**HIGH SPEED INTERNET AND PHONE SERVICE SIGN-UP FAQ**

**I’m ready to sign up. What do I do?**

We’ll provide a sign-up link on Saturday, September 21, 2019. Once the link is active you can use it to sign-up for service online anywhere that you have access to the Internet.

We will also be holding a Sign-Up Launch event at the Swift River School on Saturday, September 21 at 10:00am. In addition to an Information Session, there will be an opportunity to sign-up at the end of the event.

*Note to renters: Please work with your landlord since only homeowners can authorize installation. After installation, your landlord can transfer service to you.*

**I want to get service built to my home, but I don’t want to sign up for service. What will that cost?**

We’re only installing to homes and businesses that will be taking service.

**What is the sign-up procedure?**

We will provide a sign-up link in the near future. It will be activated on September 21. Once it is activated, click the link. Follow the instructions. You’ll be asked for your contact information and a few questions such as which service/s you want. You’ll also be asked to sign a right of entry form giving permission for our installation company to visit your property. Signing up takes about 10 minutes.

**If I signed up for WiredWest and gave a $49 deposit do I have to sign up again?**

Yes, you will need to sign up for the New Salem Fiber service through the sign-up link we will provide. The $49 deposit you made will appear as a credit on your first bill.

**Is there a sign-up fee?**

There is a $99 one-time activation fee. This will appear on your first bill.