# 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.

#### 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.



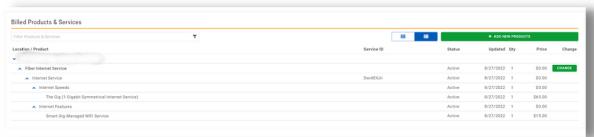
#### Easy Payments

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.



#### Manage Account

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



#### **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 kubfibersupport@kub.org 865-524-2911

Contact us.