**Broadband Update March 7**
Customer installations have begun!! They will roll out over the next few months as we continue our efforts to bring New Salem’s High-Speed Fiber Internet Service to all of our subscribers!
Here’s what you can expect:

1. **Whip City Fiber will contact you by email or phone to set up an appointment.** An adult must be home to approve device installations and to assure one or two devices (i.e., a laptop, TV, or streaming device) are working correctly.
2. **It is important to note** that you must contact customer service at least 18 hours ahead if you can’t make a scheduled appointment; otherwise, you may be billed a $232 missed appointment fee by the installation contractor if the spot remains unfilled.
3. **The installation process will be explained by Whip City Fiber customer service during the appointment scheduling conversation.**
4. **Westfield Gas and Electric has designed our installations for the most cost-effective and efficient setup within your home.**Any deviations from this design (e.g., additional interior wiring, extensive customer service to configure devices, etc.) will require homeowners to pay the difference. You will be informed of any additional charges which will be billed at a rate of $75/hour and will appear on your first bill.
5. **If you signed up for the VOIP telephone service and have an existing landline,** Whip City Fiber will port your existing phone number to the new phone system. This process takes 3–7 days. *Do not cancel your Verizon phone service until after Whip City Fiber confirms your number has been ported.*

Questions regarding service and installation can be directed to Whip City Fiber/WiredWest customer service at (833) 991-9378 or customerservice@wiredwestfiber.net.

More details will be shared in the coming weeks. Visit [www.wiredwest.net/newsalem](https://gmail.us3.list-manage.com/track/click?u=0c2f597eea2768ace5de1b9dc&id=0114a80a1a&e=b8a60ca6f8) and [www.whipcityfiber.com/new-salem](https://gmail.us3.list-manage.com/track/click?u=0c2f597eea2768ace5de1b9dc&id=5eb1980749&e=b8a60ca6f8) for information about the installations, equipment, and more.

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