



## **SDWISP Home Router Support Protocol**

As an Internet service provider our main responsibility is to ensure that we are delivering the best quality of service that we can to our customers.

### **Home router support**

We are more than happy to help you with a basic home router setup. At the time of a new install, if it is a brand that we are familiar with, we will set the SSID, WiFi password and check that your devices have internet service. We stock NETGEAR AC1200 Dual Band Wireless Router (R6120) for a cost of \$95.00 plus tax. At the time of a new install we will setup your new router at no additional charge.

### **SDWISP Customer Services Call**

We charge \$60.00 for the first 30 minutes and \$30.00 for each additional 15 minutes; i.e. we are \$120.00 an hour. We give a 30-day warranty on any service that we perform. Hardware warranties are with the manufacturer so please register your product with the manufacturer for their warranty.

### **Advanced Router Support**

If you're in need of more advanced technical support or additional hardware installation, please view our resource page for a referral to a local technology company.

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