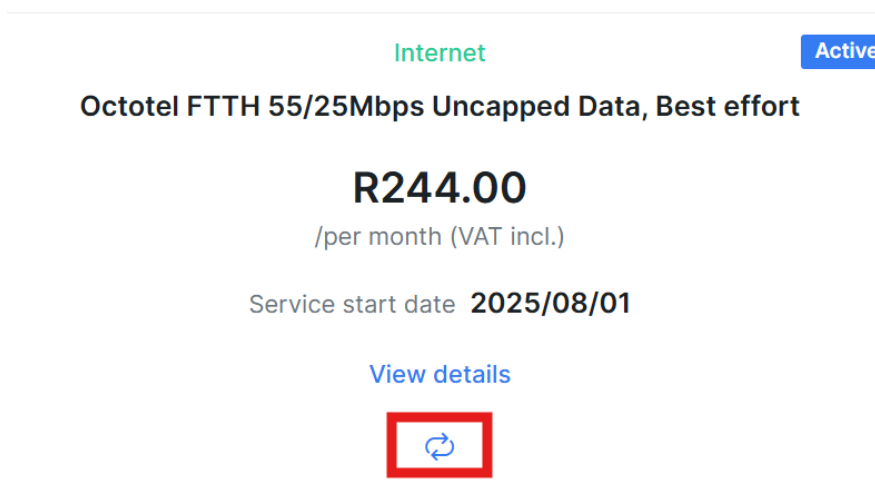
Introduction

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

1. Log into the portal at <https://splynx.interworks.in/>
2. Click on the arrow on the top left corner of the page to expand the menu, then browse to **My products -> My services.**



3. Find the applicable service. Click on the **Change Plan** icon

A screenshot of a service card in a portal. The card has a light blue background and a thin border. At the top left, the word 'Internet' is written in green. At the top right, there is a blue button with the word 'Active' in white. The main title of the service is 'Octotel FTTH 55/25Mbps Uncapped Data, Best effort'. Below the title, the price 'R244.00' is displayed in large black font, followed by '/per month (VAT incl.)' in a smaller grey font. The service start date is listed as '2025/08/01'. At the bottom of the card, there is a blue link that says 'View details' and a red rectangular button containing a blue circular refresh icon.

4. On the **Request to change service** window, select the start date for the new service, as well as the new plan. A message is required to proceed.

Request to change service



Subject Request tariff change for service: Octotel FTTH 55/25MI

New plan start date 2026/02/01

New plan Octotel FTTH 100/100Mbps Uncapped Data, Best ...

Message (required) Please upgrade my service.

Attach file

Close

Apply

5. Click on **Apply** to submit the service change request to our support team.

IMPORTANT: Note that with most of our internet services, we separate the **Line Rental** and **Data** packages into two separate items. Where 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)

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