



Thank you for becoming a HighSpeedLink.net customer. As a small business we appreciate your patronage and look forward to providing you Internet service for many years to come. If you have any questions about your service please give us a call. Below is some information that may be useful.

Contact information: 540-437-0195 Billing Opt 4, Sales Opt 1 and Support Opt 3:

Email contact: GoFaster@highspeedlink.net

Hours of operations: 24/7 Technical Support

Billing Office Hours from 8am to 5pm, Monday through Friday

Technical info: DNS Primary 208.76.201.2

DNS Secondary 208.76.201.182

WiFi router connection information:

We provide a free 2.4 GHz wireless router with your service, that also powers the wireless internet equipment installed outside. The black ethernet cable coming into your house should be plugged into port number 5 (color: yellow) of the provided wireless router. You may use the other 4 ports to connect ethernet devices.

Your WiFi password is :

Speedtest program:

From a web browser go to the page bandwidth.highspeedlink.net (Make sure you are testing from a wired connection) and it will report the results of your connection speed at that time. The results of this test will show how fast your connection is but does not include any usage you may have had at the time of the test. That is, if you are downloading something or watching a video, this will cause your test speeds to be less than your account speed. Sometimes programs run in the background like Windows or Apple updates and can slow your connection way down. If you need to have someone look at your connection while you speed test, call tech support.

Billing Info:

Your account will have three invoices generated at the start of your new Internet service. The first invoice will be for the partial or prorated charge of the current month. The second invoice will be for the full month following your installation of service and the third invoice will be for the following month. We bill 1 month in advance. After this initial billing you will be billed monthly on the 1st of every month. If the 1st falls on a Saturday or Sunday the invoices will be generated on the following Monday. If you have questions please do not hesitate to contact our office Monday through Friday 8am to 5pm (540)437-0195.

Fees:

If you need to have equipment repaired due to "Acts of God", you've moved or other repair work outside of our 1 year installation and manufactures warranty, the following fees may apply:

Site visits	\$50	On-site move	\$75
Radio replacement	\$50	Off-site move	\$100
Cable replacement	\$50		
WiFi router/extender	\$50		