Welcome to the pure power of i3 Broadband.

We're local and focused on our customers and our community. This kit should get you up and running in no time. However, if you do have any questions about your new services, please reach out to our dedicated support team at **877.976.0711** or **support@i3broadband.com.**

Get Started!

Setting Up Your Online Account

The following instructions will allow you to establish your i3 Broadband Online Account. From here, you will be able to see an overview of your account along with the option to establish your Billing Information and Auto-Pay preferences.

1. Start by going to our website, i3broadband.com
2. At the top of the website, you will see "My Account". Hover over "My Account" and choose "Account Login".
3. Click the link for "Need Username", and select "First time logging in"
4. Enter in the necessary information: Your Account Number: ######
   (Can be found on your bill)
   Last Name of i3 Broadband Account: _____
5. An email will be sent to the primary email on file. Please retrieve the email and click the link to set up your Username and password to begin using your online account.
6. Your Online Account will then become Active.

Autopay Set-Up

1. On the first page of your Online Account (Overview) you will see a link to set-up "Auto Pay". Select this link to establish your Payment Information.
2. Enter in the necessary Payment Information from a valid Credit or Debit card or from a Checking account.

   (NOTE: Credit/Debit Card Payments Receive a $2.50 Processing Fee; NO Processing Fees for occur for Checking account payments)

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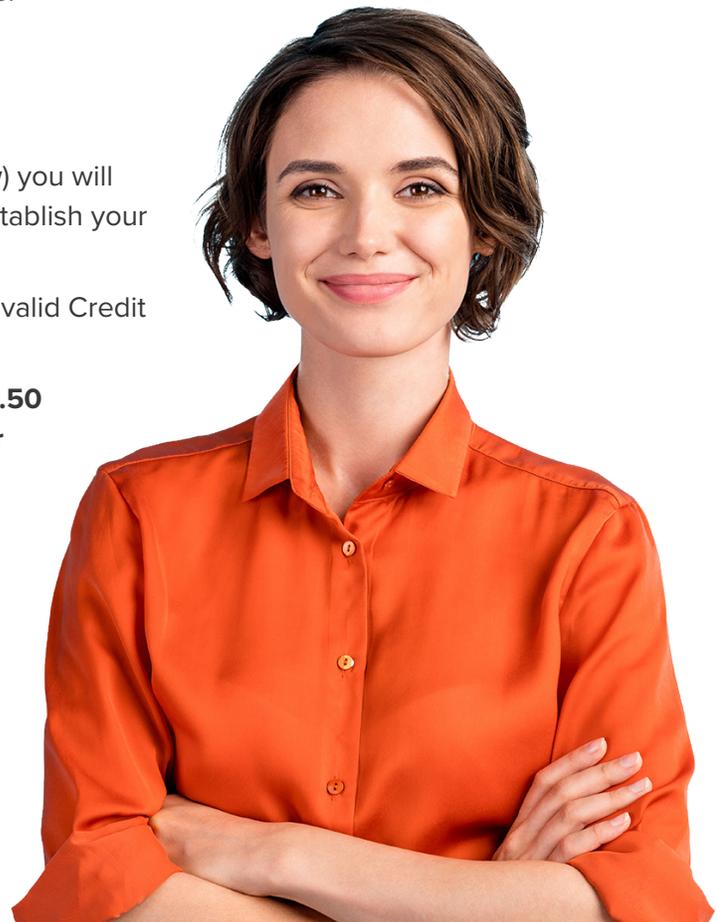
At i3 Broadband, we want to ensure you have the best Wi-Fi experience in your home. Here are some friendly tips to maximize your Wi-Fi Connectivity.

Download the HomePass APP

Getting the most of your Smart Wi-Fi is a breeze with The HomePass® app. Here is how to get started in a few simple steps:

1. **Check Your Inbox:**
   - Look for an email from The Plume Team titled "Reset your HomePass password." It will be sent to the primary email address you provided to i3.

2. **Reset Your Password:**
   - Follow the instructions in the email to reset your password securely.

3. **Get the App:**
   - Head to your device's App Store or Play Store and search for the "HomePass by Plume" app.

4. **Sign In with Ease:**
   - Open the app and choose "Sign in with Plume Account."

5. **Your Credentials:**
   - Use the email address and the new password you just set.

6. **Guided Setup:**
   - The app will guide you through the setup process with easy-to-follow directions.

Adding additional devices to your Wi-Fi network

Getting connected to your Wi-Fi is a snap! Whether you're on a computer or a cell phone, we've got you covered. Here's how:

Adding a computer or laptop:

- **Find the Wi-Fi icon**
  - If you're on a MAC, look for an icon that resembles this:
  - For PCs, it might look like this: or

- **Click the Icon:**
  - Give that icon a friendly click to see the available Wi-Fi networks.

- **Choose Your Network**
  - Find your network in the list and click on it.

- **Enter Your Password**
  - Type in your Wi-Fi password—it's your ticket to the online world.

- **Finish Up**
  - Click "OK," "JOIN," or "CONNECT," depending on what your device shows you. We're almost there!

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Adding Cell Phones

1. **Go to Settings:**
   - On your cell phone, look for the "Settings" app and give it a tap.

2. **Tap Wi-Fi:**
   - Inside Settings, tap "Wi-Fi." It's where the magic happens.

3. **Turn on Wi-Fi:**
   - If it's not already on, tap to turn it on. We're getting close!

4. **Pick Your Network:**
   - Find your network name in the list and tap on it.

5. **Enter Your Password:**
   - Just like on your computer, enter your Wi-Fi password.

6. **Final Step:**
   - If you're using an Apple/IOS device, tap "Join." On Android devices, it's "Connect." You're all set!.

Adding Smart TVs

Ready to enjoy your favorite shows on your Smart TV? Let's get it connected to Wi-Fi effortlessly:

1. **TV's Network Settings:**
   - First, grab your TV remote and go to the network settings menu. It's your starting point.

2. **Choose Wi-Fi or Wireless:**
   - Look for options like "Wi-Fi" or "Wireless" and select it. Your TV will then start looking for available networks, which it might call "access points."

3. **Find Your Wi-Fi Network:**
   - Now, you'll see a list of Wi-Fi networks. Simply pick yours from the list. Your TV may refer to it as the "SSID."

If your network doesn't show up, don't worry. There's usually a search or manual input option where you can type in your network name.

Enter Your Wi-Fi Password:

4. **The Final Step:**
   - When prompted, use your remote control or on-screen keyboard to enter your Wi-Fi password. On your TV, it might be called a "Network Key."

And that's it! Your Smart TV is now connected to Wi-Fi, and you're all set to stream your favorite content

Mazimizing your Wi-Fi Connectivity

Getting the most of your Smart Wi-Fi is a breeze with The HomePass® app. Here is how to get started in a few simple steps:

1. **Distance Matters:** The closer you are to your Wi-Fi router, the stronger your signal will be. So, try to stay within range for the best reception.
2. **Watch Out for Obstacles:** Walls, floors, and furniture can block Wi-Fi signals. Be mindful of where you place your devices and the router, especially if there are thick walls or dense materials.
3. **Keep the Interference Away:** Other devices like cordless phones, microwaves, baby monitors, and even your neighbors' Wi-Fi networks can interfere with your signal. Make some distance to avoid this.
4. **Router Placement:** The location of your router makes a difference. Put it in a central spot with fewer obstructions. If you have our i3 Smart Wi-Fi routers, consider adding smart Wi-Fi Plume devices for even better coverage. For assistance contact us at support@i3broadband.com or call us at (877) 976-0711 opt 2.
5. **Channel Congestion:** If everyone in your neighborhood is using the same channel, it can get crowded. Switching to a less busy channel can help.
6. **Router Settings:** Ensure your router is correctly configured and has the latest updates. Outdated settings or firmware can impact performance.
7. **Device Capability:** Your devices also play a role. Some devices have maximum speeds, which may not match your i3 Broadband service. For example, an older laptop might only support 20 Mbps, even if you have a 500 Mbps connection.

By considering these factors, you can enhance your Wi-Fi reception and enjoy smoother internet connectivity at home. If you ever need assistance or have questions, feel free to contact us. We're here to help you make the most of your Wi-Fi experience!

Stay connected,

i3broadband.com

Fiber Optic Cable Burial Notice

Congratulations on your upgrade to i3 Broadband and welcome to the world of fiber optic service!

When our 100% fiber-optic network was built in your neighborhood, it reached the edge of your property. Now that you've made the switch to i3 Broadband, we've extended the network to your home using a fiber-optic service cable temporarily routed above ground and into your home.
To complete the installation, i3 Broadband technicians or our 3rd party contractor, will contact the underground public utility location to notify anyone else with utility lines on your property about the upcoming burial of this line. It is those companies who are then responsible for using paint and flags to mark their existing lines. After those marks are completed the technicians or contractor will arrive to bury the service cable.

Your satisfaction is extremely important to us. Our teams use a variety of techniques designed to be minimally invasive. If there are any problems with the condition your yard was left in, please call our customer service department at 309-689-0711 so we can address your concerns right away.

Important Notes & Tips

The temporary path of the cable above the ground does not guarantee it will be buried along that same path.

If you have any future projects on your property and wish to instruct our technicians to bury the cable along a certain route, please contact us as soon as possible to discuss your needs. Typically, your service line will be buried within 14-21 days from the date of your installation. Several factors may affect the timeline:

Ground temperatures and frost will increase the difficulty and burying during winter months can cause additional damage to your yard and landscaping. In these cases, we will bury the line as soon as weather and temperatures permit in the order in which it was installed.

The underground public utility location neither owns nor marks any underground lines. Common examples include irrigation systems, invisible dog fences, geothermal pipes, drain tile, or private electric lines for landscaping. If you have such facilities, please let the technician know upon their arrival. If you're unsure, please call, as we would rather know too much about what existing lines to be mindful of, rather than not enough.

309-689-0711 **or i3broadband.com**

Your friends & family will _thank you!_

Refer your friends TODAY!

Get 50% Off

next month's Internet!

Give the Gift of Gig!
Internet speeds up to 1 Gigabit

Each time you refer a friend that signs up with i3 Broadband, you will get 50% off your next month's bill!

- Credits applied after installation of service
- One 50% off credit per month, multiple 50% off credits will be applied consecutively
- No limit to the number of referrals!

New Customer: _____

Referred by: _____

Call: 309-689-0711

i3 Broadband
FIBER UNLEASHED

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i3 Broadband
FIBER UNLEASHED

Phone Features

When It comes to our voice features, we're not just all talk. One of the greatest things about home phone services from i3 Broadband is that you can use your landline phone service to talk all you want.

And we'll give you a lot to talk about since we offer unlimited local and long distance service in the U.S. and Canada as well as over 14 of the most popular phone features, including:

Included Features

- Voicemail
- All call forwarding
- Speed dial
- Call waiting
- Block anonymous calls

- Block unwanted callers
- Selective Call Acceptance
- 3-way calling
- Caller ID
- Call waiting with caller ID

N11 Codes

An N11 code ("N-one-one" code) or N11 number is a three-digit abbreviated dialing telephone number within the North American Numbering Plan (NANP) which allows access to specific services.

2-1-1	Community services and information (eg: AMT and United Way of America)	**7-1-1**	TDD and Relay Services for the Deaf and Hard of Hearing
3-1-1	Municipal government services, non-emergency number	**8-1-1**	JULIE - Underground public utility location
4-1-1	Directory assistance	**9-1-1**	Emergency services (police, fire, ambulance/rescue services)
5-1-1	Line ID - this will audibly give you the number you are calling from		
6-1-1	Telephone company (telco) customer service and repair		

Experience Exceptional Customer Service: We put our customers at the center of everything we do. It's the cornerstone of the relationship we want to build with you. We are committed to getting better every day as individuals and as an organization. That's why we listen intently to what our customers are saying.

i3broadband.com

Phone Features

Feature	Activate	Deactivate
All Call Forwarding Forwards incoming calls to an alternate number.	**Dial *72 enter a forwarding number, press #**	**Dial *73#**
Busy Call Forwarding Forwards all incoming calls to another number when your line is busy.	**Dial *90, enter a forwarding number, press #**	**Dial *91#**
No Answer Call Forwarding Sends missed calls to voicemail or to another number.	**Dial *92, enter a forwarding number, press #**	**Dial *93#**
Call Blocking Prevents calls from up to 10 phone numbers from ringing.	**Contact Customer Service**	**Contact Customer Service**
Anonymous Call Blocking Prevents calls from callers who block their Caller ID information.	**Dial *77#**	**Dial *87#**
Selective Call Acceptance Accepts calls from up to 20 designated numbers only.	**Contact Customer Service**	**Contact Customer Service**
Caller ID Displays your Caller ID information when you make an outgoing call	**On by Default**	**Contact Customer Service**
Caller ID Blocking Blocks your name and number on all outgoing calls.	**Contact Customer Service**	**Contact Customer Service**
Caller ID Blocking (Single Call) Blocks your name and number on a per-call basis.	**Dial *67, the number you are calling, press #**	**Deactivates upon call completion**
Call Waiting Plays an audible tone when an incoming call is waiting to be answered.	**On by Default**	**Contact Customer Service**
Cancel Call Waiting (All Calls) Stops Call Waiting for all calls so you are not interrupted.	**Contact Customer Service**	**Contact Customer Service**
Cancel Call Waiting (Single Call) Stops Call Waiting on a per-call basis so you are not interrupted.	**Dial *70, the number you are calling, then press #**	**Deactivates upon call completion**
Directory Assistance Blocking Prevents all outgoing calls to Directory Assistance.	**Contact Customer Service**	**Contact Customer Service**
International Call Blocking Prevents outgoing calls to international numbers.	**Contact Customer Service**	**Contact Customer Service**
Three-Way Calling Adds a third party to an existing conversation.	**Contact Customer Service to activate service. Press Flash (or wait for dial tone), dial the third party, press Flash again.**	**Deactivates upon call completion**