



POWERED BY WHIP CITY FIBER

Things to Know: Phone Service from Heath and Whip City Fiber

Construction of your gigabit network is underway and installations will be starting this Spring. If you have not applied already, [you can click here to sign up](#) and take advantage of your free standard installation offered during the initial sign up period!

Join us online Wednesday, March 10th @ 6PM to learn more about the high-speed internet coming your way!

This email is the second in a series about your new service. More information is available at whipcityfiber.com/heath



Heath and Whip City Fiber offer the option of phone with your internet service—but there are some things you should know. This Voice-Over-IP (VOIP) phone service has many options including free local and long-distance, 911 service caller ID, and call blocking. We recommend that you understand the limitations of VOIP systems before you select this service.



VOIP phones uses electricity to send your calls over the internet. **If either the power or the internet is down, you will lose your connection, including 911 service.** If you use a generator, you should include your devices on that circuit. We encourage you to understand this important consideration before you sign up for phone service.



You can keep your current phones and phone number A cordless phone with a base station works great with our phone service. If you want to retain your current phone number, we will need a copy of your bill. **Do not cancel** your previous phone service until you receive notification that your number has finished porting.



Important!

We cannot recommend VOIP service for those with alarm systems, medical alert systems, or medical devices which are evaluated or adjusted over a phone line. Please contact your provider for possible alternate options.

YOU WILL RECEIVE AN EMAIL WHEN YOUR FIRST BILL IS READY. It includes a link which will allow you to set up access to the customer portal. You must receive and pay your bills online, saving mailing costs for you and the town. Please consider setting up auto-pay with an EFT (Electronic Funds Transfer) to save credit card processing fees too!