

Queries?

**Get answers
right here!**



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Important
Tips



Billing

- Payments through Cheques/Demand Drafts should be drawn in the name of 'Tikona Infinet Limited. xxx xxx xxx' (Your 9-digit Billing Account Number BAN as printed on Tikona Broadband Service bill).
- Cheques/DDs can be dropped at any ICICI Bank ATM or select Axis Bank ATMs located at the ICICI Bank/Axis bank branches only. Cheques/DDs can also be dropped at any Tikona Broadband Service Bill drop boxes. **Click here** to view the nearest drop box. All cheque payments are subject to realisation.
- Tikona Broadband Service Bill can also be paid online through Netbanking, Debit/Credit Card (Visa/Master).
Tikona's Flexi Recharge facility and cash vouchers are available with various recharge outlet dealers. To view the nearest recharge voucher outlet, **Click here**. To make payment through vouchers, log onto **<https://selfcare.tikona.in>** > **Billing and Payments** > **Make Payment** > **Payments** > **Voucher Top-up**. Payment can also be made by Home Pick-up facility. To avail this service, contact Tikona Care on 1800 209 4276 or write to us at customercare@tikona.in.

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Important Tips

- If Tikona Broadband Service Bill statement does not reflect your previous payment which was cleared, please send an e-mail to customercare@tikona.in mentioning your Cheque/Voucher details, BAN and Service ID along with a scanned copy of your bank statement.
- If the service is temporarily suspended due to delay in payment beyond the due date, service will be auto-resumed post realisation of payment.
- **Support the e3 campaign save paper and opt for e-bill/s.** Post subscription for e-bill/s paper bills will be discontinued. To subscribe, write to Tikona Care at customercare@tikona.in.
- To know your Outstanding Bill amount through your mobile, sms **BILLINFO** <space> <10 Digit User ID> to 5676708. Example: BILLINFO 110220033.

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Important Tips



Recharge Bill Free Account

To recharge your Tikona Bill Free account through the recharge/top up link available on the login page (**Login >> Click on Recharge/ Top up >> Select the option of recharge >> Make payment**). OR through Selfcare (**Selfcare >> Billing and Payments >> Bill Payment/Recharge**). You can recharge Tikona Bill Free account by using any of the following vouchers

- ₹899: Usage 75 GB, Validity 180 days
- ₹1,499: Usage 140 GB, Validity 360 days
- ₹1,999: Usage 200 GB, Validity 360 days
- ₹2,999: Usage 330 GB, Validity 360 days



Security

- Change your Tikona login password at regular intervals.
- Do not share your password with anyone, including Tikona representatives.





Important Tips

- If you have kept your Internet session idle for ten minutes or more (no transfer of data, either upload/download), then your session will be logged out automatically. This is to prevent misuse of your PC in case it is left unattended.

Click here to find outlets nearest to your location which offers you recharge facility.

You can also top up your plan with any amount > Rs.10. Top up usage is chargeable at 10p/MB



Signal Check (Indoor CPE)

- Ensure that the modem is never shifted from the location where it was originally installed for receiving optimal signal strength. Check if the LED status is stable green (1st LED from your right).
- If you encounter slow speed or latency (delay), please note that the network may be under upgradation/enhancement/maintenance. In such a case, try using the service after some time.





Important Tips



Change Subscriber Information via SMS

- Tikona Secured Wireless Broadband service has introduced the Short Code SMS functionality for its subscribers to change their mobile number or e-mail ID registered with us.
- To update the email address with us kindly send sms **RSTEMAIL** <space> <USER-ID> <SPACE> <NEW EMAIL ID> to 5676708 from your registered number only.
Example: RSTEMAIL 1100XXXXXX abc@tkz.com
- To update your mobile number with us kindly send sms: **RSTMObILE** <SPACE> < USER-ID> <SPACE> < New mobile number to 5676708 from your registered number only.
Example: RSTMObILE 1100XXXXXX 9920XXXXXX.
- To check the changed mobile number or e-mail ID, visit Self Care Portal (<https://selfcare.tikona.in> > **Subscriber Profile** > **Personal Information**).

Note: This is a chargeable service.





Important Tips



Tariff and Relocation

- You can change your tariff plan as per the plan migration rules set by the company. For changing the plan, please contact Tikona Care on 1800 20 94276 or write to us at customercare@tikona.in.
- In case you want to shift to a new location, delivery of connection will be subject to feasibility.
- Shifting charges will be applicable. Proof of address of new location needs to be provided.





Important
Tips



Disconnection of Service

In case, due to some reason Tikona Secured Wireless Broadband connection needs to be disconnected, follow this process:

- Contact Tikona Care at 1800 209 4276 and raise disconnection request or write to customercare@tikona.in.
- A reference number will be provided by Tikona Care executive, which needs to be quoted during all the communication for disconnection.
- Send disconnection request e-mail mentioning your service ID and reference number to customercare@tikona.in from your registered mail ID. To view registered mail ID, visit > **Self Care Portal** > **Subscriber Profile** > **Personal Information**.
- A mail will be sent from Tikona Care informing you about the further process to be followed like payment of outstanding bill and return of CPE in working condition.

Note: ₹1500 per modem will be payable if subscriber retains the modem or returns them in non-working/damaged condition. This is applicable for all plans.





Important Tips



Change of Billing Address

- Your billing address is an important information as a physical copy of your Tikona Broadband Service Bill is to be delivered. If your address is not updated, you will not receive the bill and subsequently not pay the bill on time. To avoid this issue, kindly ensure that your billing address is updated with us at all time.
- On shifting to a new home, kindly update your address by contacting Tikona Care at 1800 209 4276. You would be required to submit a photocopy of your new address along with the proof of address.
- Documents considered as the proof of your address: Driving license, Passport, Ration Card, Voter's ID Card, Lease agreement, Form 16/Assessment Income Tax Order, Utility Bills (last two months') like electricity, telephone, water and gas.
- Your service installation address will remain the same.



Important Tips



Track Status Online of Complaint/ Service Request

- The Self Care Portal of Tikona Secured Wireless Broadband service enables you to track the status of your service request or complaint placed with the Call Centre - Tikona Care.
- Every request/complaint has a unique reference number used to track its status.
- Status of request/complaint can be of three types:
 - **Progressing:** Indicates that it will soon be addressed by Tikona Care executive.
 - **Closed:** Indicates that it has been successfully addressed and closed.
 - **Cancelled:** Indicates that it is cancelled due to invalid or incomplete information.
- To know the status, visit: <https://selfcare.tikona.in> > 'Request' section.





Troubleshooting Tips



Authentication Failed: Reason []

This message will appear when wrong User ID or password is entered. Please ensure that you have entered the correct User ID and password.



Authentication Failed: Reason [Log in failed, maximum allowed MAC addresses reached]

Each device, such as your desktop, notebook, Wi-Fi mobile device, etc., that you use to access the Tikona Secured Wireless Broadband Service has a unique MAC address. You will see the above error message when you have used more devices (i.e. MAC ID) than what is allowed against your subscribed plan. To resolve this error, delete earlier registered MAC addresses to make way for the new device (MAC ID) you are using. To delete MAC addresses, visit: <https://selfcare.tikona.in> **Selfcare** -> **My Tools** -> **MAC address** -> **Clear All**.





Troubleshooting Tips



Authentication Failed: Reason [Log in failed, maximum allowed session reached]

The plan you have subscribed to entitles you to a certain number of simultaneous logins. The above error message will appear if you have already reached the maximum number of simultaneous (concurrent) logins permissible against your plan. A new user can login once any of the earlier users disconnect. If you desire higher number of simultaneous logins, change to the appropriate plan. The information on simultaneous logins available in different plans can be obtained from the product section. Visit: <https://selfcare.tikona.in>





Troubleshooting Tips



Authentication Failed: Reason [External AAA returned a failure, but did not specify anything in Reply-Message]

The above error message appears if your recent Tikona Broadband Service Bill has not been paid, or the cheque payment made by you has either bounced or not reached the clearing stage. If you have not paid your Tikona Broadband Service Bill or your cheque has bounced, please pay to restore your service. It is preferable to make online payment in such cases if you need instant restoration of your service. If you are paying by Cheque/DD, then please allow atleast 7 (seven) working days for clearance. The service shall be restored immediately upon realisation of your Cheque/DD. If payment is made without mentioning Billing Account Number (BAN), it is likely that your cheque has got cleared without service restoration. Please contact Tikona Care on 1800 209 4276 and provide details of the cheque payment made. If the cheque payment has been realised at our end, we will pass the corresponding credit against your billing account to restore the service. Always remember to mention the BAN when paying by Cheque/DD.





Troubleshooting Tips



Authentication Failed: Reason [No interface available: Ethernet card/USB modem/USB adapter] or Unidentified error code – 1062 (WZCS)



For Windows XP

The above error will appear in Windows-based Operating System. To resolve this error, make sure the Wireless Zero Configuration (WZC) Service is active. [**Start > Run > Services.msc > Wireless Zero Configuration > Service Status (Started)**]



For Windows 7 and Windows Vista

The above error will appear in Windows-based Operating System. To resolve this error, make sure the Wireless Zero Configuration (WZC) Service is active. [**Start > Type Run > Services.msc > WLAN AutoConfig > Service Status (Started)**]



@all Home Secured Wi-Fi not working

This is an optional facility available at an additional charge. You can subscribe for this facility by calling Tikona Care at 1800 209 4276. If you have already subscribed but the facility is not working, perform the following troubleshooting:

Connect your desktop/laptop directly to Tikona Secured Wireless Broadband CPE with Ethernet cable provided at the time of installation. Turn off the desktop/laptop Wi-Fi and remove proxy settings.

To remove proxy settings, follow the simple steps:

- For Internet Explorer, Click **Tools > Internet Options > Connections > LAN settings > Uncheck 'Proxy Server'** if it is already checked.
- For Google Chrome, Click **'Customize & Control Google Chrome' tab Settings > Show Advance Settings > Network > Change Proxy Settings > Connections > LAN settings > Uncheck 'Proxy Server'** if it is already checked.
- For Mozilla Firefox, Click **Tools > Options > Advanced > Network tab > Connections > Settings > Select 'No proxy'** if not selected.

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Troubleshooting Tips

Post changing your proxy settings, launch Internet browser. You will be redirected to the login page (<https://login.tikona.in>). Enter your User ID and password, and check if Internet access is available.

If the access is available, then it could be the problem of your desktop/laptop Wi-Fi interface/settings or with the CPE configuration. Check your Wi-Fi configuration and re-attempt to connect using @ll Home Secured Wi-Fi. If problem persists, contact Tikona Care at 1800 209 4276.



Connection set-up issue through Tikona Secured Wireless Broadband Dialer

- Whenever you log onto the Internet, your operating system acquires an IP address which is necessary to setup a connection.
- Some operating systems do not release this IP, which is assigned in earlier sessions, due to which connection does not get built when you log on in the first attempt through the Tikona Secured Wireless Broadband Dialer.
- To resolve this issue, disconnect and reconnect till the connection is built.





Online Self
Care Portal

This helps you to manage your Tikona Secured Wireless Broadband account on your own. You can log in to Self Care Portal directly at <https://selfcare.tikona.in> or by logging in to 'My Account' from www.tikona.in



Online Bill Payment

Tikona Secured Wireless Broadband Service Bill can be paid online through Debit/Credit Card, Netbanking or Postpaid Cash Vouchers. (To pay online, visit: <http://tikona.in/online-payment> > **Enter Service ID** > **Pay Online** > **Online Confirmation** or visit **Self Care Portal** > **Billing & Payments** > **Make Payment**)



Payment History

View last payments made by you. (To view payment history, visit: <https://selfcare.tikona.in>).



Adjustments

View details relating to any adjustments posted in your account. (To view adjustment details, visit: <https://selfcare.tikona.in>).

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Online Self
Care Portal

Password Management

This helps to change the password. You can change your account password at any point of time. (To change password, visit: <https://selfcare.tikona.in>).



Usage Details

Check usage with session by session details such as start time, end time, duration, total MBs consumed, etc. (To view usage details, visit **Self Care Portal > My Tools > Session History**).



Service Request Details

This gives an account of trouble tickets with their current status registered at Tikona Care. (To view service request details, visit **Self Care Portal > Service Request > View Requests**).

The Self Care Portal also provides the latest product information and plan subscription details, and a list of MAC addresses with option to reset them.





Billing and Payments

At Tikona Digital Networks, it has been our constant endeavour to simplify the billing and payment processes.



Billing and Payments

Pay Tikona Broadband Service Bill in 4 easy ways:



Cheque

Refer page 1 for cheque payment guidelines.



Demand Draft

Refer page 1 for Demand Draft payment guidelines.



Online Payment

Through Debit/Credit Card or Netbanking. To pay online, visit: **Self Care Portal > Billing & Payments > Make Payment** or visit: <http://tikona.in/online-payment>. Enter **Service ID > Pay Online > Online Payment Confirmation**.





Glossary



Download Speed vs. Transfer Rate

Speed mentioned in any broadband plan is in 'kilo bits per second (kbps)' and transfer rate on the Internet is measured in 'kilo bytes per second (kbps)'. Here, 1 Byte = 8 bits. Hence 'Download Speed' is always 8 times that of 'Transfer Rate' or in other words, Transfer Rate is always 1/8th that of Download Speed. This implies that if you are on an unlimited plan with 512 kbps download speed, then you will get a transfer rate of 64 kbps.

1:1

Contention Ratio

The Contention Ratio is calculated as the number of customers using the same available bandwidth at any one time. For a plan-specific Contention Ratio, visit: <http://www.tikona.in/for-homes-wireless-broadband-termsandconditions>. Contention ratio for home broadband plans;1:20. Contention ratio for SOHO plans is 1:8 for unlimited plans.

TDN reserves the right to raise the contention ratio to 1:30.

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Glossary



Download Speed

This is the speed at which data is transferred from the Internet to a computer. Download speed is measured in units of kbps (kilo bits per second).



Best practices to improve speed/performance Test Speed

For the most accurate Speed Test results, run the Speed Test (speedtest.tikona.in) from a computer using a direct wired connection. Subscribers using Tikona Wi-Fi need to ensure that the computer is close to Wi-Fi Modem. While running Speed Test, close all other tabs, browser windows and clear browser cache. Sometimes, firewall settings or running more than one firewall simultaneously can impact Speed Test results.



Clear Browser Cache

Clearing browser cache periodically helps improve system performance and throughput.

Contd...



Glossary



Stop Background Applications (Peer-to-peer file sharing, etc.)

Peer-to-peer file sharing applications typically run in the background and use Internet connection to upload and download files. Closing this type of application improves performance.



Limit Number of Applications

Minimise the number of applications that are running simultaneously on the PC, along with the number of tabs open in the browser to improve performance.



Check Firewall Settings

Sometimes, firewall settings or running more than one firewall simultaneously can impact speed test results. Disabling firewall may improve performance.

Contd...



Glossary



Limit Number of Connected Devices

Available bandwidth gets divided among all the devices sharing the same internet connection. Limiting the number of connected devices (e.g. computers, gaming systems, mobile phones, etc.) helps improve performance.



Run Virus/Spyware Scans Regularly

Regular virus and spyware scans using licensed anti-virus will keep the computer secure, thereby improving performance.



PC Configuration

PC Configuration should match the minimum PC configurations as mentioned on www.tikona.in > **Products & Services** > **For Homes** > **Tariff Plans** for optimum performance.

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Glossary



Reboot the Computer

Turning the computer OFF/ON periodically will close programs that are running in the background and can improve performance.



Reboot Tikona Modem

Turning the Tikona Wireless Modem OFF/ON will reset the connection and may improve performance. Wait for about 5 minutes after power reset.



Contact Us

Tikona Care

Toll Free Number : 1-800-20-94276

Hotline tech support-39453434

(pre fix local standard codes, standard call rates applicable).

E-mail: customercare@tikona.in

For Online Self Care Portal visit: selfcare.tikona.in

To check speed of service visit: speedtest.tikona.in

Log onto: www.tikona.in

New Subscription & Product Info

Toll Free Number 1800 209 0044

E-mail: sales@tikona.in

