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

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

Go to our web site at <http://wiredwest.net/newsalem>. In the graphic at the top of the page, click on the *Click here to sign up* button. This will take you to the Whip City site. Follow the instructions. You’ll be asked for your contact information and a few questions such as which service/s you want. Signing up takes about 10 minutes.

 *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.

**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. You will not be billed until after you are connected and your service has started.