



NOVA SCOTIA HIGH SPEED INFORMATION SHEET

Contact

Technical: support@ncsnetwork.net or 1-877-473-3660 option 101
Accounting: accounting@ncsnetwork.net or 1-877-473-3660 option 102
Outage information line: 1-877-473-3660 option 103

Billing

Billing starts when your connection is hooked up and is billed monthly. Invoices are due on receipt. Methods of payment: Visa, MasterCard, e-transfers to accounting@ncsnetwork.net or cheques. If you wish to cancel, you must give us 30 days' notice.

Email

If you had email with your previous provider you will need to either pay them to keep your account active, or switch to an alternative such as Google or Hotmail. We suggest backing up your mail before cancelling your service with your previous provider.

Speed Issues

Our system is 15/25 Mbps to the physical LAN port, if you are connected wirelessly your data rate may fluctuate due to interference. (Example: Wi-Fi, security systems, cordless phones, webcams, baby monitors, smartTVs)

No Connection - Troubleshoot before calling us.



1. Verify that the PoE adapter has a solid light and the black cable is in the PoE port.
2. Unplug **power** from our equipment, wait for light to go dark, then plug back in.
3. Connect directly to the LAN port on the black PoE to rule out your router.

In the event you are unable to restore your internet service you may contact technical support. You can reach our Technical Support Centre by dialing 1-877-473-3660 option 103 and leave a message. Someone will call back shortly.

If it is your equipment and someone visits your home, there will be a call out charge. If it is our equipment, no charges apply.