

# HELP & SUPPORT FOR YOUR INTERNET SERVICES

This guide will help you create a ticket with the Comu Networks Support Team in the event you are having a problem with your internet.

## Before You Report a Problem

1. Check the portal for announcements and review the troubleshooting guide
2. Please be prepared to provide the following information:
  - Name
  - Email address
  - Phone number
  - Building address, suite number and bedroom number
  - Description of the problem



## How To Report a Problem

### Online

Report a problem online by completing a form on the web portal. This form will create a ticket for your issue and Comu Support Staff will contact you to help resolve the issue.

Visit [comu.ca/rezone](https://comu.ca/rezone) to create a ticket.

### By Phone

Call the Comu Support Centre at 1 888 862-4750. If calling after hours, please leave a voicemail and Comu Support Staff will return your call.

## WI-FI SERVICES

To take advantage of our managed Wi-Fi Service, we highly recommend tenants **refrain from using personal routers**. When personal routers are used, they may cause interference with our managed Wi-Fi service resulting in slow speeds, packet loss, frequent disconnections, etc.

**TECHNICAL  
SUPPORT**

**[comu.ca/rezone](https://comu.ca/rezone)  
1 888 862-4750**