

# Say hello to **KUB Fiber**



Lets get started.

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Questions?

Connect directly with our local customer service representatives by calling 865-524-2911, 7 a.m.–9 p.m. Monday to Saturday.



# MY FIBER ACCOUNT

## Manage your fiber account with the KUB Fiber Portal.

### Login to KUB

Enter your KUB username and password to access your online KUB account. If you need to set up an online KUB account, click **Create Login** on the KUB homepage and set up your KUB website login.

#### Create Your KUB Website Login

##### ACCOUNT TYPE

☒ Utility ☐ Fiber

First, we need to confirm your identity.

YOUR KUB ACCOUNT NUMBER

YOUR BILLING ZIP CODE

THE LAST 4 DIGITS OF YOUR SOCIAL SECURITY (OR TAX ID) NUMBER

IDENTIFY

CANCEL

### Fiber Portal

Once you log in to your KUB account, click the **Fiber Portal** button to manage your KUB Fiber. If it's your first time accessing the Fiber Portal, you'll need your Fiber Account Number and Account Pin Code (the pin code you chose during account set up) to link your account.

### Easy Payments

View bill details, pay your bill online with credit or debit card, and set up automatic and recurring payments using a credit/debit card or bank draft.

#### MAKE A PAYMENT

VIEW CURRENT BILL

WHAT'S CHANGED

VIEW STATEMENTS

MANAGE AUTOPAY OFF

### Manage Account

Review your current services and request service changes or upgrades directly through the customer portal.

Billed Products & Services						
Filter Products & Services						
Location / Product						
Fiber Internet Service						
Internet Service						
Internet Speeds						
The Gig (1 Gigabit Symmetrical Internet Service)						
Internet Features						
Smart Gig Managed WiFi Service						
Service ID	Status	Updated	Qty	Price	Change	
Dav5EILKJ	Active	8/27/2022	1	\$0.00	CHANGE	
	Active	8/27/2022	1	\$0.00		
	Active	8/27/2022	1	\$0.00		
	Active	8/27/2022	1	\$65.00		
	Active	8/27/2022	1	\$0.00		
	Active	8/27/2022	1	\$15.00		

# TROUBLESHOOTING

If your internet is not working properly, try these easy fixes.

## Internet Outages

Check your WorkPass App for any notifications on group wide internet outages.

## Check Connection

Make sure the connected device is plugged in and turned "on". Make sure your router is properly plugged into the ONT box.

## Restart Devices

Restart connected devices and reboot your wireless router.

## Still need assistance?

You can report an outage or any problems or issues directly within your online **Fiber Portal**.

For technical support contact 865-524-2911, 24/7x365, and select '1' for fiber, then '1' for technical support.

For customer support contact 865-524-2911, 7 a.m.-9 p.m. Monday - Saturday, and select '1' for fiber, then '2' for residential or '3' for business.



# KUB Fiber

## Here to help



[www.kub.org/fiber](http://www.kub.org/fiber)  
[kubfibersupport@kub.org](mailto:kubfibersupport@kub.org)  
865-524-2911

Contact us.

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