

CONTACT DETAILS

Please direct your support queries to the relevant email address below with your Name / Company Name in the subject line along with a brief description of the issue with which you require assistance. In the body of the email please provide enough detail so that our support teams can understand the issue and provide you with assistance. Please make sure to only send your support query to one of the email addresses below. Sending to multiple support email addresses will result in delays.

TO SPEAK TO SOMEONE ON OUR HELP DESK PLEASE CALL 021 286 0127

EMAIL	DESCRIPTION
INFO@LIGHTSPEED.CO.ZA	GENERAL INFORMATION, FEASIBILITY CHECKS AND FIBRE SALES QUERIES
SUPPORT@LIGHTSPEED.CO.ZA	SUPPORT QUERIES FOR ASSISTANCE, INVESTIGATION INTO DROPPED CONNECTIONS, DECREASED PERFORMANCE, CHANGES TO EXISTING CONNECTIONS, REQUESTS FOR ADDITIONAL SERVICES OR EQUIPMENT.
ACCOUNTS@CYBERSMART.CO.ZA	BILLING QUERIES
FAULTS@LIGHTSPEED.CO.ZA	FOR FIBRE BREAKS OR LOSS OF CONNECTIVITY.
STATUS@LIGHTSPEED.CO.ZA	TO QUERY THE STATUS OF YOUR FIBRE SERVICE INSTALLATION.
ORDERS@LIGHTSPEED.CO.ZA	NEW FIBRE ORDERS
VOIP@LIGHTSPEED.CO.ZA	GENERAL VOIP ENQUIRIES
VOIPPORTING@LIGHTSPEED.CO.ZA	PORTING VOIP LINES

VIEW YOUR ACCOUNT INFORMATION AT [HTTP://MY.CYBERSMART.CO.ZA](http://my.cybersmart.co.za)

When you visit <http://my.cybersmart.co.za> for the first time, please click on Forgot Password and insert the email address associated with your account. You will then be sent login details for <http://my.cybersmart.co.za> and you can login into your dashboard to view your account information.