

FAQs – Jio High Speed Internet (HSI)

Service Offerings

1. What is Jio High Speed Internet (HSI)?

Jio HSI is internet connectivity service with speeds up to 1 Gbps. It comes with truly unlimited data, symmetric upload and download speeds and Static IP.

2. Is network feasibility mandatory for Jio HSI?

Yes. Network feasibility is mandatory and customer installation premises must be a JioFiber connected building.

3. Will the Wi-Fi Business Gateway be provided with an internet connection?

Yes. The Wi-Fi Business Gateway is bundled with the service.

4. What is the difference between single & dual-band Wi-Fi?

A single-band Business Gateway operates at 2.4GHz band and is limited to one wireless signal. Dual-band Business Gateway operates over two signal bands, i.e., 2.4GHz and 5GHz, which means that they transmit two simultaneous wireless signals providing better performance. Most of the old devices support the 2.4 GHz channel. The new devices/ smartphones mostly come with 2.4GHz & 5 GHz.

5. Can I change the Wi-Fi setting for the gateway device?

Yes, you can do so. Visit MyJio or jio.com website/ application to change the device Wi-Fi settings.

6. Are the internet speeds of HSI symmetric?

Yes. The speeds provided are symmetric. For example, a plan with 100 Mbps will have 100 Mbps as the download speed and 100 Mbps as the upload speed.

7. What is Data quota in High Speed Internet (HSI)?

Data quota is the amount of data (In terms of MB/ GB) provided as part of plan benefits.

8. What will happen post completion of the quota?

Post quota completion, speed basis FUP (Fair Usage Policy) will apply, based on the plan applicable.

9. What is FUP (Fair Usage Policy)?

Fair Usage Policy (FUP) is a set of rules that describe capping of speed after specified plan data quota is fully consumed by the user.

10. What speed will I get in FUP (Fair Usage Policy)?

You will get FUP speeds as per the plan.

11. How much quota can be used with FUP (Fair Usage Policy) speed?

You can use unlimited data on FUP speed.

12. How to get the defined plan speeds if my quota is over?

On bill cycle change, the speed & quota will get automatically restored. If you need it immediately, you may buy the Data booster pack to restore the plan speed.

13. The Business Gateway Wi-Fi coverage is not reaching in other adjacent rooms. How do I extend the coverage in adjacent rooms?

For better coverage, you can opt for a Wi-Fi Mesh Extender.

14. How many Mesh Extenders can be opted with a single connection?

It is advisable to use a maximum of two Mesh Extenders per connection.

15. How do I get the Mesh Extender?

You have the option to purchase the Wi-Fi Mesh Extender at the time of installation from the Installation Engineer. At a later point, if you need it, please get in touch with Business Care, you may call at 1800 8899 444 or write an email at businesscare@jio.com.

16. Is it mandatory to buy Mesh Extender devices from Jio?

It is not mandatory to buy the Mesh Extender from Jio. You can buy any mesh extender available in the market. Jio may not be able to support the device & you may have to take support from the respective vendor.

17. Does Jio provide Wi-Fi Business Gateway with a HSI connection?

Based on the selected plan, you get a bundled Business Gateway which supports:

- Wi-Fi and Fixed LAN - The Wi-Fi Business Gateway will be dual-band with 2.4 & 5 GHz band with Wi-Fi 5 or 802.3ac standards. It also has 3 GigE ports
- Only Fixed LAN - The Business Gateway with Fixed LAN will have 1 GigE + 1 Fast Ethernet ports

18. Can the Business Gateway be managed remotely?

Yes. You can remotely manage the Business Gateway through the Self-Care portal for the following functionalities:

- Change in SSID Name
- Change SSID Password
- Define no. of paired devices on Wi-Fi
- WPS On/ Off
- SSID On/ Off
- SSID Visibility On/ Off
- Block/ allow paired devices
- View Business Gateway IP details
- View Business Gateway status

19. Does the Wi-Fi Business Gateway have Wi-Fi 6 as a standard?

Jio Wi-Fi Business Gateway supports Wi-Fi 5. You may have to purchase a Wi-Fi 6 Business Gateway from the market.

20. What are the specifications of the Business Gateway?

The following are the specifications for Jio Wi-Fi Business Gateway:

- One WAN Port
- Three LAN Ports
- One RJ11 Port
- Two USB ports
- Power Adaptor
- Dual-Band Wi-Fi

The specifications for Jio Fixed LAN Business Gateway are:

- Two LAN Ports
- One RJ11 Port
- Power Adaptor

21. What is Static IP?

A Static IP address is an IP address that doesn't change. Once your Jio Business Gateway (Modem device) is assigned a Static IPv4 address, that IPv4 address will remain unchanged until the device is decommissioned. The Static IP is assigned to WAN port of Jio Business Gateway.

22. How is Static IP different from Dynamic IP?

When a device is assigned a **Static** IP address, the address does not change. Whereas **Dynamic** IP addresses are assigned by the network when they connect and change over time.

23. When do I need a Static IP?

Static IP addresses normally matter more when external devices or websites need to remember your IP address.

Some of the common benefits of Static IP are-

- a) **Server hosting:** It is quicker for customers to get to your websites and services if they have a static IP address. If you are hosting a web server, email server, or any other kind of server, having a static IP address makes it easier for customers to find you via DNS.
- b) **Convenient remote access:** A static IP address makes it easier to work remotely using a Virtual Private Network (VPN) or other remote access programs.
- c) **Remote monitoring:** Customers with premises surveillance systems (CCTV) require a Static IP address for remote monitoring.

So if you are looking for any of the above benefits for your business, you should definitely go for Static IP.

24. What is Port Forwarding and how does it work?

Port Forwarding is a technique that is used to allow external devices access to computers services on private networks. This is made possible by mapping an external port to an internal IP address and port.

25. Does Jio provide Port Forwarding facility?

Yes, we provide Port Forwarding facility with select plans of JioBusiness solution with Static IP where a Static IPv4 is assigned to Jio Business Gateway. Write to us at businesscare@jio.com to enable Port Forwarding on Jio Business Gateway.

26. Does Jio offer Port Forwarding on Dynamic IP?

For JioBusiness plans, the scope of Port Forwarding is restricted to plans that have Static IP.

27. What happens if my network (IPs) clash with Jio Provided LAN IP pool?

Default LAN pool provided is 192.168.29.1. Private IP conflict can be resolved on Business Gateway.

28. Will Jio enable Static IP on my existing router, firewall and device or on the LAN?

Jio will only assign Static IP on WAN port of Jio Business Gateway Modem and support Port Forwarding on Business Gateway.

29. What is BRIDGE mode?

BRIDGE mode is the configuration that disables the NAT feature on the modem (Business Gateway) and allows its port access to the other NAT device (i.e. Router) connected to modem without an IP Address conflict. BRIDGE mode is not available on Jio Business Gateway for static IP cases.

30. What is ROUTER mode?

ROUTER mode is the configuration that allows the NAT feature of the modem (Business Gateway). NAT allows multiple hosts on a private network to access the internet using a single public IP address. ROUTER mode is enabled on Jio Business Gateway for static IP cases.

31. Can Jio configure the Business Gateway in BRIDGE mode?

Jio Business Gateway is configured in ROUTER mode. Functionality to change it to BRIDGE mode is not available.

32. How do I know that the Static IP is reachable from the Internet?

The Static IPv4 assigned to the Business Gateway can be viewed by logging into Self-Care and also on the Business Gateway. If you want to check the reachability of Static IPv4 from the Internet, open a Web browser from a device that is connected to the Jio Business Gateway and navigate to a website (such as www.whatismyip.com , www.whatismyipaddress.com) that enables you to check IP address on your computer.

33. Will Jio work on my application to test if it is reachable from the Internet?

Jio's scope is limited to assisting customer in enabling port forward feature (along with static IP) to a device in customer's network allowing traffic from Internet to reach to customer defined device IP and port. However, the applications hosted on that device and its operations are outside Jio's scope.

34. Can I get Public Static IPv4 on all JioBusiness solution plans?

These are available in few selected plans. You need to opt for specific plans that offer Public Static IPv4.

35. Is URL filtering supported?

Only URL/ IP directed by Government of India is blocked at network level. Jio Business Gateway does not have the functionality to filter specific URLs. You can install a Router/ Firewall in your network for specific URL filtering capability. These devices can be purchased from the open market and can be connected to Jio's Business Gateway.

36. How do I check the speed?

At the time of installation, the Installation Engineer is supposed to demonstrate the speed test. The speed tests for plans up to 250 Mbps will be performed on the Mobile handset using 'NetVelocity' App pointing to Jio Server. The speed check for 250 Mbps and above should ideally to be performed on LAN port using Gig port laptop carried by Installation Engineer. You can also check the speed on your device. However, the device used to test should support the Gig port.

37. Does the Business Gateway have DDoS protection?

Jio's network is protected from DDoS attacks. You can install a Router/ Firewall in your network for additional security.

Customer Service

38. Can I check my usage detail for data?

Yes you can check your data usage by visiting www.jio.com/business
Follow the following steps to check your data usage:

1. Login to your Jio.com account using your Jio number or Email ID
2. Under Service Summary, click on Jio HSI
3. In the drop-down box, select Manage
4. In the Manage screen, click on Plan Details
5. You will find your current Plan data quota and the balance

You will also get notifications at 50% & 100% usage level.

39. Can I see real-time usage?

Yes. The usage available in Self-Care is real-time data. You may have to refresh the screen to view the real-time data.

40. How do I make my HSI connection secure?

You can prevent your HSI account from unauthorized user access. Please follow the best practices mentioned below:

- Do not share your SSID (Wi-Fi Username) details to unknown persons
- Keep uncommon passwords for your Wi-Fi and change it at regular intervals
- Hide your SSID (Wi-Fi User ID)

41. What latency value you support on your network?

- Latency PoP to PoP values are
- Between Top 20 cities ≥ 60 ms
- ROI ≥ 80 ms
- Mumbai-Chennai ≤ 40 ms
- Chennai - Singapore ≤ 60 ms
- Mumbai to US (East coast, NY) ≤ 240 ms
- Chennai to US (west coast, LA) ≤ 270 ms
- Mumbai to Europe London ≤ 150 ms
- Mumbai to Europe Marseille ≤ 130 ms

42. Is the High Speed Internet (HSI) service backed by an SLA?

High Speed Internet is delivered on a highly reliable, redundant Fiber network. The Internet service is on best effort basis.

43. Who should I reach out to for any issues in Business Gateway?

You may do the basic troubleshooting from Self-Care. If the issue persists, please contact the Jio Business care, you may call at 1800 8899 444 or write an email at businesscare@jio.com

44. Will I get the FUP speed notification through SMS/ email?

Yes. You will get the notification on your registered mobile number and Email ID on reaching 50%, 90% & 100% of your plan quota. Post 100%, your speed will be throttled at FUP speed.

45. Can I view application-wise/ session wise usage records?

You can access and view usage at session/ day wise level on the Jio Self-Care portal. Jio does not monitor usage at the application level.

Bill and pay

46. Does quota have any validity period?

The quota will be applicable till the validity period i.e. Bill cycle date for monthly plans.

47. Does the quota get auto-renewed, or do I have to activate again?

Yes. The quota gets renewed on every billing cycle. The quota provided is on a monthly basis irrespective of the days of the month.

48. Does the unutilized quota gets carried forward for the next bill cycle?

Unutilized quota expires with the bill cycle and it is not carried forward for the next month.

49. What is the quota allocation policy for plan activation in mid of the billing cycle?

The quota will be provided on a pro rata basis for the period subscribed, i.e., from the date of activation until the bill cycle period. – (Monthly Plan quota / No. of days in month X No. of days plan opted).