



Preliminary checklist on self - help prior to logging Complaint when there is any issue with Internet provided by CONSAM relevant department/company.

Latest update: 18/05/2018.

Objective: The objective of issuing this checklist is that many times customers make complaint due to basic issues at their end which can easily be resolved as a result of which a customer experiences flawless service. This checklist can be quite useful even when a customer obtains service from other service - providers.

1) If internet is not working:

- a) See that the CPE (antenna located on your roof) is in the same direction as earlier because there are chances that it may have been tampered due to natural causes or by notorious human - being. If it is okay, please follow the belowmentioned.
- b) There is a Cable coming from CPE (antenna located on your roof) which is connected to a router/wi - fi/switch. Please see that power indicator is on and the cable is connected firmly. If it is okay, please follow the belowmentioned.
- c) Unplug and plug tightly the power adaptor of your CPE (antenna located on your roof) because many times is seen that the power adapted doesn't fit power socket and the same is used in order to avoid changing power socket whereupon there is not only investment but also involvement of electrician. If it is okay, please follow the belowmentioned.
- d) Keep the power of router/wi - fi/switch and CPE off for 1 min. and power on both the equipments for bringing the equipment out of hanging because it has been seen that home users as also office users use general router/wi - fi/switch that gets hanged when used continuously for 1 hour to few days. If it is okay, please follow the belowmentioned
- e) Insert the Cable coming from CPE (antenna located on your roof) directly to one Computer's LAN port and see whether the internet is working. If the internet is working then it is clear that there are issues at your end. If it is okay, please lodge a complaint on our web portal at <http://www.consam.co.in/networks/complaint.php> by using your Customer ID. You shall receive OTP on your mobile & e-mail regd. with us. Please note that OTP on mobile may miss, hence check your e-mail for OTP.
- f) In case you are not able to lodge online complaint, please e-mail at networks@consam.in so that our executives lodge online complaint on your behalf. Please note that lodging online complaint is very easy and this is the quickest procedure to get us in action.

(Please refer to the second page for checklist when internet is working slow)



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2) If internet is working slow:

- a) Open web - sites such as www.consam.in, www.google.com, see a you - tube video. In case internet speed is okay, then there is temporary problem with the particular web - site you are opening/using while it is noteworthy to mention that web - sites such as www.consam.in, www.google.com, see a you - tube video are seldom down. However, please inform us about the particular web - site that you are opening/using by online complaint [as explained above Clause 1 (e) and (f)] for investigation on.
- b) In case, the above doesn't work, please change the password of your wi - fi router so that all the mobiles and computers that are connected stops using internet and check internet speed on one mobile or computer. In case, you have a good speed then it is clear that others are using unnecessary internet bandwidth or you need higher speed.
- c) In case, you are confused, insert the Cable coming from CPE (antenna located on your roof) directly to one Computer's LAN port and see the speed of internet. In case, you have a good speed then it is clear that others are using unnecessary internet bandwidth or you need higher speed.
- d) Change the mobile/computer to test speed by borrowing you friend/family's mobile/computer/laptop to test speed as many times it has been seen that due to virus hidden use of internet is excessive and you face slow - speed problem.