

The CONNECTION

JANUARY 2019



Happy New Year and Welcome to the Connection where we keep you informed of the developments that pave way for an enhanced customer experience. TelOne is on a drive to bring cheap and affordable Broadband solutions to all customers around Zimbabwe.

TelOne Upholds Fair Usage Policy



To ensure that all TelOne customers enjoy high level of service availability, TelOne employs a Fair Usage Policy. The Fair Usage Policy exists to ensure that an optimum Internet experience is available to the maximum number of users at peak periods.

The policy regulates the usage of one user over another at peak times so that Internet performance is not affected for the rest of the subscriber base. This policy forms part of and is incorporated in the TelOne Terms and Conditions for Internet Service.

Copper Cable Theft crackdown intensifies....Pastor arrested

TelOne has intensified copper cable theft crackdown leading to the arrest of Wellness of Life Ministries Mabvuku Pastor Jerifanos Kampere (pictured).



Pastor Jerifanos Kampere

TelOne loss control team teamed up with CID Minerals Flora and Fauna Unit officers after receiving a tipoff that copper, whose destination was unknown had been loaded in Kampere's Toyota twin cab in Highfield.

The copper was being taken to a disused council toilet bar where it was being kept. Kampere was then arrested at his Graniteside warehouse leading to the recovery of drop wire weighing 12kgs and some ZESA copper cables. The matter is currently before the courts.

There has been a 270% increase in the incidence of network vandalism across the country with 393 cases recorded in 2018 as compared to 106 cases in 2017

We are all encouraged to look out for any suspicious activities with regards to any TelOne infrastructure and as such make reports.

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Introducing a Revamped Self-Service Portal !!!



TelOne has revamped its self-service portal for a better customer experience. The new self-service portal comes at a time “Convenience” has increasingly become a necessity to our clients. The refreshed portal utilizes the latest front-end technology to deliver the same experience as one gets from any browser such as Google Chrome, Edge, Firefox and Internet Explorer.

[Here is the new IP address](#)

<http://172.27.12.204:9999/>

Among other interesting features, the portal now has improved customer account capabilities with improved display of customer balances and usage history as well.

Improved Features:

- ◆ Recharge
- ◆ Bundle enquiry
- ◆ Usage History
- ◆ Account password reset
- ◆ Account registration
- ◆ Account verification
- ◆ Transaction history
- ◆ Transaction reversal

