



# A guide to Ngami.NET – your Internet Service Provider (ISP)

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# 1

## How Ngami.NET internet works!

- Ngami.NET purchases its bandwidth on a dedicated Fibre Optic Link at its office in Maun.
- The raw bandwidth is packaged for our clients and monitored on our private routers.
- It is made available to the end user across our private secured tower network.
- When you become a client you receive a Client Premises Equipment or CPE, which is installed outside your home or office.
- Inside your home or office you can choose to either have a Cabled or Wi-Fi Network.

# 2

## How do I choose an installation?

Well that one is easy... All you need to do is ask yourself, where you want to use it and how many devices do I want on the internet?

- If you only want one PC connected you can opt for a cable.
- If the whole office or family is going to use it on their tablets and phones - Wi-Fi is going to be the best choice for you!

# 3

## How do I choose a package?

- Packages are uncapped so you can use the internet as much as you like without any extra costs on your monthly invoice.
- Different packages have different minimum and maximum speeds – pick the one that best suites you!
- Your overall experience will depend on the package you buy.
- Business Users – please speak to us and we will recommend the best package for you.



## 4 Why should I consider Ngami.NET as a provider?

Ngami.NET is a fully licensed Service Provider with all documents and licenses approved and issued by BOCRA.

- Ngami.NET has been operating in Maun since 2007 and we feel that with all of these years we are now more than ever the premier of ISP providers in the area.
- Ngami.NET is constantly expanding the services it can offer.
- Ngami.NET is committed to providing a secure, reliable and affordable service.
- Ngami.NET has a team of local individuals on hand to assist you both during and after working hours.

## 5 Whoops I broke the internet!

If you are experiencing slow or bad internet give us a call – more often than not one of us will be able to resolve the problem with you over the phone.

- If we can't get it working again for you remotely we will send someone out to fix it for you, if we can arrange a call out in the same day we will, but it will be fixed no later than the following day (weekends excluded)



You are not connected to

Safari can't open the page "http://ruineda  
computer isn't connected



## 6 How to avoid unnecessary damages!

- Turn off your CPE and Wi-Fi during thunderstorms – your internet unit runs on electricity and can be struck by lightning.
- Turn off your CPE and Wi-Fi when BPC shuts down – wait at least 10 minutes after the power comes back to turn on your CPE.
- Unplug your CPE while you are away – if you are traveling for a few days and no one is using the internet, turn it off, it will save you the hassle of coming home to no internet.



# 7

## FAQs

**Q: How do I get connected?**

A: Phone, email or come and see us, pick your package and give us a location, we will set a date for your installation and connect you on that date.

**Q: Can I change my package?**

A: Yes, if you want to change your package you will need to let us know in writing – changes take a max of 24 hours to effect, and are subject to a new contract.

**Q: Am I tied into a contract?**

A: Yes, there is a contract, that you will be sent along with the pricelists when you first enquire with us, cancellation of a contract is handled by the terms of the contract.

**Q: If the Internet does not work what do I do?**

A: Call the office (+267 684 0430) and you will be assisted.

**Q: I have an existing email address - can I still use it?**

A: Yes, we will help you make the changes needed on your computer.

**Q: Can I get an ngami.net email address?**

A: Yes, we run our own server and can host private .com .net and .co.bw addresses.

**Q: I need to link to a system outside Botswana, can I do this?**

A: Yes, we can issue Public IP Addresses to allow remote desk toping, system logins and VPN usages.

**Q: Can I pay in advance?**

A: Yes, all your invoices will be done a month in advance, you can opt to pay quarterly, biannually or annually as well. If you pay for a year in advance you get one month of your package free.

**Q: I would like to use my WI-FI in the garden, but it does not reach?**

A: We carry a small stock of range extenders and outdoor WI-FI units, these are not included in the installation and can be bought afterwards, we will set up and install these units for you at a nominal fee.

**Q: I am moving house; how do I move the internet connection?**

A: Call the office, give us a month's notice and we will move the internet unit for you at nominal fee.