



Welcome to **GONETSPEED**

One thing we know—tomorrow will bring more devices and more ways to connect. For most of us, it's not the technology that matters, it's what it allows us to do in our life, our work, our family. That's why we're here—to bring you the fastest service out there.

CONTACT

gonetspeed.com

855-891-7291

WELCOME TO THE



FAMILY

At **GONETSPEED**, we've been working on bringing the future to you for decades now. With a robust network, we're here to keep you connected, give you the highest possible speed your area can support, and get you ready for whatever comes next.

GONETSPEED does not limit your internet speed based on what sites you visit, throttle your speeds or cap your usage. **GONETSPEED** provides internet service how it is meant to be – fast, reliable, affordable and free from constraints and privacy worries.

GONETSPEED fiber internet allows for the best streaming, gaming, video chatting, telecommuting, business and healthcare services, educational learning and so much more. So go ahead and stream, play, work and learn without any buffering.

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MANAGING YOUR ACCOUNT ONLINE



Smarthub Registration

If you are looking to view or pay your bill online, manage your account, manage your notifications, contact us and much more, you must first register in the **GONETSPEED** SmartHub Portal.

- Download the Smarthub app, access our Smarthub secure website at gonetspeed.smarthub.coop/Login, or access our website at gonetspeed.com and click "**Pay Your Bill**"
- Click the link next to **New User? Sign up to access our Self Service Site** at the bottom of the page.
- Enter your Billing Account Number
 - You can find your billing account number on the top of your billing statement.
- Enter your Last Name or Business Name.
- Enter & Confirm your E-Mail address
- Click Submit
- Enter your mailing zip code
- Select a Secret Hint Question and answer the question. Check "I'm not a Robot".
- Click Submit. An E-Mail containing a verification code will then be sent to you.
- Follow the link in the E-Mail to finalize your registration.
- At first login, you will be prompted to choose a Security Phrase. This will need to be set up before any payments can be made.
- During future logins to SmartHub, if you forget your password, or which email account is associated with your online account, click the "**Can't access your account?**" link on the SmartHub Portal and follow the prompts.



Smarthub Dashboard

The SmartHub Dashboard is where you can find a summary of your account(s) and make a payment. Select options from the blue task bar at the top to view/change your services, view/print your current and previous bills, view your payment history, sign up for automatic payments, sign up for paperless billing, manage your profile, manage your notifications, contact us and much more.

Use the quick links to pay your bill, manage your registered accounts, view billing history, report an issue/inquiry, get help, login to your **GONETSPEED** E-Mail account and download our app.

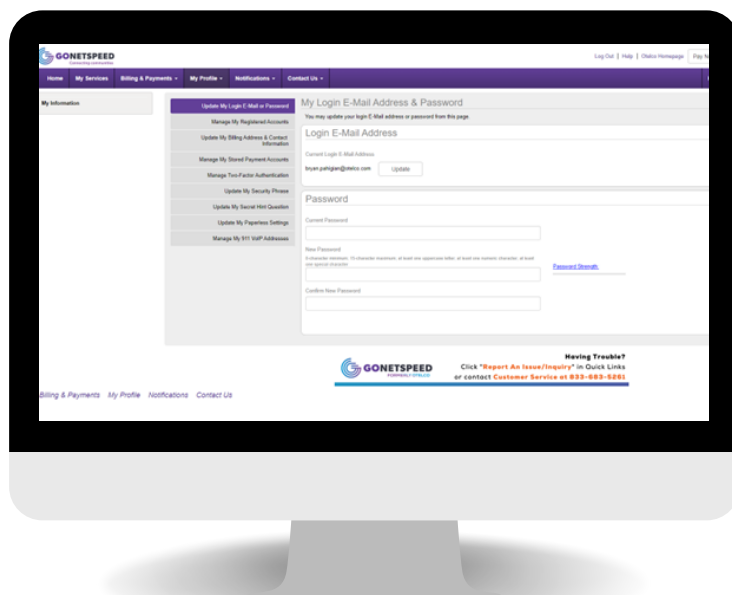
Having trouble? Contact **GONETSPEED** Customer Service at 855-891-7291 and we would be happy to assist!

MANAGING YOUR ACCOUNT ONLINE

My Profile in Smarthub

From the blue task bar at the top, select "**My Profile**", you can choose from the below options. Make sure to hit the "**Save**" button if/when you change anything.

- **Update My Login E-Mail or Password** – View/change your Login E-mail address, change your Login password. If you change your E-mail address, remember that it will be your username the next time you sign in to SmartHub. Passwords must be an 8-character minimum; 15-character maximum; at least one uppercase letter; at least one numeric character; at least one special character. If you change your password, write it down somewhere safe.
- **Manage My Registered Accounts** – Add/remove existing accounts to your registration.
- **Update My Billing Address & Contact Information** – Change mailing address and/or phone number. You must enter an Effective date in order to save the information.
- **Manage My Stored Payment Accounts** – Add/Delete/change stored payment information. Stored payment accounts are accounts that have been saved and can be used when paying your bill online. When you choose to store your bank account or credit/debit card information, the stored payment account will become an available payment option when making future online payments.
- **Manage Two Factor Authentication** – Enable two factor authentication for added security.
- **Update Security Phrase** – Update your security phrase. This phrase will be displayed for your security when you make payments, store or update credit cards and bank accounts for future payments or sign up for Auto Pay. If the value displayed does not match your chosen phrase, please DO NOT enter any personal information and contact customer service. The Security phrase is a minimum of 5 characters in length.
- **Update My Secret Hint Question** – Add/Change your security hint question(s). You may be asked to answer these questions if you forget your credentials.
- **Update My Paperless Settings** – Sign up to receive paperless statements.



Having trouble? Contact **GONETSPEED** Customer Service at 855-891-7291 and we would be happy to assist!

MANAGING YOUR ACCOUNT ONLINE

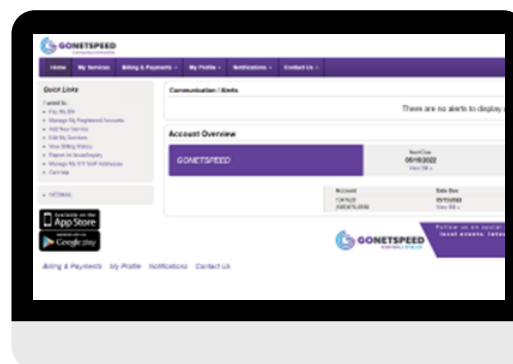


Managing Your Services

From the blue task bar at the top, Select **"My Services"** to view or change the services on your account(s).

Billing & Payments in Smarthub

From the blue task bar at the top, select **"Billing & Payments"**, you can choose from the below options.



- **Billing & Payments** – you may view your payment due date, total amount due, make a payment, and view your bill.
- **Billing History** – View and/or print up to 18 months of your bill and bill detail.
- **Payment History** – View up to 18 months of payment history and view scheduled payments.
- **Auto Pay Program** – View/add/change/cancel auto pay information.

Notifications in Smarthub

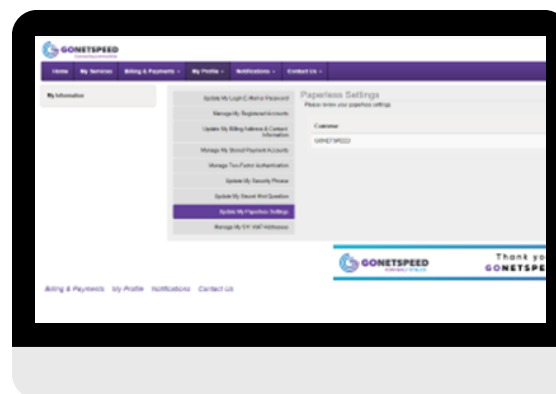
From the blue task bar at the top, select Notifications, you can choose from the below options.

- **Manage Contacts** – Add/change/remove your E-Mail and/or Phone Number contact information. Once contacts are set up, you may use those to sign up for various notifications.
- **Manage Notifications** – Sign up to receive important notifications regarding your account including Telecom bill available, declined auto pay, credit card expiration, payment confirmation, scheduled payment, unsuccessful payment, auto pay, Login credentials change, registration, Trouble Ticket, hint question change and more.

Setting Your Preferences

To receive **Electronic Statements**:

- Log into the **Smarthub Portal**
- Select **"My Profile"** from the top menu
- Select **"Update My Paperless Settings"** from the left menu
- Move the toggle switch under **"Paperless"** to On



Contact Us through Smarthub

- **Report an Issue/Inquiry** – To report a problem with any of your services or to submit a general inquiry.
- **Track Issue Status** – View the status of your current issue or service requests and view past issues and service requests.
- **Location** – View our location and contact information.

Having trouble? Contact **GONETSPEED** Customer Service at 855-891-7291 and we would be happy to assist!

YOUR BILL

Understanding Your Bill

- A:** The **Bill Header** section is a quick way to look at your previous & current balance, total due, along with any payments or adjustments that have occurred in the last billing cycle.
- B:** Always check the **Message Center** for important information from **GONETSPEED**.
- C:** Tear off the **Remittance Stub** to return with your payment. **No staples, or paperclips, please.** You will also find your payment due date and total due here.
- D:** In the **Line Summary** section you can find each service line for your account and a summary of charges per line.
- E:** In the **Monthly Usage** section you can find a more detailed explanation of charges, credits, taxes and surcharges associated with each service. We itemize charges for each type of service.

Print Settings

GONETSPEED offers you two options for receiving your bill: electronic statements and paper statements. You can manage how you receive your bill online in the SmartHub Portal.

Electronic Statements

Eliminate bulky paper statements by electing to receive your monthly bill electronically. **GONETSPEED** will send you an email notification when your bill is available for review and payment in the SmartHub Portal.

Paper Statements

Receive your payments via U.S. Mail each month. Statements arrive 3-5 days after mailing from our billing center.

000000289933

ACCOUNT NO:

Previous Bill	Payment/Adj	Current Billing	Total Due
\$54.79	\$55.00CR	\$57.95	\$57.74

MESSAGE CENTER

Call 1-833-685-0633 or visit gonetspeed.com to learn more **

A late payment fee of 0.267% may apply to past due amounts. If you have any questions, please call us at 1-866-746-3873.

CPIN is

PAYMENTS RECEIVED AFTER 02-09 MAY NOT BE REFLECTED ON THIS BILL.

Please return lower portion with your payment...retain upper portion for your records

GONETSPEED
Connecting communities

02/10/2022 000010 021

ACCOUNT NO:

Payment Due	Total Due
03/15/2022	\$57.74

Enter Amount Paid

GONETSPEED
PO BOX 70730
PHILADELPHIA PA 19176-0730

2151100000028993310800100010000057746

GONETSPEED
Connecting communities

ACCOUNT NO:

BILL DATE: 02/10/2022
Page: 3 of 4

LINE SUMMARY

GROUP	MONTHLY SVCS	OCC	TOLL	TAX/SURCH	TOTAL
108/001-0001	\$57.95	\$0.00	\$0.00	\$0.00	\$57.95
TOTAL AMOUNT DUE	\$57.95	\$0.00	\$0.00	\$0.00	\$57.95

GONETSPEED
Connecting communities

ACCOUNT NO:

BILL DATE: 02/10/2022
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MONTHLY USAGE

Description	Date	Quantity	Amount
SUMMARY FOR: 108-001-0006			
NON-BASIC			
AUTOMATIC PAYMENT CREDIT	02/09		.50CR
NON-BASIC SUBTOTAL			.50CR
INTERNET			
HIGH SPEED FIBER INTERNET 150M	02/10-03/09	1 @	69.95
DATA CREDIT	02/10		10.00CR
INTERNET SUBTOTAL			59.95
SUB-TOTAL			59.45
CURRENT BILLING AMOUNT			59.45

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PAYMENT OPTIONS

Management and Customization

With **GONETSPEED**, you have four options for paying your bill, electronically through the SmarHub Portal, signing up for automatic payments through Smarthub or our SmartPay phone system, over the phone with SmartPay or mailing a check to our Lockbox processing center.

Adding Your Payment Information to Smarthub for online payments

Before you pay your first bill, you must add your payment information:

- From the blue taskbar at the top select **"My Profile"**.
- Select **"Manage My Stored Payment Accounts"** where you can add a credit/debit card by selecting **Add New Card** or add a checking/savings account by selecting **Add New Bank Account**.



Adding Auto Pay

With Auto Pay, your checking/savings account, or credit/debit card will be automatically processed on:

- the 15th of the month if your bill date is the 1st
- the 20th of the month if your bill date is the 10th
- the 27th of the month if your bill date is the 17th.

***If the Auto Pay date falls on a Holiday or weekend your payment will be processed on the next business day.**

- From the blue task bar at the top under **"Billing & Payments"** Select **"Auto Pay Program"** or from **"Manage My Stored Payment Accounts"**, click on the **Auto Pay Program** hyperlink.
- Click **"Sign Up for Auto Pay"** and then select your preferred payment option from the dropdown menu.
- Accept the Terms and Conditions.
- You will be sent to a secure page where you will enter the necessary information for **Auto Pay** activation. After you have entered all the information, click **Continue** and follow the prompts.

Having trouble? Contact **GONETSPEED** Customer Service at 855-891-7291 and we would be happy to assist!

PAYMENT OPTIONS



Paying Online Through Smarthub

Once your payment information has been added, you can easily pay your bill online. Click on “**Pay My Bill**” from the Quick Links menu at the left of the Home page to get to the payment screen where you can enter the amount you’d like to pay and click “**Pay Now**” or go directly to “**Billing & Payments**” from the blue task bar at the top.

Paying By Phone with Credit/ Debit Card

GONETSPEED SmartPay is a secure toll-free number you can use to make payments over the phone: 1-844-849-1517. SmartPay allows you to pay by e-check or credit/debit card. You may save your card information for future use, or also sign up for automatic payments. During each call you will need to enter your **GONETSPEED** Account Number. You can find your account number at the top of your bill statement.

Paying By Phone with Checking or Savings Account

The first time you pay by e-check in place of a credit/debit card, you will have to validate your identity with either the last four digits of your Social Security Number or your Federal Tax ID Number. From there, you can create a 4-digit PIN that you will use in future calls (the PIN cannot be all zeros). If you have difficulty with validation, please contact Customer Care at 855-891-7291 for assistance. You may also sign up for automatic payments.

Paying By Check to the **GONETSPEED** Lockbox Processing Center

Mail a check or money order to the below address:

GONETSPEED
PO Box 70730
Philadelphia, PA 19176-0730

Having trouble? Contact **GONETSPEED** Customer Service at 855-891-7291 and we would be happy to assist!

SUBSCRIBER INFORMATION

ACCEPTABLE USE POLICY

GONETSPEED's AUP is designed to help protect **GONETSPEED**, **GONETSPEED**'s customers and the Internet community in general from irresponsible or illegal activities.

You may not transmit, distribute, or store any information using your **GONETSPEED** services in violation of any applicable law or regulation. This includes material protected by copyright or trademark as well as material that is obscene, defamatory or constitutes an illegal threat.

GONETSPEED may terminate your right to access certain **GONETSPEED** services if you are found to be infringing the intellectual property rights of others. You may not send unsolicited build email messages ("spam") from your **GONETSPEED** email.

FOR A FULL EXPLANATION OF GONETSPEED'S AUP VISIT:

<https://www.gonetspeed.com/wp-content/uploads/2022/05/Acceptable-Use-Policy.pdf>

CUSTOMER PROPRIETARY NETWORK INFO

CPNI includes the type, technical arrangement, quantity, destination, and amount of use of telecommunications and Internet services and related billing for those services.

CPNI data **is not** to be shared with any non **GONETSPEED** company. Under FCC rules, **GONETSPEED** may share your CPNI with other **GONETSPEED** companies that provide related services unless you tell us otherwise. If you do not want **GONETSPEED** to share your CPNI with its affiliates, you may "opt out" by notifying us within the next **30 days** by:

- Calling our toll free number 855-891-7291 anytime, twenty four hours a day, seven days a week.
- Email optout@gonetspeed.com with the following information:
 - Your name
 - The name that appears on the account
 - The billing number of your account
 - Say/type --"I wish **GONETSPEED** to restrict use of my CPNI"

FOR FURTHER INFORMATION REGARDING YOUR CPNI RIGHTS, PLEASE VISIT:

<https://www.gonetspeed.com/wp-content/uploads/2022/05/Customer-Proprietary-Network-Information.pdf>



Having trouble? Contact **GONETSPEED** Customer Service at 855-891-7291 and we would be happy to assist!

SUBSCRIBER INFORMATION

911 and BATTERY INFORMATION

Upon Registering your new account, you acknowledged and agreed to maintain your 911 address by:

- OPTION 1 (Available 24/7/365): Log in to GoNetspeed's SmartHub at:
<https://gonetspeed.smarthub.coop/Login.html>
- OPTION 2 (Available during GoNetspeed business hours): Call Customer Service at 1-855-891-7291. Please be advised that it may take a few days for the change in address to be processed.

Your agreement may be accessed anytime by accessing this link:

<https://www.gonetspeed.com/wpcontent/uploads/2023/04/GNS-911-DISCLOSURE-NOTICE-AND-ACKNOWLEDGEMENT-WITHBATTERY-4-4-23.pdf>

LIFELINE

The Lifeline Program is a government benefit program under which eligible low-income customers may qualify for a discount for residential local telephone service or stand-alone data services (Internet) at their primary residence. Lifeline Program customers may also qualify for free toll blocking to help control long-distance usage. Customers using this offering can still use pre-paid calling cards or dial-around services to place long-distance calls from their homes.

Under the Native American Lifeline Program, eligible residents of American Indian Tribal lands may qualify for additional monthly support of up to \$25. Such eligible residents may also qualify for Link Up Program support to install residential telephone service.

Only one Lifeline Program discount is available per household, a household being defined as any individual or group of individuals who live together at the same address and share income and expenses. The Lifeline Program benefit is non-transferable. Consumers who willfully make false statements in order to obtain the discount can be punished by fine or imprisonment or can be barred from the Lifeline Program.

WANT TO KNOW IF YOU ARE ELIGIBLE FOR THE LIFELINE PROGRAM? GO TO:

<https://www.lifelinesupport.org/get-started/>

Having trouble? Contact **GONETSPPEED** Customer Service at 855-891-7291 and we would be happy to assist!

SUBSCRIBER INFORMATION

The following documents are available at GoNetspeed.com. Paper copies can also be requested from Customer Care at **855-891-7291**.



Document Name	Description	Applicable Location
<u>Lifeline</u>	Financial Assistance with Phone or Internet for qualified individuals	All of AL, ME, WV, VT, Granby, MA, and Middle MO.
<u>Preferred Carrier Freeze</u>	Allow you to 'freeze' your carriers so they can't be changed without your knowledge	All of AL, ME, WV, VT, Granby, MA, and Middle MO.
<u>3rd Party Notification</u>	Protection for subscribers 65 and over from having service terminated without notifying a third party, friend or family member.	Massachusetts only
<u>Acceptance Use Policy</u>	Explains use and privacy for internet users.	All Locations.
<u>CPNI</u>	Explains the FCC rules by which GoNetspeed protects your privacy.	All Locations.

Relay Service Access Numbers by State

Alabama 711

1-800-548-2547 (Voice)
1-800-548-2546 (TTY/HCO)
1-800-548-0259 (VCO)
1-800-877-8973 (Telebraille)
1-800-548-8317 (Spanish)

Missouri 711

1-800-735-2966 (TTY/ASCII)
1-866-735-2460 (Voice)
1-800-735-0135 (VCO)
1-877-735-7877 STS)
1-800-520-7309 (Spanish)

Maine 711

1-800-457-1220 (V)
1-800-437-1220 (T)
1-888-890-9254 (ASCII)
1-888-890-9256 (STS)
1-888-890-9255 (Spanish)

Vermont 711

1-800-253-0195 (V)
1-800-253-0191 (T)
1-800-253-0191 (ASCII & Telebraille)
1-800-229-5746 (STS English)
1-866-260-9470 (STS Spanish)

Massachusetts 711

1-800-439-2370 (T)
1-800-439-0183 (V)
1-866-645-9870 (ASCII)
1-866-887-6619 (VCO)
1-800-439-2370 (English)
1-866-930-9252 (Spanish)
1-800-439-0183 (STS)

West Virginia 711

1-800-982-8772 (Voice)
1-800-982-8771 (TTY/HCO/ASCII)
1-866-519-0570 (Speech-to-Speech)
1-866-519-0569 (Spanish to Spanish)
1-877-243-2823 (CapTel Voice-in)
1-877-298-3348 (Spanish to English)
1-877-298-3349 (Telebraille)
1-877-298-3330 (VCO Direct)

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SUBSCRIBER INFORMATION

AFFORDABLE CONNECTIVITY PROGRAM

Here at GoNetspeed, we believe everyone deserves fast, reliable internet access at home! We are committed to connecting communities and helping people stay connected by participating in the FCC's Affordable Connectivity Program (ACP)*. Whether you're a new or existing customer, if you qualify for the ACP, you can join our GoCommunity program.

The \$14 billion Affordable Connectivity Program provides a discount of up to a \$30 per month toward broadband service for eligible households and up to \$75 per month for qualifying households on qualifying Tribal lands. The benefit also provides up to a \$100 per household discount toward a one-time purchase of a computer, laptop, or tablet if the household contributes more than \$10 and less than \$50 toward the purchase through a participating broadband provider.

A household is eligible if one member of the household meets at least one of the criteria below:

- Has an income that is at or below 200% of the Federal Poverty Guidelines;
- Participates in certain assistance programs, such as SNAP, Medicaid, Federal Public Housing Assistance, SSI, WIC, or Lifeline;
- Participates in one of several Tribal specific programs, such as Bureau of Indian Affairs General Assistance, Tribal Head Start (only households meeting the relevant income qualifying standard) Tribal TANF, or Food Distribution Program on Indian Reservations;
- Is approved to receive benefits under the free and reduced-price school lunch program or the school breakfast program, including through the USDA Community Eligibility Provision;
- Received a Federal Pell Grant during the current award year; or
- Meets the eligibility criteria for a participating broadband provider's existing low-income program.

Affordable Connectivity Program enrollment opened on December 31, 2021. Eligible households can enroll through a participating broadband provider or by (1) going to [ACPBenefit.org](https://www.acpbenefit.org) to submit an online application or print a mail-in application and (2) contacting their preferred participating broadband provider and selecting a plan. Additional information about the Emergency Broadband Benefit is available at www.fcc.gov/ACP, or by calling 877-384-2575 between 9 a.m. and 9 p.m. ET any day of the week.

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