

# WELCOME

Welcome FiberNET Customer,

Thank you for choosing us as your hometown, high-speed connection to our community and the world. We truly appreciate the opportunity to serve your broadband needs.

This **Welcome Kit** is designed to get you set up and answer any questions with your Internet, cable and phone services. It includes:

- Channel Lineup Card
- Troubleshooting Tips
- Phone User Guide
- Internet / Email Setup Instructions
- Terms and Conditions

Your FiberNET services are billed in advance and separately from your Electric and Water, and Wastewater Services. Please be aware that your first bill will be higher than your normal FiberNET bill due to the fact that advance billing will charge your account from the date of your actual connection to your first billing date, and also the first month in advance. For example, if you are connected on the 15th of the month, you will be billed from the 15th to the 1st day of your billing cycle plus one month in advance. After this first bill, your statement should be in the amount of the services you are subscribing to plus any applicable taxes and fees.

If you have any questions or need assistance with your new services, please contact **MU Customer Service at 586-4121**.

We hope you enjoy your new FiberNET broadband services.

Sincerely,

Jody Wigington  
General Manager/CEO  
Morristown Utilities/FiberNET