

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, Monday to Saturday, 7 a.m. - 9 p.m.



WELCOME

KUB Fiber, the world's fastest internet.

Are we really the "fastest"? With KUB Fiber you will receive up to 1 Gbps, 2.5 Gbps, or 10 Gbps – depending on which KUB Fiber Internet package you purchased – meaning your internet speeds have the capability of 1,000-10,000 Mbps.

How fast you go depends on how you're connected to the internet. For instance, WiFi is slower than a direct connection via an optical network terminal device. If you establish a WiFi network in your home to connect multiple devices, these speeds may vary slightly depending on external disturbances.

In this packet, you'll find all the info you need to do more of what you love, whether that's stream a movie, video chat, or game your heart out. With no data caps, contracts, or hidden fees, there's no limit to your enjoyment.

Automatic Updates Notice: KUB's Fiber Operations staff perform planned maintenance on fiber-related systems four times each year to ensure our Internet, TV, and Phone products are operating reliably for our customers. KUB Fiber makes every effort to minimize service interruptions by consolidating all service-affecting work into these hours of 2 a.m. to 5 a.m. The schedule for the remaining 2024 planned maintenance periods can be seen below. For more information visit www.kub.org/fiber-maintenance

- May 9, 2024 @ 2:00 a.m.
- August 8, 2024 @ 2:00 a.m.
- November 7, 2024 @ 2:00 a.m.

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.

Location / Product	Service ID	Status	Updated	Qty	Price	Change
Fiber Internet Service		Active	8/27/2022	1	\$0.00	CHANGE
Internet Service	Dev5ELkI	Active	8/27/2022	1	\$0.00	
Internet Speeds		Active	8/27/2022	1	\$0.00	
The Gig (1 Gigabit Symmetrical Internet Service)		Active	8/27/2022	1	\$65.00	
Internet Features		Active	8/27/2022	1	\$0.00	
Smart Gig Managed WiFi Service		Active	8/27/2022	1	\$15.00	

WIFI NETWORK

Bringing high speed, 100% fiber internet to the home.

WiFi Router

Start by making sure your router is compatible. We highly recommend using a WiFi 6 router and you can find recommendations [here](#). This will help to ensure that you are receiving the highest speeds possible. To optimize your WiFi experience, we recommend placing the router in a central location, away from other household electronics. An install technician will help you decide the best place for the router.

WiFi Network

Your WiFi network is an internet connection via your wireless router. It is password protected and you can connect multiple devices to your network.

Network & Password

Take note of your network name (SSID) and password located on the bottom of your router. If you wish to personalize these, you can do so in the HomePass app.

Get connected

Access the WiFi settings on your personal device. Then, select the network name (SSID) and join using your password.

SMART GIG

Manages seamless connection and enhanced technical support for your WiFi network.

\$15 per month



WiFi Router

KUB provides a premium router compatible with high speed gigabit internet.

WiFi Network Set Up

Not only will KUB technicians install your router at a location for optimal speed and performance, they will get the network connected to all your devices.

Parental Control

KUB technicians will help you set up permissions on your network to help make your family's online experience safe.

No Charge Visits

Anytime a KUB technician needs to come back to add devices or troubleshoot in person we will do so free of charge.

HOME PASS APP

Smart Gig provides access to view your network on the HomePass App.

Quick Set Up

Download the HomePass App from your phone app store and create an account. Household members can download the app on their own devices and use the same login information.

Passwords & Access Control

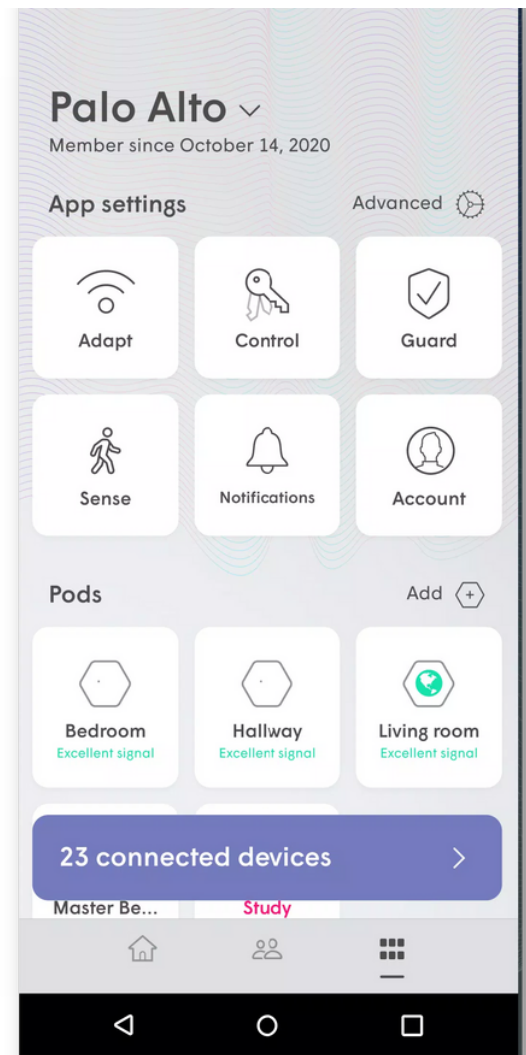
During initial setup, you'll be prompted to name your network and password, you can easily edit passwords and create separate passwords for guests.

Content & Parental Control

Content Access allows you to restrict content for a device or person. Briefly freeze or pause internet access for a single person or specific device instantly through the Time Out feature.

Network Monitoring

Create people profiles that allow you to conveniently monitor and manage WiFi access for each person on the network.



TROUBLESHOOTING

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

Internet Outages

Check your HomePass 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, 7am-9pm 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.
