



Support Number: (509) 408-1515

Support Center Hours of Operations: Monday-Friday | 6AM – 6PM

Support Email: support@avistaedge.com

Frequently Asked Questions

Billing

How much does Cheney fast INTERNET cost?

Please review our most up-to-date pricing at <https://services.avistaedge.com>.

How is my Cheney fast INTERNET Wi-Fiber service billed?

Service is billed monthly as a pre-pay for the next month (similar to Netflix).

What happens if I do not pay my bill?

If you do not pay your bill, you will receive several email notifications notifying you that your payment is late. If your account becomes delinquent, you may experience service disruption until payment is made.

What options are there to pay my bill?

We currently accept payment via Credit/Debit Card as well as ACH as automated monthly pre-payments.

How do I update my Credit Card on file?

If you need to update your card on file. Please navigate to our [Customer Portal](#) and login using your fast INTERNET account you created when you initially signed up for service.

If you need any assistance, please contact customer support at support@avistaedge.com or give us a call at (509) 408-1515. You may also open a ticket at <https://cheney.avistaedge.com>.

What should I do if I am moving addresses?

Please contact customer support at support@avistaedge.com or give us a call at (509) 408- 1515. You may also open a ticket at <https://cheney.avistaedge.com>.

How do I close my account?

Please contact customer support at support@avistaedge.com or give us a call at (509) 408- 1515. You may also open a ticket at <https://cheney.avistaedge.com>.

Can I opt out of the auto-payment?

No, at this time auto-payment is a requirement to use our service.

Service

Can I stream TV and movies?

Yes. We will be providing you speeds up to 150 Mbps Download and 100 Mbps Upload. According to Netflix, a popular streaming TV provider, speeds of at least 15Mbps are recommended for 4K streaming per device.

Do you have any bundles with TV and Phone Services?

Not at this time.

What key factors will determine the quality of my internet experience?

There are several factors that affect the performance of our fixed wireless signal to your house, let us worry about those details!

However, there are some things that you can do inside your house, such as the placement of HomeKit equipment that we provide you.

But don't worry, when you receive your equipment there will be instructions on how to properly place your equipment to maximize performance. Such as placing your HomePlug Modem as close to your circuit panel as possible for the best signal.

What if I'm not getting the speeds I expect?

Please contact customer support at support@avistaedge.com or give us a call at (509) 408- 1515 and we can help you get your speeds to where they should be. You may also open a ticket at <https://cheney.avistaedge.com>.

Do you offer Seasonal Service?

At this time, we do not allow seasonal service.

However, you can cancel our service at any time and your service will expire at the end of the current paid month. You can restart it when you need it again, however you may need to pay a

new setup fee.

What speeds should I expect to see?

We have two separate packages:

- Wi-Fiber Basic offers speeds up to 150 Mbps Download and 100 Mbps Upload.
- Wi-Fiber Premium offers speeds up to 300 Mbps Download and 150 Mbps Upload.

How much does the service cost?

- Wi-Fiber Basic costs \$70/month with a \$100 setup fee (fee is waived for our pilot customers)
- Wi-Fiber Premium costs \$110/month with a \$400 setup fee (\$200 of fee is waived for our pilot customers)

Why is Wi-Fiber Premium more expensive to install?

Our Wi-Fiber Premium installs are high up on your roof to get the best possible signal to our tower, with the best performance and reliability. This install requires a special team with the correct training.

Are there any data caps?

Our service has NO DATA CAPS. Browse with piece of mind!

What happens if I cancel my service?

Our service has no contracts, so you are free to cancel your service without penalty.

If you cancel service, we will schedule a time to pull the Meter Collar off of your house and also provide you with a box and shipping label to ship your home kit equipment (Eeros and HomePlug Modem) back to us.

If you cancel service mid-month, there will be no pro-rata refunds of the pre-pay for that month of service.

If you decide to sign back up for our service later, you may be required to pay the setup fee again.

Do you have any business service plans?

Not at this time, however we plan to introduce additional services in the future.

Installation

Are all houses compatible with the Cheney fast INTERNET Service?

Yes, all houses are compatible with our service. We may ask you for additional information when you sign up depending on what neighborhood you live in.

What can I expect at the time of my installation?

At the time of installation, the electric meter connected to your house will be temporarily removed by a qualified worker from the City of Cheney Meter Shop. This will allow them to set up our proprietary Meter Collar that allows our internet signal to enter your house (without any construction or drilling required!). During this time your house will lose power for roughly 5-10 minutes.

Next, you will receive a fast INTERNET Home Kit with instructions on how to complete the setup

process inside of your house. Access to an iOS or Android device and the Amazon Eero App is required to complete this process.

What if I have a dog?

If you have a dog we request that you either keep your dog inside during the install or secure your pup so that he/she cannot get to our installers. If there is a unrestrained dog in the yard when we come to install, we may need to delay your installation.

What is the difference between a Wi-Fiber Basic Install and WiFiber Pro Install?

With both services, you will have a collar placed in-between your electric meter and meter housing. This collar is used to transmit the internet signal into the house using your home's electrical wiring.

With the Wi-Fiber Basic installation, there will be a white pizza box shaped radio installed on or next to your meter location

With the WiFiber installation, there will be a white pizza box shaped radio installed someplace along your roofline.

Why is the WiFiber Install more expensive?

The WiFiber installation is more expensive due to the radio being installed on your roofline instead of by the meter, which provides the best performance.

This type of install is more expensive for us since we have a secondary team that performs that work.

What if I want to upgrade from Wi-Fiber Basic to Wi-Fiber Premium

Please contact our customer support team if you would like to upgrade to Wi-Fiber Premium.

Upgrading to Wi-Fiber may require that our installers come back to your premise and move the location of our antenna for the best available signal.

What if I want to downgrade from Wi-Fiber Premium to Wi-Fiber Basic

Please contact our customer support team if you would like to downgrade from Wi-Fiber Premium to Wi-Fiber Basic. There is no additional cost and the change will occur during your next billing day.

What comes in my Fast INTERNET Home Kit?

Your Fast INTERNET Home Kit includes a Home Plug Modem, Two Amazon Eeros, and instructions on how to install the kit.

How do I install my Fast INTERNET Home Kit?

You will receive setup instructions in the Fast INTERNET Home Kit box that we send you.

There is also a YouTube video available here: <https://www.youtube.com/watch?v=C3pTqdiGAWM>

Can I add my own 3rd part router or mesh system?

Yes, however you will be required to use our Outside Modem and HomePlug Modem.

We do however recommend you use our mesh wireless solution because it allows us to provide you the highest level of support and also it rocks!

Technology

How does fast INTERNET network work?

Our technology leverages a mix of next generation fixed wireless, G.hn, and mesh wireless to get the internet signal to all of your devices.

What is G.hn?

G.hn, or Broadband Over Powerline, allows us to transfer the signal from your Outdoor Modem to the HomePlug Modem inside of your house without any construction, drilling, or obscure times that a technician will be at your house.

What is "Next Generation Fixed Wireless" internet, and how is it different from cable or DSL?

Our "Next Generation Fixed Wireless" network uses radios with advanced noise cancellation technology to give you the quickest and most reliable signal possible over the air.

Does your service support IPv6?

IPv6 is on our roadmap, but currently we will be providing you a private IPv4 address.

Does your service support Port-Forwarding?

We are working on that, but today we do not support port-forwarding on our device.

Can I get a Static IP?

We plan to offer static IP's in the future, but that is not available today. If this interests you please reach out to us.