

FAQS for Your Mobile App:

What is Account No ?

Account Number is the unique identification number assigned to every customer in Hathway and this should be handy, when you interact with Hathway service executive.

What is the Tariff Plan ?

Tariff plan is plan which the subscriber has opted for and which determines the Speed , FUP and the subscription charges to be paid by the customer for a given pre-determined period.

What is the Fair Usage Policy (FUP) ?

A very small number of customers use an excessive amount of the network bandwidth, to the extent that it can impair the experience of others. The intent of our Fair Usage Policy is to provide the optimum internet experience to all customers.

What happens in Fair Usage Policy ?

Under the policy we have defined fair usage levels for unlimited data transfer plans and needless to mention, the usage levels set are very generous such that most customers will not be affected by the Fair Usage Policy.

What would happen with the speed of service after I reach the FUP ?

On reaching the fair usage level, the plan speed would be optimized to Post FUP speed mentioned above in the table, for the rest of the month/ billing cycle as applicable. Please note that the speeds would be upgraded to the normal speeds at the start of the next month /billing cycle as applicable. While the subscriber has always the choice of choosing a right plan basis their individual requirements which is available in our website www.hathway.com or your mobile App

Can I opt for a Top-up after I reach my FUP ?

We have a choice of Top up plans that are available basis individual requirements. You can add this through your mobile App

What is the impact of Fair Usage Policy on data transfer limits?

We assure you that the data transfer limits remain unlimited and there will be no change on the same.

How do I get to know my usage ?

Simply Login with your user ID and password on your mobile App

After payment, would my account get activated instantly ?

If the account is not active at the time of payment, it would require a minimum of 4 workings hours to a maximum of 72 Hours for the account to become active, depending upon the mode of payment.

Is there a warranty on Hardware?

The warranty on Hardware, in case of outright purchase, is 1 year from the date of installation. An AMC (Annual Maintenance Contract) is currently available for devices after warranty period. Please feel free to call us at our helpdesk at the end of one year. Customers opting for installment purchase of modem are hereby informed that their warranty commences from the day the modem gets installed at their premises.

Things to note

All customers are requested to disconnect the LAN cable from their PCs while not in use especially during rains & lightning since it is possible that some damage may be caused to the hardware. The customer would be liable to repair the damages caused to their PCs on their own due to any such natural calamities. For shifting of existing connection please inform in writing 15 days in advance. (conditions apply)

Sign-up:

While signing up to your App, you would need to follow the following Steps:

- Click on the “Sign up” Tab
- Enter your customer ID
- Enter the Password (minimum 8 characters) and then Confirm the Password
- It will prompt you to enter an OTP (Will be received through SMS)
- Post entering the OTP click on “Verify”
- It will take you back the Login Page, where you would need to enter the User ID and Password

Forgot Password:

Incase you have forgotten your Password, please follow the following steps:

- Click on “Forgot Password”
- Enter the your Customer Account number
- It will prompt you to enter an OTP (Will be received through SMS)
- Post entering the OTP click on “Verify”
- It will take you back the Login Page, where you would need to enter the User ID and Password