**Broadband Update March 14**

**Installation safety update:**

Our customer installations will continue during the current Covid-19 situation. Through routines established by Whip City Fiber, installers will use safety precautions to avoid the spread of infection either to the homeowner or to themselves. If you are scheduled for an installation appointment, and someone in your household is ill, please call Customer Service at (833) 991-9378 to cancel. We encourage people to cancel as soon as possible if their situation changes. This action is crucial for the safety of all. You will be able to reschedule by calling that same number once the folks in your household are well. The MLP will pay the installation cancelation fee if it becomes necessary to cancel as a result of someone becoming ill within 18 hours of the scheduled appointment.

**Billing details**:

* You will not receive a bill until after your service is installed and operational.
* All bills will be sent by email and must be paid online.
* You will receive an email with instructions on how to set up your account for billing. (Please be sure to watch for this email and check your SPAM folder frequently a few weeks following your installation.)
* Through this account, you will be able to pay via EFT (Electronic Funds Transfer, i.e., payment from your bank account), Credit Card, or Debit Card. **We encourage all that can to sign up for EFT.** The MLP is absorbing the service fees for these transactions, and Credit/Debit card fees are much higher than EFT fees.
* It is recommended that you set up an automatic bill payment to simplify the billing process, especially if you are not accustomed to emailed bills and online payment.

Customer Service can assist you if you have questions about setting up your account or once your account is established.

Questions regarding service and installation should be directed to Whip City Fiber/WiredWest Customer Service at (833) 991-9378 or customerservice@wiredwestfiber.net or Whip City Fiber/WiredWest Technical support at (833) 923-9378 or techsupport@wiredwestfiber.net .

More details will be shared in the coming weeks. Visit [www.wiredwest.net/newsalem](http://www.wiredwest.net/newsalem) and [www.whipcityfiber.com/new-salem](http://www.whipcityfiber.com/new-salem) for information about the installations, equipment, streaming and more.

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