

KUB Fiber

Welcome Packet – Residential



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: Knoxville's Local Internet

World's fastest internet: 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 connect to the internet. For instance, WiFi is slower than a direct connection via an optical network terminal device. A WiFi network in your home connected to multiple devices will vary in speed 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 2025 planned maintenance periods can be seen below. For more information visit www.kub.org/fiber-maintenance.

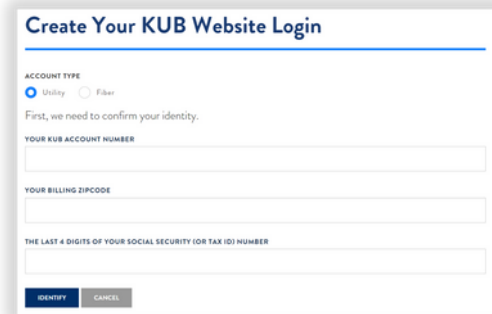
- February 13, 2025 @ 2:00 a.m.
- May 8, 2025 @ 2:00 a.m.
- August 14, 2025 @ 2:00 a.m.
- November 6, 2025 @ 2:00 a.m.

MANAGING YOUR FIBER ACCOUNT

Your Guide to 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.



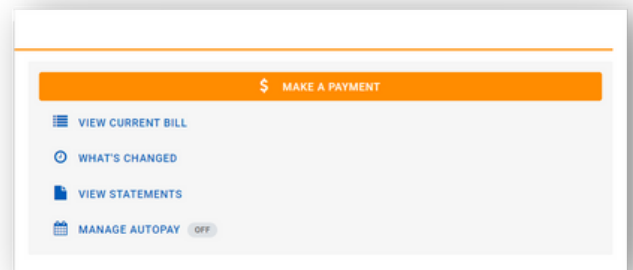
The form is titled "Create Your KUB Website Login". It has two radio buttons for "ACCOUNT TYPE": "Utility" (selected) and "Fiber". Below this is a text input field for "YOUR KUB ACCOUNT NUMBER", another for "YOUR BILLING ZIP CODE", and a third for "THE LAST 4 DIGITS OF YOUR SOCIAL SECURITY (OR TAX ID) NUMBER". At the bottom are "IDENTIFY" and "CANCEL" buttons.

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

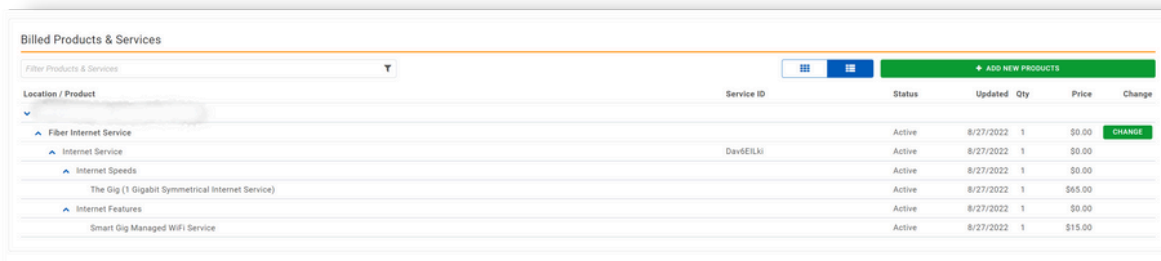
View bill details, pay your bill online with credit or debit card, and set up automatic and recurring payments using a credit/debit card or bank draft.



The menu has an orange header with "\$ MAKE A PAYMENT". Below are four options with icons: "VIEW CURRENT BILL", "WHAT'S CHANGED", "VIEW STATEMENTS", and "MANAGE AUTOPAY" (with a toggle switch set to "OFF").

Manage Account

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



Billed Products & Services						
Location / Product	Service ID	Status	Updated	Qty	Price	Change
Fiber Internet Service		Active	8/27/2022	1	\$0.00	CHANGE
Internet Service	Dav6ELkU	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

High Speed, Reliable, and 100% Fiber Internet to Your Home

WiFi Router

It is important you have a compatible WiFi 6 router. You can find recommendations [here](#). This will help to ensure that you are receiving the highest speeds possible. To optimize your WiFi experience, we also recommend placing the router in a central location, away from other household electronics. An install technician will help you decide the best place for your router during the installation process.

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 (page 7). Users that do not get KUB's Smart Gig will not have access to 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

Added Service for Seamless Connection Management and Enhanced Technical Support

\$15 per month



WiFi Router

KUB provides a premium WiFi 6 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.

HOMEPASS 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

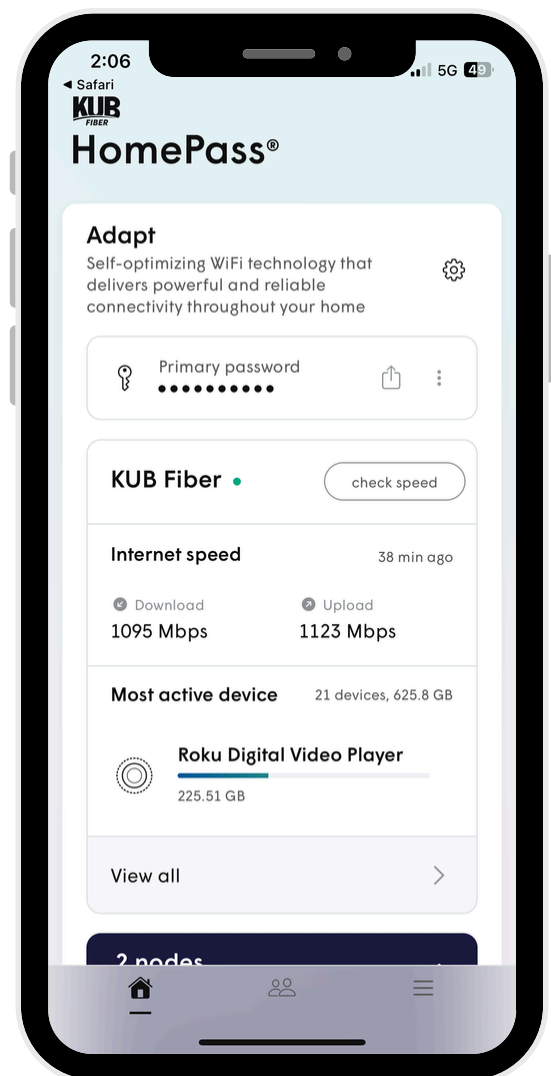
During initial setup, you'll be prompted to name your network and password, you can easily edit passwords and create separate passwords for guests.

Content & Parental Controls

Content Access allows you to restrict content for a device or person. Briefly 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.



KUB's Fiber Payment Assistance Program



Program Details

This assistance program provides financial assistance to student households in need. Funding is provided by the City of Knoxville and Knox County. For more information visit www.kub.org/connectED.

Provided Services

ConnectED offers \$80 monthly for free KUB Fiber one gigabit symmetrical internet service, managed router services including in-home WiFi router, and enhanced services for eligible families.

Eligibility Requirements

- Must live within KUB's electric service territory, within City of Knoxville or Knox County.
- Fiber service available at your location. This can be checked at www.kub.org/fiber-availability.
- Must meet income requirements or be enrolled in qualifying program.
- Have a student in grades K-12. This includes public schools, private schools, and home school students.

Apply Today

Families can apply for the program today at www.kub.org/connectED. Applications require contact information, service address, proof of school enrollment, and proof of income eligibility.

TROUBLESHOOTING

Easy Solutions for Internet Issues

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.



Most Common Customer Questions

What is expected at 1 gig service?

The Gig 1 gbps is equivalent to 1000 mbps. Internet speeds represent maximum wired network service capability speed to the home and recommended setup. Actual wireless speeds vary depending on WiFi 6 compatible devices.

Will KUB offer a static IP address option?

Yes, KUB will make static IP addresses available for residential customers. There will be a monthly fee associated with this. The number of static IP addresses will be limited to two per residential household.

Will fiber fees be on a separate bill?

We will provide a separate bill for our fiber services. KUB believes it can be useful for customers to manage their internet and other fiber service costs separately. It will also ensure that nonpayment for fiber services will not impact other services provided by KUB.

Will KUB offer utility bill assistance for fiber customers struggling to pay their bill?

Qualifying KUB customers may be eligible for a monthly internet discount toward internet service.

For additional questions contact 865-524-2911, 24/7x365, and select '1' for fiber, then '2' for residential, or '3' for business or check our FAQs page at www.kub.org/fiber-shopping/faq.

KUB Fiber

Here to Help



www.kub.org/fiber
kubfibersupport@kub.org
865-524-2911

Contact us.
