

Frequently

Asked

Questions



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1. What is Fibre?

Fibre is a next-generation broadband technology that introduces super-fast speeds and a high capacity network with flexibility, reliability, and stability like you have never seen before. With super-fast speeds starting from 10Mbps up to 1Gbps, this by far exceeds speeds achievable on legacy ADSL or 3G services.

2. What are the benefits of Fibre technology?

- Provides the most consistent and reliable service out of all broadband technologies e.g. ADSL, 2G and 3G, currently available in the market.
- Provides stable connectivity - distance from the local exchange does not determine or affect your line speed.
- Does not use copper so chances of cable theft are remote.
- Stormy weather or lightning storms have no impact on the quality of service.
- With download speeds of up to 1Gbps you can now enjoy a world of unlimited digital entertainment, stream your favourite movies, TV series or music videos online and never have to worry about buffering again.

3. When signing up what will you receive?

- Unlimited, unrestricted and unshaped Fibre.
- A free Wi-Fi Router valued at R 1,699 inclusive of VAT, subsidized by Cell C, subject to a pro-rated claw back.
- Free installation starting from R 862.50 inclusive of VAT.
- Please note that this value will vary depending on the Fibre network provider and will be subsidized by Cell C, subject to a pro-rated claw back*. (Free installation is limited to the standard Installation provided by the Fibre network operator.
- Any additional installation requirements outside the standard Installation will be for the customer's account)
- Free connection starting from R 575 inclusive of VAT.
- Free personalized device set-up.

Please note that this free value will vary depending on the Fibre network operator and will be subsidized by Cell C, subject to a pro-rated clawback.

4. How to check Fibre coverage in your area?

(Link coverage map)

- Use the URL below
<https://www.cellc.co.za/cellc/c-fibre-product-options/?covered=yes&product=buyNowfibre>
- Enter your physical address and click on check coverage
- If you have coverage it will say **CONGRATULATIONS FIBRE IS AVAILABLE**



5. How to change your Fibre package?

You will need to provide us with the following information

Account Holder information as follows

- ID number
- Name Surname
- Account number
- Cell phone number
- Confirm the current package
- Confirm the new package you requesting

Send this information through to cfibresupport@cellc.co.za.

6. How do I settle my account?

- **Debit Order**
If you have an existing debit order you can call through to customer care And request for the Debit order to be submitted again.
- **Bank/EFT Payment**
You can make payment at a bank or use the EFT option.
You will need to use one of the following references when making payment.
 - a) Your Cellc account number
 - b) You're Fibre service Number
- **Store Payments**
you can make payment at the Cellc Connect Store or your nearest Cellc branch.

7. How to Perform a Speed Test?

- Open your Browser.
- In your URL enter <http://speedtest.mybroadband.co.za/>
- Click on change server.
- Ensure that your server is set to Cellc.
- Click GO and it will Run the Speed test.
- Take a screenshot of your Result.

(Link read speed test). If your speeds are slow after performing the test please perform a traceroute (link) and send

Send speed test; trace route and Ping test results through to cfibresupport@cellc.co.za



8. How to read your speed test results?

The ping is the reaction time of your connection—how fast you get a response after you've sent out a request. A fast ping means a more responsive connection, especially in applications where timing is everything (like video games). Ping is measured in milliseconds (ms).

The download speed is how fast you can pull data from the server to you. Most connections are designed to download much faster than they upload, since the majority of online activity, like loading web pages or streaming videos, consists of downloads. Download speed is measured in megabits per second (Mbps).

The upload speed is how fast you send data. Uploading is necessary for sending requests to the internet, sending files via email, or in using video-chat to talk to someone else online. Upload speed is measured in megabits per Second (Mbps).

9. How to do a Traceroute and a Ping Test?

If you are experiencing poor network speeds, you may want to do a few tests to collect diagnostic data on the line. Ensure you run these tests via a LAN cable and not the Wi-Fi to get accurate results.

What is a Traceroute?

A traceroute is used to determine the path that a packet of data takes on the network from your computer to the source or address you are trying to reach. A traceroute records the amount of time taken for each hop the data packet makes on route to its destination.

What is Ping?

A ping test sends a small packet of data from your computer to the server and measures the amount of time it takes to get there. This is done to see if there is any latency between the two devices.

How to Perform a Traceroute using Windows OS?

- Open the Start menu.
- Click on Run.
- Type cmd and then press the OK button to open a command prompt.
- At the prompt, type: `tracert www.cellc.co.za` and press the Enter key.
- To copy the traceroute results from the command prompt, right-click on the MS-DOS window and choose Mark.
- Then select the text with your mouse and right-click or press Enter on your keyboard to save the marked text to your clipboard.
- Then you can paste it by pressing Ctrl+V into a text file or your email.

How to Perform a Ping using Windows OS?

- Open the Start menu.
- Click on Run.



- Type cmd and then press the OK button to open a command prompt.
- At the prompt, type: ping www.cellc.co.za and press the Enter key.
- To copy the Ping from the prompt, please right-click on the MS-DOS window and choose Mark.
- Then select the text with your mouse and right-click or press Enter on your keyboard to save the marked text to your clipboard.
- Then you can paste it by pressing Ctrl+V into a text file or your email client.

How to Perform a Traceroute using a Mac OS?

- Launch Network Utility.
- Click Traceroute.
- Enter www.cellc.co.za
- Click Trace.
- Select and copy the results.
- Paste the text into a text editor (TextEdit, etc.) and save the file.

How to Perform a Ping using Mac OS?

- Launch Network Utility.
- Click Ping.
- Enter www.cellc.co.za
- Click Ping.
- Select and copy the results.
- Paste the text into a text editor (TextEdit, etc.) and save the file.

10. How to set up your router?

10.1. Technicolor

10.1.1 How to log into your router?

- Router IP Address **192.168.1.1**
- Open your internet browser.
(Google Chrome, Firefox, Internet Explorer, Safari)
- Enter your router IP address (<http://192.168.1.1>) in the search bar.
- You will be prompted to enter the username and password to log into the router.
- Username: Admin Password: is the ACCESS KEY printed on the bottom of the TG789
- Screenshot of where to find Password



10.1.2 Setting up your Router DHCP

Once you have logged into the Router

- Click on Broadband.
- Click on Show Advanced.
- Select Ethernet.
- Click on switch Connection Mode.
Click on Close.
- Click on Internet access.
- Click Show advanced.
- Select DHCP Routed Mode.
- Click switch connection mode.
- Click on Save.

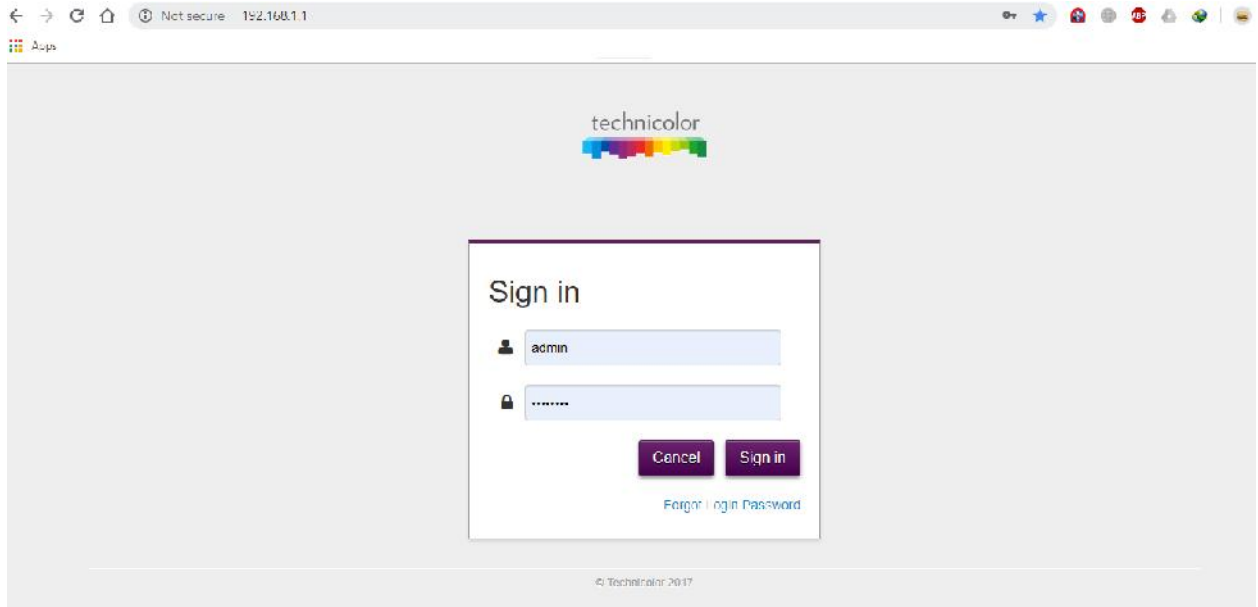
Screenshot information for the above.

Enter your router IP address (<http://192.168.1.1>) in the search bar.

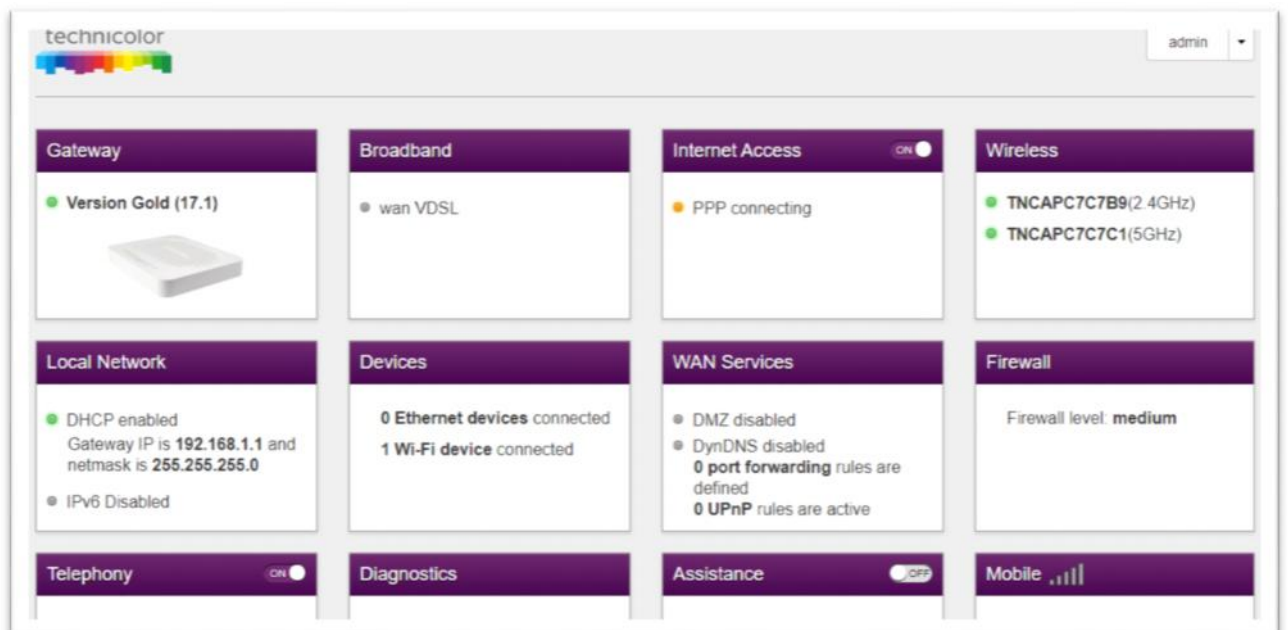
You will be prompted to enter the username and password to log into the router.

Username: Admin

Password: is the ACCESS KEY printed on the bottom of the TG789



- Click on Broadband.



- Click on Show Advanced



Broadband show advanced | refresh data

WAN INTERFACES
wan

Physical link status

DSL Status Down
DSL enabled

Internet channel

Using VLAN

Notation Device Dot

VLAN ID

Close

- Select Ethernet.
- Click on Switch connection Mode.
- Click on Close.

Broadband hide advanced | refresh data

Mode Auto ADSL2+ VDSL2 Ethernet

Physical link status

DSL Status Down
DSL enabled

Internet channel

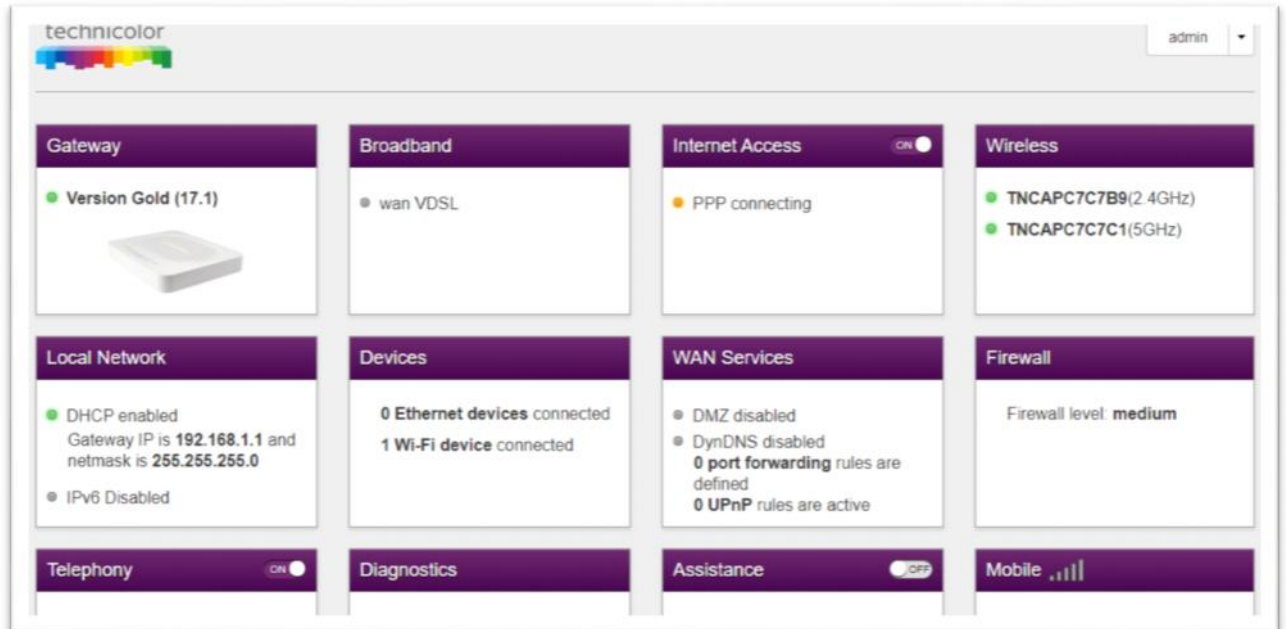
Using VLAN

Notation Device Dot

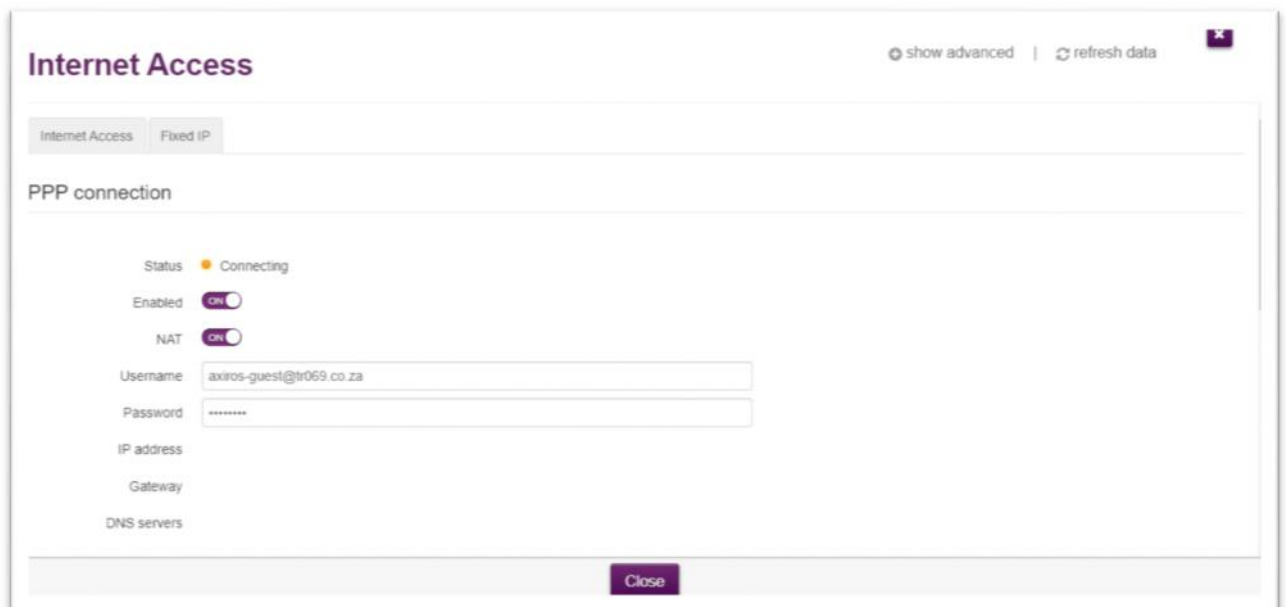
VLAN ID

Close

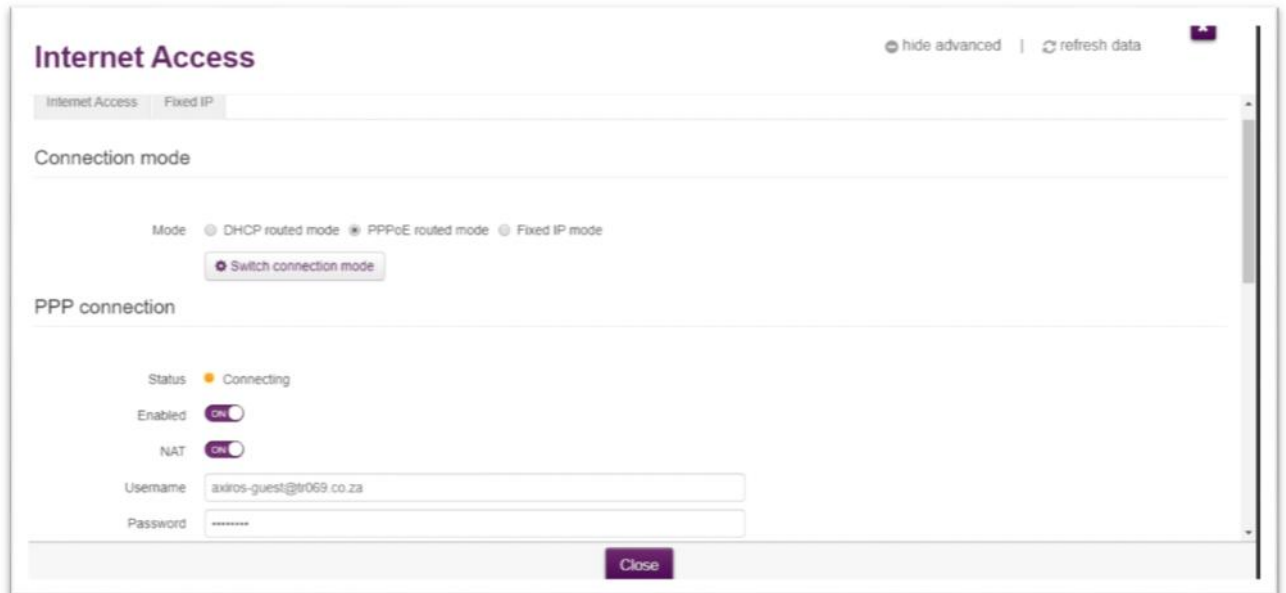
- Click on Internet access



- Click on Show Advanced.



- Select DHCP Routed Mode.
- Click switch connection mode.
- Click on Save.



10.1.3 Setting up your Router PPPOE

Once you have logged into the Router

(Link Login)

- Click on Broadband.
- Click on Show Advanced.
- Select Ethernet.
- Click on switch Connection Mode.
- Click on Close.
- Click Internet access.
- Click on Show advanced.
- Select PPPoE Routed Mode.
- Click switch connection mode.
- **PPP connection will appear at the bottom**
You will be required to enter in your Fibre Username and Password.
- Eg. Service number: 05000xxxx@cellc.co.za
(link how to get PPPOE)
- Click SAVE.

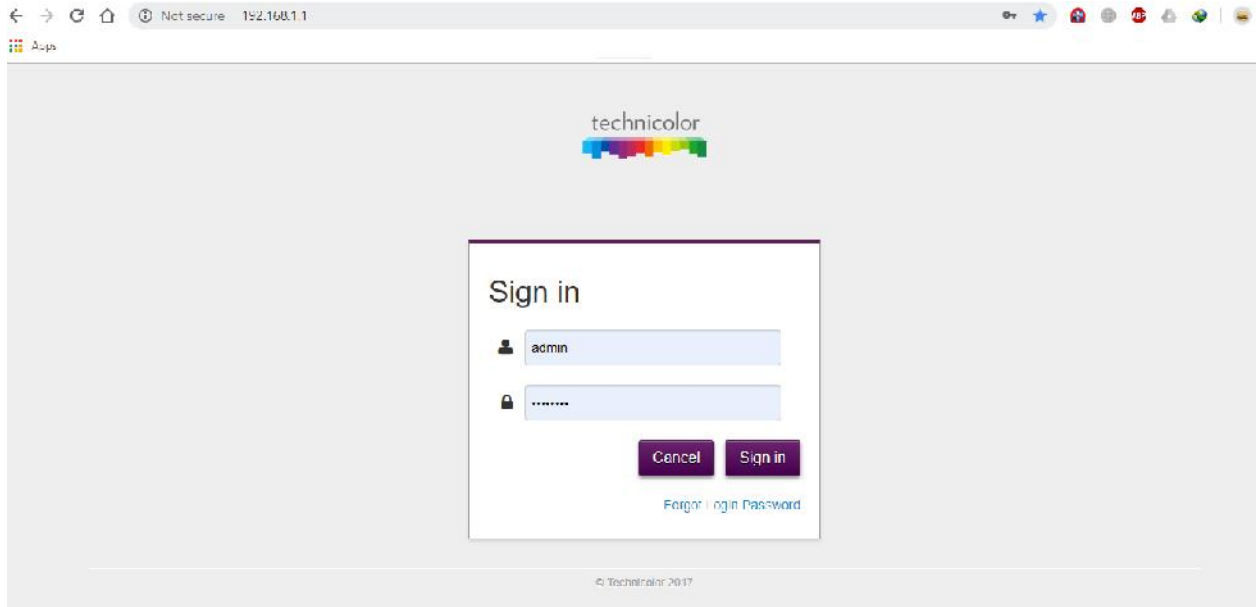
Screenshot information for the above.

Enter your router IP address (<http://192.168.1.1>) in the search bar.

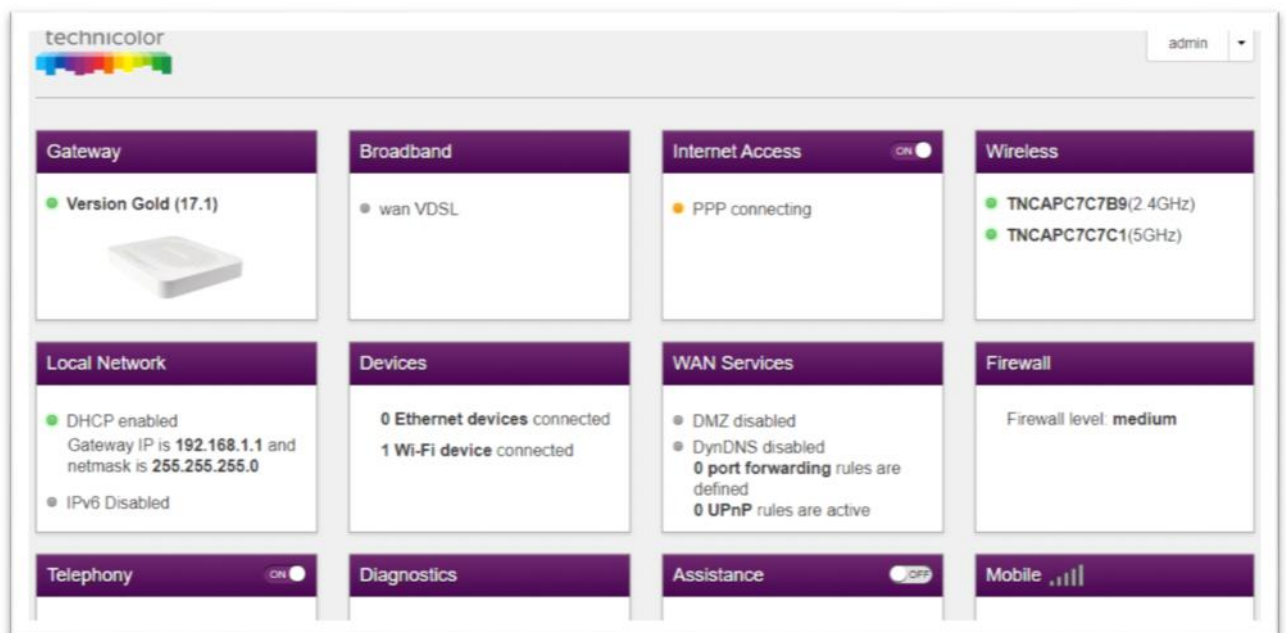
You will be prompted to enter the username and password to log into the router.

Username: Admin

Password: is the ACCESS KEY printed on the bottom of the TG789



- Click on Broadband.



- Click on Show Advanced



Broadband show advanced | refresh data

WAN INTERFACES
wan

Physical link status

DSL Status Down

DSL enabled

Internet channel

Using VLAN ON

Notation Device Dot

VLAN ID

Close

- Select Ethernet.
- Click on Switch connection Mode.
- Click on Close.

Broadband hide advanced | refresh data

Mode Auto ADSL2+ VDSL2 Ethernet

Physical link status

DSL Status Down

DSL enabled

Internet channel

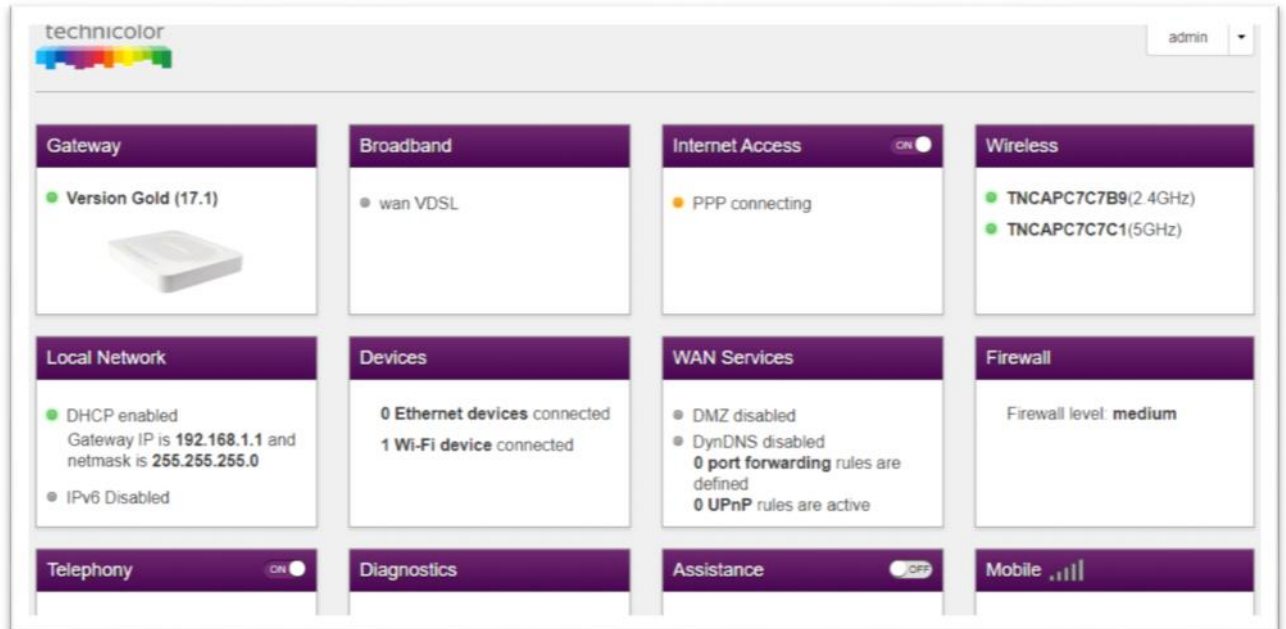
Using VLAN ON

Notation Device Dot

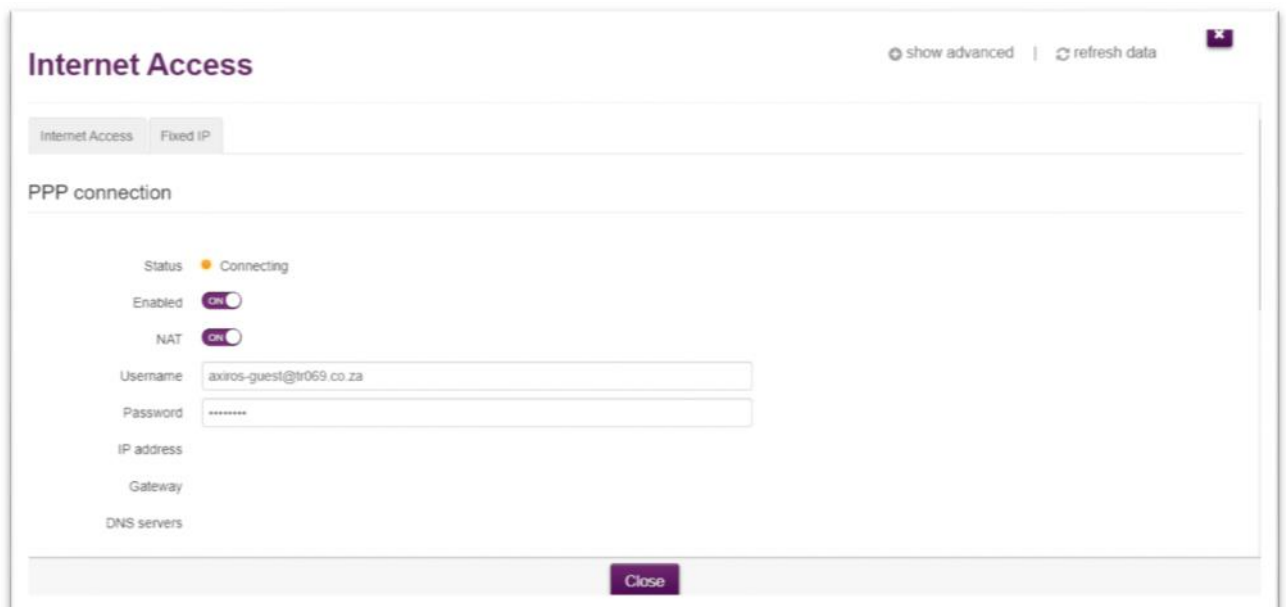
VLAN ID

Close

- Click on Internet access



- Click on Show Advanced.

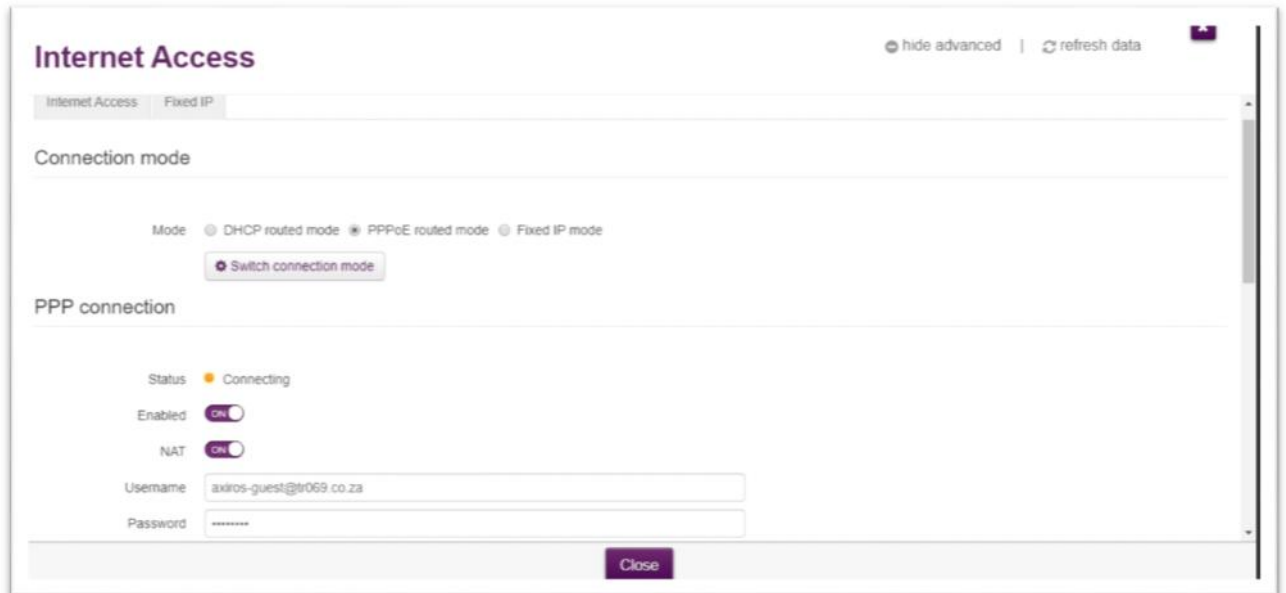


- Select PPPoE Routed Mode.
- Click switch connection mode.

PPP connection will appear at the bottom

You will be required to enter in your Fibre Username and Password

- E.g. Service number:05000xxxx@cellc.co.za (link how to get PPPOE)
- Click SAVE.



10.1.4 Wireless Set up

Changing your Wifi password

As the Wi-Fi details are printed on a label located on the bottom of the router, it is recommended that you change the SSID (Wi-Fi network name) to something other than default to prevent unauthorised access.

Log into your router (link login)

- Click on Wireless.

Access point 2.4GHZ

Click on WIFI name.

- Delete and Change the SSID(WIFI Name)
- Security mode: Set it to WPA+WPA2PSK
- Wireless Password: Set a Wifi Password.
- Save

Access point 5GHZ

Click on WIFI name.

- Delete and Change the SSID(WIFI Name)
- Security mode: Set it to WPA+WPA2PSK
- Wireless Password: Set a Wifi Password.
- Save.
- In the menu on the left, click the 5 GHz access point, configure the Access Point settings in the same way as you did for the 2.4 GHz access point and click Save.
- You should now be able to pick up your new network name and you will be able to connect to it.



10.1. RLT30VW

10.1.1 How to log into your router?

Router IP Address **192.168.1.1**

- Open your internet browser.
(Google Chrome, Firefox, Internet Explorer, Safari)
- Enter your router IP address (<http://192.168.1.1>) in the search bar.
- You will be prompted to enter the username and password to log into the router.
By Default
Username: Admin Password: Admin

10.2.2. Setting up your Router DHCP

- Log into the Router (<http://192.168.1.1>). (Link login)
- Enter the username and Password to log in.
- Click on Mobile Network.
- Select the WAN Mode Option.
- CHANGE FROM LTE TO ETHERNET.
- Scroll down to Protocol.
- DHCP
- Save &Apply at the Bottom of the page.

10.2.3. Setting up your Router PPPOE

- Log into the Router (<http://192.168.1.1>).. (link login)
- Enter the username and Password to log in.
- Click on Mobile Network.
- Select the WAN Mode Option.
- Click on LTE.
- Select Ethernet.
- Scroll down to Protocol.
- Select PPPOE.
You will be required to enter in your Fibre Username and Password
E.g. Service number:05000xxxx@cellc.co.za
(Link how to get PPPOE).
- Save &Apply at the Bottom of the page.

10.2.4 Wireless Set up

Changing your Wi-Fi password

As the Wi-Fi details are printed on a label located on the bottom of the router, it is recommended that you change the SSID (Wi-Fi network name) to something other than default to prevent unauthorized access.

Remember to change for both the 2.4G and 5G Wi-Fi networks.

- Log into your Router (LINK LOGIN)
- Click on WIFI on the left on the screen and wait for it to load.



You will see 2 options,
Generic Atheros 2.4G
Generic Atheros 5G

- Click on Generic Atheros 2.4G.

Once the page has loaded, you will see 3 main options appear.

GENERAL SETUP.
WIRELESS SECURITY.
ADVANCED SECURITY.

- Select GENERAL SETUP.
- ESSID (WIFI name.)

Clear this field and enter your desired WIFI name.

- Click on WIRELESS SECURITY.

Under this, you will find Encryption.

- Click on this and on the drop down select MIXED MODE.

Move down to KEY, clear all dots and then enter your desired Wi-Fi password.
(PLEASE NOTE THAT PASSWORD NEEDS TO BE MORE AT LEAST 8 CHARACTERS LONG WITH AT LEAST ONE CAPITAL LETTER.)

- After completing this step scroll down and click on SAVE and APPLY.
- You should now be able to pick up your new network name and you will be able to connect to it.

10.3. Huawei B315

10.3.1 How to log into your router?

Router IP Address **192.168.8.1**

- Open your internet browser.
(Google Chrome, Firefox, Internet Explorer, Safari).
- Enter your router IP address (<http://192.168.8.1>) in the search bar.
- You will be prompted to enter the username and password to log into the router.
By Default
Username: Admin Password: Admin

10.3.2. Setting up your Router DHCP

- Plug into LAN4/WAN.
- It will automatically pick up the DHCP configuration.

10.3.3. Setting up your Router PPPOE

- Log into router (link login)
Select Ethernet.
- Click on Ethernet settings.



- Click connection mode.
- Select PPPoE.
- You will be required to enter in your Fibre Username and Password
E.g. Service number:05000xxxx@cellc.co.za
(Link how to get PPPOE).
- Click on apply.

10.3.4 Wireless Set up

Changing your Wi-Fi password

As the Wi-Fi details are printed on a label located on the bottom of the router, it is recommended that you change the SSID (Wi-Fi network name) to something other than default to prevent unauthorized access.

- Log into the Router (link login).
- Click on WLAN.
- Click WLAN basic settings.
- SSID (Wi-Fi Name) clear this field and enter your desired Wi-Fi name.
- Go to WPA pre-shared key (Wi-Fi Password) and clear dots.
You can now enter their desired Wi-Fi password (NOTE THAT PASSWORD HAS TO BE AT LEAST 8 characters long with at least one capital letter).
- Save and apply.

12. How to get your PPPOE details?

Call us on 084 135 option 3.

Send an Email to cfibresupport@cellc.co.za

13. How to get in contact with C-fibre Support

Call us on 084 135 option 3.

Mon-Fri: 07:00 - 20:00

Sat: 08:00 - 13:00

Send an Email to cfibresupport@cellc.co.za