



## FAQs. . .

### Contact Us

Kit Carson Internet  
116 Cruz Alta Rd.  
Taos, New Mexico 87571

Office: (575) 758-4838 or 1 (800) 758-4820  
Tech Support: Select "2" when prompted  
Customer Service: Select "3" when prompted

E-mail: [billing@kitcarson.net](mailto:billing@kitcarson.net)  
[info@kitcarson.net](mailto:info@kitcarson.net)  
[techsupport@kitcarson.net](mailto:techsupport@kitcarson.net)

Web: [www.kitcarson.com](http://www.kitcarson.com)

Office Hours: Monday through Friday 8:00 a.m. to 4:30 p.m.

### Paying Your Bill



In Person or Payment drop box: Located at 116 Cruz Alta Rd. – Taos, NM (right next to Kit Carson Electric)



By Mail: Kit Carson Internet - 116 Cruz Alta Rd. - Taos, New Mexico 87571



By Phone: Call (575) 758-4838 select "3" when prompted for a Customer Service Representative



Auto-Pay: By Credit/Debit Card, or Checking/Savings Account (Set up in-office or on-line)



On-Line Billing Portal: Visit us at [www.kitcarson.com](http://www.kitcarson.com)

Click on "Kit Carson Internet" (upper right) then,

Click on "Pay Internet"

Enter your Username and Password

(Please call our office at (575) 758-4838 if you need assistance with your Username and/or Password)

Click on "\$ Pay My Bill"

Select payment method, then enter your bank or credit card information and the amount you want to pay then click on "Post Payment".

### Billing Cycle

All invoices are pre-billed on the 1<sup>st</sup> of the month and are due by the 20<sup>th</sup> of that month. Any accounts not paid by the 20<sup>th</sup> of the month will be subject to suspension and a \$50 reconnect fee will be charged. A 1.5% late fee will be applied to any past due balance not paid on or by the 20<sup>th</sup> of the month. It is the sole responsibility of the customer to notify our office if you do not receive your monthly invoice. Late fees will not be refunded. Kit Carson Internet services are NOT billed through Kit Carson Electric. You will receive a separate bill.



**FAQ's continued. . .**

## **Paper Invoicing**

Please note that there is a \$2.00/mo. fee to receive your monthly invoice via U.S. Postal Service

## **Standby Policy**

Minimum of six consecutive billing cycles on/active

Maximum of six consecutive billing cycles off/inactive

Account can only be placed on Standby on the 1<sup>st</sup> day of the month following the request

Standby rate of \$27.50/mo. Plus tax is subject to change with a 30 day notice

Account has to be in good standing (Paid in full)

Service can be re-activated at any time of the month at a pro-rated rate

## **Upgrading or Downgrading Internet Speeds**

Internet speeds can be upgraded at any time by calling our office at (575) 758-4838 or sending an e-mail to [billing@kitcarson.com](mailto:billing@kitcarson.com). Price will be pro-rated as of that day.

Internet speeds can only be downgraded on the 1<sup>st</sup> day of the month following the request and will be billed for the full month.

## **Closing or Cancelling Service**

30 day written notice is required by account holder

Terms on your contract/agreement must be fulfilled

Equipment must be retrieved or customer will be billed an equipment charge of \$125.00.

Balance must be paid in full

Service is non-transferrable

## **Account Information Changes**

It is the responsibility of the customer to notify our office of any changes in regards to account information, i.e., e-mail address, billing address, phone number(s), banking information, etc.

## **Tech Support**

For 24/7/365 Tech support, call (575) 758-4838 and select "2" when prompted.

**(Before you call Tech Support, follow the basic trouble shooting steps below).**



## Basic Trouble Shooting

If you are having trouble with your fiber connection, follow these basic trouble shooting steps:

1. Check your equipment to verify that all the cables are plugged in.
2. Check to see if the power cord is plugged from the battery backup to the power outlet.  
This is your battery backup. Make sure the black cable is plugged in to the power outlet.



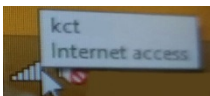
3. Remove cover from your battery backup and check to see if the brown cable coming from the outside grey box is securely plugged in.



4. Follow the black Ethernet cable coming in from the outside grey box, make sure the cord is securely plugged into the back of your computer or your wireless router (this cord will be plugged in to the port in the back of your router separated from the ports labeled 1, 2, 3, and 4.) Reboot your router by unplugging the power cord from the wall outlet for 30 to 45 seconds.



5. Plug in your router to the power outlet wait approximately 1 to 2 minutes for your router device to power up completely. Check your Internet connection.
6. If you are connected with a wireless connection verify that the wireless is on and connected to your network by going to the far right bottom corner of the screen, and verifying you are connected. If you are authenticated with your wireless network your connection will look similar to the picture below.

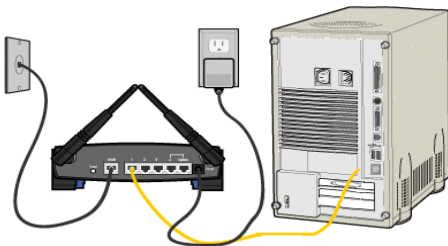


7. If you are still unable to connect to the Internet, please contact technical support at (575)758-4838, and one of our support technicians will be happy to assist you.

## Basic Trouble Shooting Continued. . .

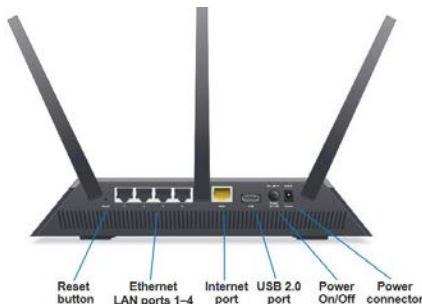
### Basic Router Connection

Connect the black cable that comes in from the outside to the routers' WAN or Internet port. Then connect your computer to any of the router's numbered ports (1, 2, 3, or 4). If you are using a wireless computer, you will need to connect it first with an Ethernet cable.



### Restarting Your Wireless Router

Unplug the power connector or switch-off the router for 5 minutes, then plug the router back in and wait for the lights to stabilize. After the router has been power-cycled, make sure that you reboot your computer completely before testing to see if the internet is working again.



### Re-setting a "Netgear" Router: Caution! Please read before re-setting!

Use a paper clip to press and hold the small button (restore factory settings) for about 7 to 10 seconds. When you reset or restore the factory settings, (BEWARE), the router will go back to the state when it was brand new out of the box and all settings you entered previously to get the online setup are destroyed.

