

Customer Support Q&A; Database

Connection Issues

My internet is completely down. What should I do first?

A: Start by checking if there are any known outages in your area, verify your account status and payment history, and ensure your modem/router is powered on with all lights illuminated. If everything appears normal, try power cycling your modem/router by unplugging it for 30 seconds, then reconnecting it.

My internet is very slow. How can I test my speed?

A: Visit speedtest.net or fast.com for accurate speed testing. For best results, connect directly to your modem with an Ethernet cable and close other applications during testing. Test on both wired and wireless connections to compare results.

My connection keeps dropping intermittently. What could be causing this?

A: Intermittent connections can be caused by weather conditions, physical damage to cables, interference from other devices, or outdated equipment. Check if the drops occur at specific times, monitor your modem logs for error messages, and consider environmental factors like weather or nearby construction.

Why is my WiFi signal weak in certain areas of my home?

A: WiFi signals can be weakened by walls, distance from the router, interference from other devices, or the router's placement. Try moving your router to a central location, change the wireless channel to avoid interference, or consider adding a WiFi extender for better coverage.

Equipment Issues

My modem won't turn on. What should I check?

A: First, check your power adapter and outlet. Try a different power source and replace the power adapter if necessary. If the equipment still won't power on, you may need to schedule an equipment replacement.

How often should I restart my modem?

A: Generally, restarting your modem monthly helps maintain optimal performance. If you experience frequent issues, restarting can often resolve connectivity problems.

Can I use my own modem/router instead of the company's equipment?

A: Yes, you can use compatible equipment. We provide a list of approved modems on our website. Using your own equipment may reduce monthly fees, but you'll be responsible for troubleshooting equipment issues.

How do I change my WiFi password?

A: Access your router's settings by typing the IP address (usually 192.168.1.1) in your browser. Log in with your router credentials and navigate to the wireless settings section to change your password.

Speed and Performance

What internet speeds do you offer?

A: We offer various speed tiers ranging from 25 Mbps to 1 Gbps. The available speeds depend on your location and infrastructure. We can check what's available at your address and recommend the best option for your needs.

Why is my internet slower than advertised speeds?

A: Slow speeds can result from various factors: outdated equipment, multiple devices using bandwidth, wireless interference, or network congestion. We can help diagnose the specific cause and provide solutions.

What's the difference between WiFi and internet?

A: Internet is the connection to the outside world, while WiFi is the wireless signal that connects your devices to your modem/router. You can have internet without WiFi (using Ethernet cables), but WiFi requires internet to function.

How can I improve my internet speed?

A: Try connecting directly to your modem with an Ethernet cable, close unnecessary applications, check for firmware updates on your equipment, and ensure your modem/router supports your plan's speeds. Consider upgrading equipment if it's outdated.

Billing and Account

When is my bill due?

A: Bills are typically due on the same date each month. You can view your due date and payment history in your online account or by calling customer service.

What's included in my monthly bill?

A: Your bill includes your selected internet plan, any additional services (like WiFi equipment rental), and applicable taxes. We provide detailed billing statements online and can explain any charges.

Can I change my billing date?

A: Yes, we can adjust your billing cycle. This may result in a prorated charge for the current billing period. Contact customer service to request this change.

What happens if I miss a payment?

A: Late payments may result in service interruption and late fees. We send payment reminders and offer flexible payment options. Contact us immediately if you're having trouble making payments.

How do I cancel my service?

A: You can cancel by calling customer service or visiting a local office. We'll explain the final billing process and equipment return requirements. There may be early termination fees depending on your contract.

Installation and Setup

How long does installation take?

A: Standard installations typically take 2-4 hours. This includes equipment setup, connection testing, and basic configuration. Complex installations may take longer.

Do I need to be home for installation?

A: Yes, an adult (18+) must be present during installation to provide access and sign necessary paperwork.

What should I do to prepare for installation?

A: Clear the area around your desired installation location, ensure power outlets are available, and have your ID ready for verification.

Can I install the service myself?

A: We recommend professional installation to ensure optimal performance and proper setup. Self-installation kits are available for some locations but may not provide the same level of service quality.

Troubleshooting Procedures

What should I do if my internet stops working?

A: First, check if there are any known outages in your area. Then verify your account status, check that your modem/router is powered on, and try power cycling the equipment. If the issue persists, contact customer support.

How do I know if there's an outage in my area?

A: Check our service status page on our website, call customer service, or check our social media accounts for outage notifications. You can also ask your neighbors if they're experiencing similar issues.

What lights should be on my modem/router?

A: Typically, you should see a power light, a connection light (often labeled "Internet" or "WAN"), and WiFi lights if applicable. Any blinking or red lights may indicate an issue that needs attention.

My WiFi password isn't working. What should I do?

A: Try resetting your router to factory settings, which will restore the default password. You can then set a new password through the router's settings page. Make sure to save the new password in a secure location.

Service Upgrades and Changes

How do I upgrade my internet plan?

A: Contact customer service to discuss available upgrades. We'll check what speeds are available at your location and explain the process and timing for the upgrade.

Can I downgrade my plan if I'm not using the full speed?

A: Yes, you can downgrade your plan. Contact customer service to discuss available options and any potential fees or changes to your billing cycle.

What happens if I move to a new address?

A: Contact customer service to check if service is available at your new location. We'll help you transfer your service and explain any changes to your plan or pricing that may be necessary.

How do I change the name on my account?

A: Contact customer service with the required documentation (usually a copy of your ID and proof of the name change). We'll guide you through the process and update your account accordingly.

Technical Support

What information should I have ready when calling technical support?

A: Have your account number, the specific issue you're experiencing, any error messages you've seen, and details about when the problem started. Also note any troubleshooting steps you've already tried.

How long does it typically take to resolve technical issues?

A: Simple issues like password resets or basic troubleshooting can often be resolved in 10-15 minutes. More complex issues may require escalation and could take 24-48 hours for resolution.

What if the support representative can't solve my problem?

A: If the issue cannot be resolved at the first level, it will be escalated to a more senior technician. You'll be provided with a ticket number and expected resolution time.

Can I schedule a technician visit?

A: Yes, if the issue cannot be resolved remotely, we can schedule a technician visit. There may be a service fee depending on the nature of the problem and your service plan.

Security and Privacy

How can I protect my WiFi network?

A: Use a strong, unique password, enable WPA2 or WPA3 encryption, regularly update your router's firmware, and consider hiding your network name (SSID) for additional security.

What should I do if I suspect someone is using my WiFi without permission?

A: Change your WiFi password immediately, check your router's connected devices list, and consider enabling MAC address filtering for additional security.

Is my internet activity private?

A: Your internet service provider can see your browsing activity. For enhanced privacy, consider using a VPN service, especially when accessing sensitive information.

Customer Service

What are your customer service hours?

A: Our customer service is available 24/7 for technical support and account inquiries. Emergency support is always available for service outages.

How can I provide feedback about my service experience?

A: You can provide feedback through our website, by calling customer service, or by completing surveys that we send after service interactions.

What if I'm not satisfied with the resolution of my issue?

A: If you're not satisfied, ask to speak with a supervisor. We're committed to resolving all customer concerns and will work to find a satisfactory solution.

Can I request a credit for service issues?

A: Yes, we can provide credits for service outages or significant issues. Contact customer service to discuss your specific situation and we'll evaluate the appropriate credit amount.

Emergency Situations

What should I do if my internet is down during an emergency?

A: If you need internet access for emergency purposes, consider using your mobile data or visiting a public location with WiFi. Contact us immediately to report the outage.

How do I report a downed cable or damaged equipment?

A: Contact customer service immediately to report any visible damage to cables or equipment. Do not attempt to repair or touch damaged equipment yourself.

What if I see a safety hazard related to my internet service?

A: Contact us immediately and do not approach any equipment that appears to be a safety hazard. We'll dispatch appropriate personnel to address the situation.

General Information

How do I access my online account?

A: Visit our website and click on "My Account" or "Customer Login." You'll need your account number and the password you created when setting up your online account.

Where can I find my account number?

A: Your account number is listed on your monthly bill, in your online account, or you can call customer service to retrieve it.

How do I update my contact information?

A: You can update your contact information through your online account or by calling customer service. We'll need to verify your identity before making changes.

What should I do with my equipment if I cancel service?

A: Return all rented equipment to our office or follow the return instructions provided when you cancel. You may be charged for unreturned equipment.

Support Escalation

When will my issue be escalated to a supervisor?

A: Issues are escalated when they cannot be resolved within 30 minutes, when a customer requests a supervisor, or when technical issues are beyond the first level of support.

How will I know if my issue has been escalated?

A: You'll be informed when your issue is being escalated, provided with a ticket number, and given an expected resolution time. You'll also be introduced to the next level of support.

What information should I provide when my issue is escalated?

A: Be prepared to provide your account number, a detailed description of the issue, steps already taken to resolve it, and any error messages or symptoms you've observed.

How long does it typically take to resolve escalated issues?

A: Escalated issues are typically resolved within 24-48 hours, depending on the complexity. You'll be kept updated on the progress and expected resolution time.