

A red rectangular graphic with a black diagonal stripe on the left side. The stripe contains three white right-pointing chevrons. To the right of the chevrons, the word "fast" is written in a white, lowercase, italicized sans-serif font. Below "fast", the word "INTERNET" is written in a white, uppercase, sans-serif font. Below the text, there is a line of white text: "Complete home coverage with advanced wifi system" followed by "ALL EQUIPMENT INCLUDED" in a bold, italicized font. At the bottom of the graphic is the Cheney logo, which features a white circular emblem with a black silhouette of a horse and rider, and the word "Cheney" in a white serif font. Below the logo, the text "BROUGHT TO YOU BY THE CITY OF CHENEY" is written in a white, uppercase, sans-serif font. At the very bottom, the text "powered by" is written in a small white font, followed by the "AVISTA" logo in a bold, white, sans-serif font, and the word "Edge" in a smaller white font below it.

**fast**  
**INTERNET**

Complete home coverage  
with advanced wifi system  
**ALL EQUIPMENT INCLUDED**

**Cheney**

**BROUGHT TO YOU BY  
THE CITY OF CHENEY**

powered by **AVISTA**  
**Edge**

**Support Number:** (509) 408-1515

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

**Support Email:** [support@avistaedge.net](mailto:support@avistaedge.net)

## Frequently Asked Questions

### **Billing**

#### **What happens if I do not pay my bill?**

- If you do not pay your bill, one of our customer service representatives will attempt to contact you, notifying you that you have a late bill and if you need any assistance. If you do not pay your bill within 7 days of being contacted, your service will be disconnected.

#### **What options are there to pay my bill?**

- We currently only accept payment via Credit/Debit Card as automated monthly 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 click “Already a customer? Log in here.”. Log-in with the account (Google, Yahoo, Microsoft, or Facebook) that you signed up with, select your address, and navigate to “Payment Methods”.
- If you need any assistance, please contact customer support at [support@avistaedge.net](mailto:support@avistaedge.net) or give us a call at (509) 408-1515.

### **What should I do if I am moving addresses?**

- Please contact customer support at [support@avistaedge.net](mailto:support@avistaedge.net) or give us a call at (509) 408-1515.

### **How do I close my account?**

- Please contact customer support at [support@avistaedge.net](mailto:support@avistaedge.net) or give us a call at (509) 408-1515.

### **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 150Mbps Download and 20Mbps 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 effect 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.

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

- Please contact customer support at [support@avistaedge.net](mailto:support@avistaedge.net) or give us a call at (509) 408-1515 and we can help you get your speeds to where they should be.

### **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 be subject to pay the \$100 installation fee.

### **What speeds should I expect to see?**

- Our service is up to 150Mbps Download and 20Mbps Upload.

### **How much does the service cost?**

- Our price is a flat \$70/Month. However, during our Pilot Phase, the first month is only \$1!

### **Are there any data caps?**

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

### **Can I add my own 3<sup>rd</sup> 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!

### **Do you have any business plans?**

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

## **Installation**

### **Are all houses compatible with the Avista Edge 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 install our proprietary Outdoor Modem 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 install process inside of your house. Access to a iOS or Android device and the Amazon Eero App is required to complete this process.

### **Is there an installation charge?**

- Typically, the installation will cost \$100, but we are waiving the cost for our pilot users.

### **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 to I install my Fast INTERNET Home Kit?**

- You will receive installation 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=C3pTqdlGAWM>

## **Technology**

### **How does fast INTERNET network work?**

- Our technology leverages a mix of carrier grade 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 "fixed wireless" internet, and how is it different from cable or DSL?**

- Our "Fixed Wireless" network uses the same technology of major telecom carriers like ATT and Verizon to get our internet signal to your house without the need for any local construction.

### **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.