

Thank you for becoming a Nedernet customer.

We understand how vital your Internet connection is to your daily life, so here are some tips and important information about your new connection.

Important Information

Wifi Network Name: _____

Wifi Password: _____

Nedernet Support: support@nedernet.net 303-258-7922

Nedernet Billing: billing@nedernet.net 303-258-7922

Invoices go out on the 1st of the month. **Payments are due on the 15th of the month**, in advance. If you have set up auto-billing on a credit card, it will be charged on the 15th. Notice of service cancellations or suspensions must be given during the prior billing cycle.

Our Terms of Service and Acceptable Use Policy are available on our site, www.nedernet.net. By using our service, you agree to abide by both.

If the Internet Stops Working

1. Verify there is power to both our antenna, and to your router. The power supply for the antenna is a black box 4x2x1 inches, with a green or white light indicating it has power. The router should have 2 or 3 lights on it: Power, Internet, and wifi (some don't have the wifi light). If the Internet light is lit, it senses a connection to the router. If not, it doesn't (Big Problem). A blinking Internet light is normal.
2. If everything has power, unplug the power from both your router **and** the antenna. (This is called "power-cycling".) If both are plugged into a power strip, simply switching it off, waiting a few seconds, and switching it on again is sufficient. Just make sure both devices go off and on again. Wait a few minutes for things to start up.
3. If the Internet doesn't come back on, call us at 303-358-7922. If there is a system outage, there will be a message to that effect on the voice mail.
4. If there is no system outage, leave a message with your name, street address, and any details you can supply: error messages, router lights, antenna physical appearance (has it moved or fallen ?), and what you've done to try and fix the problem. We should get back to you within 24hrs.

Whatever you do, resist the temptation to press the "reset" button. This will erase the settings on the device, requiring it to be reconfigured. It will not fix your connection.

About Usage

Your account includes **50, 100, 150, or 300 gigabytes per month**, depending on your plan. Usage beyond this limit is billed at **\$5 per 10 gigabytes**, and will show up on the next invoice **after** that billing cycle ends. Usage between the hours of **1am** and **7pm** does not count toward your usage total. Usage charges are capped at \$50 per month. Current usage totals are available on our website www.nedernet.net, under "Account".