

# FAQs About Verizon High Speed Internet

## 1. When will my Verizon High Speed Internet service be active?

Answer: In most cases, Verizon High Speed Internet service is active 5 business days after you place your order. Your service is active and billing starts as of the Service Ready Date, even if you have not completed the installation as described below. Verizon Online will send you an email with your Service Ready Date once we receive your order. It is very important that you provide us with a “can be reached” number and email address that enable us to contact you with the latest information for your service. If you are using someone else’s contact information please be sure they share any updates with you. Another great source of information is [www.verizon.com/whatsnext](http://www.verizon.com/whatsnext).

## 2. How is my High Speed Internet service installed?

Answer: You will receive a three-step, self-installation kit which is scheduled to arrive before your service ready date. There is no appointment necessary, as everything you need to get up and running is

included in your self-install kit and you can install your service when it is convenient for you.

- An Instruction booklet
- High-Speed Internet Wireless Router /Gateway
- Filters used by voice services

## 3. How long will it take to install my new service?

Answer: Installation time can vary, however, we recommend that you reserve about one hour. Your self-installation kit includes an easy-to follow **instruction booklet**. **Also**, Verizon TrueSwitch offers you a quick and easy way to switch to your new Verizon email account as it automatically copies your personal data to your new email account and notifies your friends with the new email address.

## 4. Will I share my Verizon High Speed Internet connection with other subscribers?

Answer: No. Verizon High Speed Internet provides you with a dedicated connection to the Verizon Central Office so you don’t have to share your local address connection with other users.

## **5. Do I need an additional phone line for Verizon High Speed Internet?**

Answer: No. Your Verizon High Speed Internet will be installed on your existing phone line (if you ordered High Speed Internet with one of our voice services). This means you can talk on your phone or fax simultaneously and access the internet at the same time.

## **6. What affects my connection speed?**

Answer: When you connect to the internet using Verizon High Speed Internet, the speeds that you will experience will vary based on a variety of factors, including the following:

- Distance of your line from a Verizon Central Office
- Condition of the telephone wiring inside and outside your location
- Computer configuration
- Network or internet congestion
- Server and router speeds of the websites you access
- Other factors

## **7. Will my phone still work if the wireless router/gateway loses power?**

Answer: Yes. The router is designed so that your normal telephone service will operate even if the router is unplugged or otherwise disabled.

## **8. Can I host a web page?**

Answer: Yes. Verizon High Speed Internet plans include 10 MB of web space and you can also use our Web Builder Tool.

## **9. How many email accounts do I get with Verizon High Speed Internet?**

Answer: Verizon High Speed Internet gives you nine email accounts.

**10. Is there a money-back guarantee?**

Answer: Yes. Our 30-day money-back guarantee provides that if, for any reason, you are not completely satisfied with any Verizon High Speed Internet product, you may cancel your service within 30 days of your service ready date and receive a refund for any fees you have paid to Verizon Online. We only ask that you return the router and any other equipment we have provided you within 30 days of cancellation in order to receive a credit.

**11. When does billing begin?**

Answer: Billing and your 30-day money-back guarantee will begin on your Service Ready Date, which is the date your Verizon High Speed Internet is activated on your phone line and is ready for use.

**12. What type of Technical Support is available?**

Answer: We're here for you 7 days a week, 24 hours a day. Online tutorials, user guides and more Frequently Asked Questions as well as our extensive online help and support site are available at:

<http://www22.verizon.com/residential/highspeedinternet>

**13. What additional services are available with Verizon High Speed Internet?**

Answer: There are many additional services available to subscribers of Verizon High Speed Internet. These range from sophisticated internet security services and backup services as well as Home Monitoring and Control. Contact your Verizon Sales Representative for more information on these services.