FAQs

General

1. What are the benefits of Surfline LTE?

Surfline's LTE network is designed to provide Ghanaians with fast and reliable internet. Our data service will transform how you connect with friends, family, business associates and colleagues. With Surfline, you can surf more, play more, learn more and do more on any device you use to access the Internet.

Specifically, you can:
- Load websites faster
- Send and receive large documents with ease
- Download music and movies quickly
- Watch videos online with no wait time
- Use Skype and video conferencing facilities with no interruption
- Upload selfies to Instagram instantly (clearly we saved the best for last)

2. How can I get more information about Surfline?

There are many ways to get information about us:

- You can visit our website at www.surflinegh.com or
- Call our Customer Care Team on 0302745777 or
- Visit our Surfline Shops at Osu and East Legon or
- Visit our social media pages:
    - Facebook: SurflineLTE
    - Tumblr, Twitter, Instagram: SurflineGH

3. Where can I locate Surfline's Stores?

Our stores can be located at:
- Osu:
  House No. F825, 11th Lane
  (Near Firefly)
- East Legon:
  2nd floor of the American House

4. What are the store opening times?

Our stores are open from Monday to Friday, from 8.00am to 8.00pm and on Saturday, from 8.00am- 3pm

5. Where can I use Surfline's LTE services?

Surfline's services are available in Accra and Tema. We have an aggressive growth plan to move into the rest of Ghana and achieve nationwide coverage as soon as possible

6. What are the anticipated Speeds of Surfline's LTE services?
Surfline's LTE services will bring fast data speeds, up to 10 times faster than the existing 3G networks

7. Can I port to/from Surfline?
Currently the option to port to/from Surfline's network is not available

8. Does Surfline offer voice services?
Currently, Surfline is only offering data services. Our customers can take advantage of a wide range of over-the-top services like Skype and Viber to stay in touch with their friends, family and business associates.
Enabling voice services is part of our roadmap and we will let you know as soon as we roll it out

9. Does Surfline have roaming services on their LTE network?
Currently, Surfline services are only available within Ghana. Enabling roaming services is part of our roadmap and we will let you know as soon as the service is ready

10. Why do you need my alternative number and email when I sign up for your services?
Currently, Surfline's LTE network cannot be used to make / receive voice calls and SMSs. If we need to contact you regarding any activities related to your service, we will contact you via the alternate number or email

11. After I have purchased Surfline's LTE service, is there an additional installation cost associated with setting up?
No. There is no installation cost for setting up the service

Device/SIM

12. Can I use my own device to access Surfline services?
Yes, so long as your device checks ALL these boxes:
- LTE-enabled (check the device's box or manual)
- Can operate on LTE band 7, in the 2600MHz frequency range (check the device's box or manual)
- Has a SIM card slot
- Unlocked

13. What type of devices will Surfline sell?
Surfline will sell LTE connectivity devices including USB modems, Mi-Fis and Wi-Fi routers. In addition to the connectivity devices, we will also sell tablets and device accessories to help you get the most out of your Internet experience

14. Will I get a warranty on devices purchased from Surfline?
Yes, all devices will come with a 6-month warranty

15. How do I set up and install my device?

Surfline LTE devices are plug 'n play, customer-friendly and easy to install:

USB Modem:

- Remove the cap on your USB modem and insert the modem into an available USB slot on your computer
- Once inserted, please wait for the device to be automatically installed
- After the installation is completed, your browser will be automatically redirected to the modem interface page indicating your connection status

Mi-Fi:

- Turn on your Mi-Fi by pushing on the power button located on the front
- The screen on your Mi-Fi will turn on showing the Surfline logo
- On your usage device (laptop, desktop, tablet, etc), enable your Wi-Fi functionality and search for the Surfline LTE Wi-Fi network. The full name of the Wi-Fi network is located inside the back cover of the Mi-Fi ("SSID")
- Connect to the Wi-Fi network and enter the password when prompted to do so. The password for the Wi-Fi network is located inside the back cover of the Mi-Fi ("WIFI KEY")
- You should now be connected to the Internet

Router:

- Plug your Router to a power source and press the power button the back to turn the Router on
- The power light at the front of the Router will turn on
- On your usage device (laptop, desktop, tablet, etc), enable your Wi-Fi functionality and search for the Surfline LTE Wi-Fi network. The full name of the Wi-Fi network is located on the bottom of the Router ("WiFi SSID")
- Connect to the Wi-Fi network and enter the password when prompted to do so. The password for the Wi-Fi network is located on the bottom of the Router ("WIFI KEY")
- You should now be connected to the Internet

If you require additional assistance with the installation, simply call Surfline Customer Care on 0302745777 or visit any of our stores

16. Why do I always have to restart my device (Example: tablet) when I lose service?

This happens when you perform a manual search to connect to Surfline's network. To fix this, after you connect to Surfline through a manual network search, you need to switch your tablet device back to automatic network search mode to allow seamless reconnections to the network

17. Why is the battery life of the MiFi so short?
The MiFi is rated to last for 6 hours on a full battery charge. However, in some situations, continuous usage of the device can reduce the battery life. You can prolong the battery life of your MiFi by turning off automatic updates and other services on your usage device (laptop, desktop, smartphone, tablet, etc) that constantly connect to the internet

18. What is the maximum number of users per MiFi?
The MiFi allows up to 10 wireless connections and 1 USB connection at any particular time

19. What is the maximum number of users per Router?
The Router can take up to 32 users on the wireless connection and 1 device on the LAN/cable port

20. What is the range of the wireless terminals?
The range of the MiFi is 100m and that of the Router is 150m. Please note that these ranges are based on an ideal situation with no physical obstructions or other interference with the signal

21. Can I change the access password (Wi-Fi Key) that has been set on my MiFi to something that I can easily remember?
You can change the Wi-Fi key in the WLAN settings of your MiFI's admin console. To access the admin console go to *192.168.8.1* in your web browser and enter your admin username and password. The admin username and password can be found in your MiFi manual. Go to the WLAN section and click on the *Settings* tab and then *WLAN Basic Settings*. You can change the password in the *WPA pre-shared key* field. Click *Apply* to save changes

22. Can I change the access password (Wi-Fi Key) that has been set on my Router to something that I can easily remember?
You can change the Wi-Fi key in the Wi-Fi section of your Router's admin console. To access the admin console go to *192.168.1.1* in your web browser and enter your admin username and password. The admin username and password can be found in your Router manual. Click on the *Wi-Fi* tab and then *Wi-Fi Settings*. You can change the password in the *WPA-PSK* field. Click *Submit* to save changes

23. Can I change the name of the Wi-Fi network (SSID) that is broadcast by my MiFi to something that I can easily recognize?

You can change the SSID in the WLAN settings of your MiFI's admin console. To access the admin console go to *192.168.8.1* in your web browser and enter your admin username and password. The admin username and password can be found in your MiFi manual. Go to the WLAN section and click on the *Settings* tab and then *WLAN Basic Settings*. You can change the name of the Wi-Fi network in the *SSID* field. Click *Apply* to save changes

24. Can I change the name of the Wi-Fi network (SSID) that is broadcast by my Router to something that I can easily recognize?

You can change the SSID in the Wi-Fi section of your Router's admin console. To access the admin console go to *192.168.1.1* in your web browser and enter your admin username and password. The admin username and password can be found in your Router manual. Click on the *Wi-Fi* tab and then *Wi-Fi Settings*. You can change the name of the Wi-Fi network in the *SSID* field. Click *Submit* to save changes

25. What happens if my device is lost / stolen?

Surfline is not responsible for replacing a lost / stolen device. You may however contact Surfline Customer Care on 0302745777 or visit any of our stores for support

26. What do I do if I am repeatedly disconnected or experiencing slow speed?

Try to move your access device location while checking the signal indicator bar. Sometimes changing your location can help correct problems with slow connection speeds.
For further assistance and troubleshooting advice, please call Surfline Customer Care on 0302745777

27. My device is faulty, what do I do?

Please visit any of our Surfline stores and see our tech support team or call Surfline Customer Care on 0302745777 for assistance with your faulty device

28. My SIM card is inactive. What do I do?

Please contact Surfline Customer Care on 0302745777 or visit one of our stores for assistance

Prepaid Services

29. What do I need to activate Surfline's prepaid data service?

You can visit any of Surfline's stores with a valid national ID to activate your prepaid service

30. How do I recharge my prepaid account?

You can recharge your account by logging in to MySurfline and clicking on "Credit Recharge" under "Plan Management." Once the "Credit Recharge" page opens, follow the instructions to purchase credit via either a scratch card/voucher or credit/debit card.
Please contact Surfline Customer Care on 0302745777 or visit one of our stores for assistance with recharging your account

31. How do I purchase a prepaid data bundle?

You can purchase a bundle by logging in to MySurfline and clicking on "Buy Bundle" under "Plan Management." Once the "Buy Bundle" page opens, follow the instructions to purchase a bundle via a data voucher, using your available credit or using a credit/debit card.

You can also contact Surfline Customer Care on 0302745777 or visit one of our stores for assistance with purchasing a bundle

32. How can I check my current prepaid bundle usage?

You can check your current bundle usage by logging in to MySurfline and clicking on "My Account" under "Account Information." Once the "My Account Information" page opens, select the Surfline number you want to check and click on "Submit." On the page that opens, click on "Data Balance" to view your current usage.

You can also contact Surfline Customer Care on 0302745777 or visit one of our stores for assistance with checking your current bundle usage

33. What happens to my prepaid account data balance at the end of the expiry date?

For prepaid bundles, you can rollover your unused data balance if you activate another bundle within 5 days of the old bundle expiring. If you fail to activate a new bundle within 5 days of the old bundle expiring, you will lose all your unused data balance

34. Can I buy multiple prepaid bundles at the same time?

You can purchase multiple prepaid bundles on your account through MySurfline. Your data balance will show the total balance across all your purchased bundles. The expiry date will be extended after each purchase

35. What's the validity period for my data bundle?

Prepaid and postpaid bundles are valid for 30 days. Please note that because of our fast Internet speeds, it is possible to exhaust your bundle before the end of the 30-day period

36. Are your prepaid bundle rates tax-inclusive?

Yes, the bundle rates include all applicable taxes

Managing your Surfline account

37. Where can I buy credit to top up my Surfline account?

You can buy credit online through MySurfline or from any authorised Surfline distributor or you can contact Customer Care on [0302745777](tel:0302745777) for assistance

38. How do I manage my account?

Log in to MySurfline (www.surflinegh.com/MySurfline) with your username and password to manage your account, view your account details, recharge your account or check your transaction history and account balance

39. What is my username and password for MySurfline?

You can set up your username and password by accessing MySurfline (www.surflinegh.com/MySurfline). Click on "Click Here to Register" to open the new user registration page and follow the instructions on the page to set up your account and create a username and password
You will now have access to MySurfline and can manage your account at your own convenience

40. What if I forget my username and password?

You can reset your username or password via MySurfline. Please click on the "Forgot UserID or Password?" link. Follow the instructions on the page that opens to reset your username or password

41. What payment options are available to me as a Surfline customer?

We currently accept cash payments, direct debit payments, walk-ins at any Ecobank branch and payments via credit/debit cards

42. How do I update my contact details with Surfline?

You can update your contact details through your MySurfline page by clicking on "Update Profile" under "My Surfline"

43. How do I receive notifications about my account?

We will send you notifications via either email or SMS whenever there is an activity on your account. You can change your preferred notification method on MySurfline on the "Update Profile" page

44. Can I check my account balance via USSD?

No, you cannot check your account balance via USSD. You can log in to MySurfline (www.surflinegh.com/MySurfline) to view your account balance

45. Can I put my account on hold?

You can put your account on hold if, for example, you are travelling or your device is stolen. The minimum period you can put your account on hold is 30 days

46. How do I track my online payments and recharge history?

You can track your payment and recharge history under "Account Information" through MySurfline.

You can also contact Surfline Customer Care on 0302745777 or visit one of our stores for assistance with checking your payment and recharge history

47. What do I do when I over-scratch my recharge card?

Please contact Surfline Customer Care on 0302745777 or visit one of our stores for assistance

48. I noticed an error on my bill. What do I do?

Please contact Surfline Customer Care on 0302745777 or visit one of our stores for assistance

Enterprise/Business Solutions

49. Do you have an Enterprise department

Yes. We have a dedicated Enterprise department that provides bespoke solutions to corporate institutions

50. What solutions are available from Surfline

We are a total solutions company with a wide range of solutions tailored to meet specific needs of customers One of our Key Account Managers will contact you for further information.
You may also contact us on SBS@surflinegh.com

51. Do you provide Proof of Concept (POC) for Enterprise customers?

Yes, we do. This is based upon request and considerations under our POC terms and conditions

52. Who are your technology partners?

Our network is supported by renowned and reputable local and multi-national partners including the following: IBM, Oracle, Microsoft, Tech Mahindra, Alcatel-Lucent

53. Do you have a metro fibre ring as part of your network architecture?

We currently lease fibre from existing fibre infrastructure companies

54. What backhaul do you run?

We run on both IP-based microwave and fibre infrastructures

55. What support structures do you have in place for customers?

We have dedicated pre- and post-sales support teams comprising of a Dedicated Account Manager, Service delivery Administrator and a 24/7 Sales support team

56. What are your service delivery timelines?

Our service delivery timelines are solution-specific and would be agreed upon with each customer