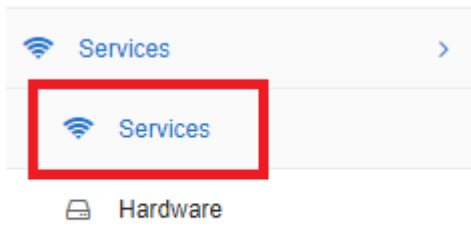


Request an Internet service change

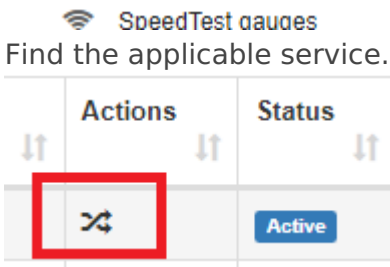
Introduction

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 | <div><div>B <i>I</i> <u>U</u>      </div><div> </div><div></div><div>0</div></div> |
| Attach files | <div></div> |

[Create](#) [Close](#)

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)

Revision #3

Created 19 May 2022 11:52:33 by Theunis Coetzee

Updated 19 May 2022 12:13:56 by Theunis Coetzee