

# Welcome to the Family!

## Client Portal

Following your equipment installation, you will receive an invitation from Bluegrass Fiber to set up your client portal. Through your client portal you can:

- Pay your invoices or set up auto-pay
- View previous invoices
- View data usage statistics
- Submit service tickets to Bluegrass Fiber

**View an example example customer client portal below:**



## Your Bluegrass Fiber Account

- Your initial setup fee is due 10 days following installation.
- Your first subscription fee is due the following month on the same date as your install. This is your monthly due date thereafter. You will receive email invoices 10 and 3 days prior to your due date. If you have setup auto-pay, simply disregard.
- A \$10.00 late fee is incurred after 4 days of non-payment.
- Bluegrass Fiber offers a 10-day grace period. After this grace period, the account/service is suspended. To re-activate service, simply do so through your client portal by clicking "Unsuspend" and posting your payment. Once your payment is posted, service resumes automatically.

**No added fees! No Contracts!**

bluegrassfiber.com 

502-783-6456 

# Customer Support

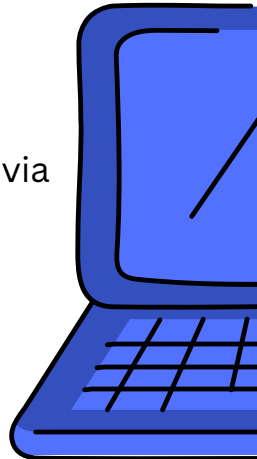
Our pricing is small and so is our team!

For service issues, please do your part BEFORE contacting customer service.

- Wait (30) Minutes following the service interruption.
- Perform general troubleshooting found on the following page or our website.
- Check your email for important updates from support@bluegrassfiber.com
- Check the status of your internet tower on our website.

Due to the limited customer support staff, the best way to contact us is via text (502-783-6456) or email (support@bluegrassfiber.com).

All inquires will be addressed within 24 hours.



---

## Service Fees

Bluegrass Fiber maintains ownership and responsibility of all installed equipment and provides equipment and service free of charge with the following exceptions.

- Service visits due to customer neglect/abuse (ex. a wire failed to be buried by owner gets severed by lawn equipment, resetting the router, neglecting general troubleshooting, etc.)
- Bluegrass Fiber is not responsible for signal interruptions due to foliage growth, snow buildup, or other natural obstructions.

---

## Additional Products

- Mesh Routing ( Per Unit )
  - \$6.99 Per Month ( Deco )
  - \$2.99 Per Month ( Vivo )
- Supplemental device for additional ethernet ports
  - \$1.99 Per Month
- Internet access for an additional structure
  - \$10.00 Per Month Plus Setup Fee

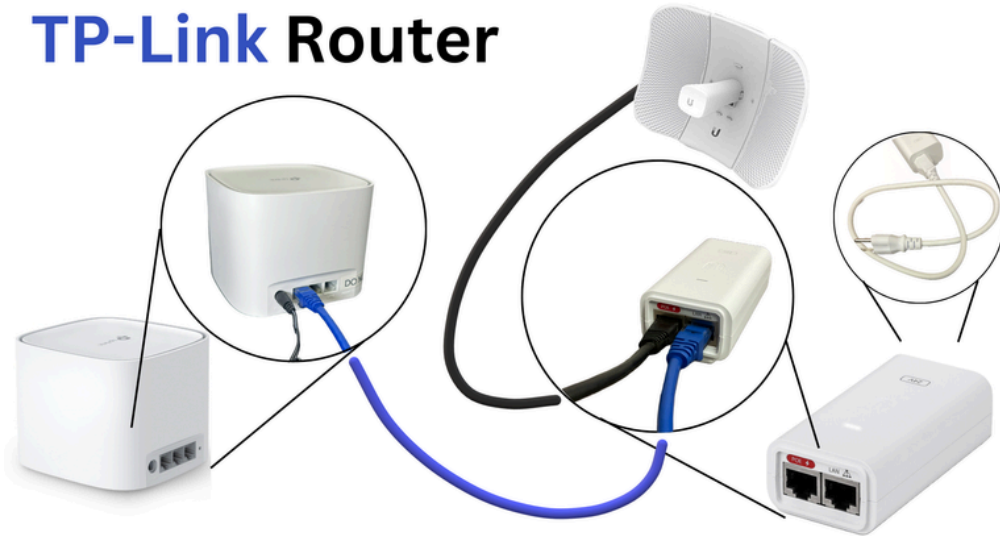
bluegrassfiber.com 

502-783-6456 

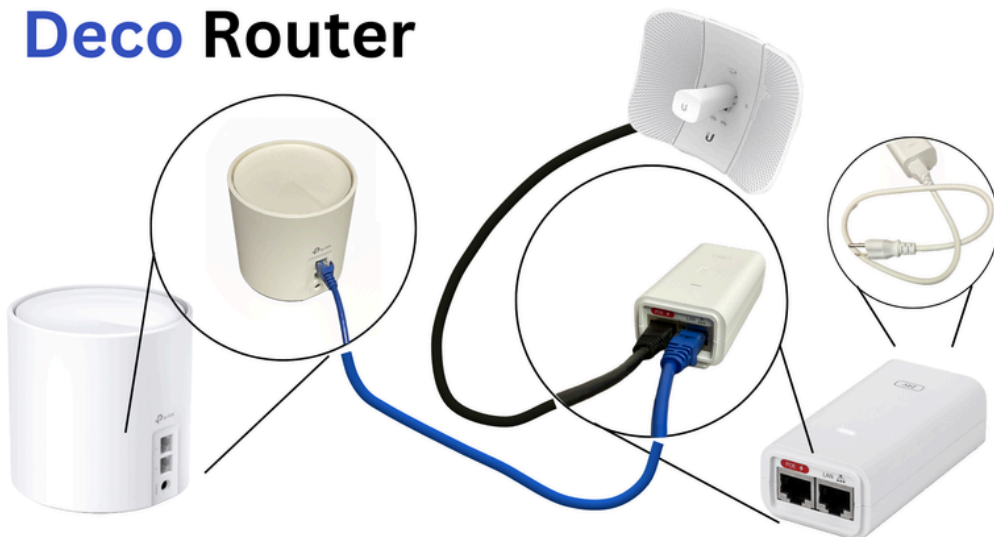
# Troubleshooting Diagrams

If you are experiencing an internet outage, view the live tower status page on [bluegrassfiber.com/status](http://bluegrassfiber.com/status). If the tower you are connected to is online, refer to the diagram below to ensure that your wires are connected securely in the correct ports.

## TP-Link Router



## Deco Router



# Please complete the form below:

**Client Name:** \_\_\_\_\_

**Installation Date:** \_\_\_\_\_  
(MM/DD/YY)

**Installer Names:** \_\_\_\_\_

**Set-Up fee:** \_\_\_\_\_  
(Due within 10 Days)

**Your First Bill is due:** \_\_\_\_\_

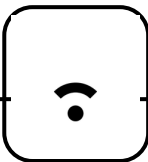
## Initial Plan

BF-100


BF-250

BF-400






**BF-100**  
**\$64.99 Per Month**  
Up To  
**100 Mbps Download**  
**25 Mbps Upload**



**BF-250**  
**\$79.99 Per Month**  
Up To  
**250 Mbps Download**  
**50 Mbps Upload**



**BF-400**  
**\$104.99 Per Month**  
Up To  
**400 Mbps Download**  
**100 Mbps Upload**

[bluegrassfiber.com](http://bluegrassfiber.com) 

502-783-6456 