

Frequently Asked Questions

What type of network is NH Broadband building?

NH Broadband is building an all-fiber-optic network capable of meeting the long-term needs of our customers. Fiber-optic internet provides among the fastest, most reliable internet experience possible. Fiber-optic networks transmit data using light waves through cables made of glass fibers instead of using electrical signals on copper wires or coaxial cables. This means that the network is incredibly fast and allows customers to send (upload) and receive (download) data at the same high speeds.

Who is building the network?


NH Broadband has partnered with Conexon, a company specializing in electric cooperative fiber-to-the-home projects like ours. Conexon is working with NH Broadband to design and build a fiber-optic network that will serve our customers. We are building on that relationship to leverage additional services, including billing and customer service, available from Conexon's internet service provider arm, Conexon Connect.

When will high-speed internet service be available to customers?

Construction in the Sandwich area is nearly complete, and we are actively connecting customers. We will soon announce availability timeframes for Grafton County communities. Please note: not all Sandwich customers will be connected on day 1. We will work with residents who have registered or signed up to schedule in-home installations. If you have already registered or signed up, you do not need to take any further action.

If you have not yet signed up, please do one of the following to sign up:



1. Hover your mobile phone over this QR code,  which will take you to our sign-up page where you can walk through sign-up and package selection steps.
2. **OR** visit NHBroadband.com, follow the link for your community and click the “check availability” button. Select New Hampshire Electric Co-op from the drop-down menu and complete the steps to sign up and select your package.

Who can receive service?

The vast majority of residents and businesses in the town of Sandwich will be able to receive this service. This includes NHEC members as well as customers who receive their electricity service from another provider – Eversource. There are some areas that NH Broadband will not be able to reach in this initial phase of construction. Additionally, we are in the early stages of our expansion to 32 towns in Grafton County. Although service is not yet available, Grafton County residents can currently sign up and select a package.

What speeds of service does NH Broadband offer and what is the cost?

Through our partnership with Conexon and Conexon Connect, we will offer three speed packages. All packages offer symmetrical speeds – equally fast uploads and downloads:

RESIDENTIAL PRICING	
Ultimate 2 Gigabit (2,000 Mbps) Internet*	\$99.95/month <i>Includes Managed Wi-Fi with router and Safe & Secure package</i>
Premier 1 Gigabit (1,000 Mbps) Internet	\$79.95/month <i>(We encourage customer to take Managed Wi-Fi, which includes wireless router. Otherwise, customers must supply wireless router*)</i>
Basic 100 Mbps Internet	\$49.95/month <i>(Customer must supply wireless router*)</i>
HD-Quality Phone Service Unlimited local and long-distance calls	\$29.95/month with Internet package \$39.95/month stand-alone service plus local taxes and fees
INTERNET ADD-ONS	
Managed Wi-Fi Service	\$4.95/month <i>Includes router</i>
Safe & Secure Package	\$3/month <i>Only available with Managed Wi-Fi</i>
Extended Wi-Fi Service	\$3/month per extender per month

Business internet packages are also available.

How will I manage my account?

Conexon Connect will be billing on behalf of NH Broadband. You will make internet payments to Conexon Connect. Through its partnership with Conexon Connect, NH Broadband offers you the ability to manage your account through the MyConnectAcct app, accessible through the Conexon Connect website or by downloading the app from the Apple App Store or Google Play Store. This feature allows you to change your services, pay bills, view billing history and manage your account.

How do I pay my bill?

Conexon Connect offers online bill payment that you can pay/manage through your MyConnectAcct. Forms of payment include: E-check, Automatic bank draft (ACH), VISA, MasterCard or Discover. You also have the option of taking a payment into the retail locations listed below via VanillaDirect Pay service for a \$1.50 convenience fee.



Checks can also be mailed to the PO Box address listed on the payment voucher.

NH Broadband payments cannot be made at New Hampshire Electric offices, so please use one of the payment options listed above.

What is the cost to install the fiber-optic service to my property?

While crews are in the area, NH Broadband is not charging an installation fee. For those who sign up after crews have left the area, a one-time installation fee may apply.

I have a long driveway; will I have to pay extra to receive service?

While crews are in the area, NH Broadband will not charge an installation fee. For customers signing up after crews have left the area, installation fees may apply, and will be determined on an individual basis.

My utilities are underground what do I need to do to receive service from NH Broadband? Fiber service from NH Broadband will “follow the power.” If your service is underground, the fiber-optic cable will follow the path of your underground power lines.


Will service be available for all customers at once or will service be phased in?

Service will be made available and installations will be scheduled on a neighborhood-by-neighborhood basis as the fiber-optic network is completed. When service becomes available in an area, NH Broadband will contact customers who have signed up to review their packages and schedule their installation.

How can I sign up to receive service?

If you have not signed up, please do one of the following to sign up:



1. Hover your mobile phone over this QR code,  which will take you to our sign-up page where you can walk through sign-up and package selection steps.
2. **OR** visit NHBroadband.com, follow the link for your community and click the “check availability” button. Select New Hampshire Electric Co-op from the drop-down menu and complete the steps to sign up and select your package.

Will customers have to sign contracts that require a minimum term of service? NH Broadband residential customers will not be required to sign a contract.

Does NH Broadband impose data caps?

With NH Broadband service, there are no data caps or speed throttling.

Does NH Broadband offer seasonal plans for customers who do not live at their house full-time?
Not at this time.

Does NH Broadband offer phone service or video?

NH Broadband offers phone service and streaming TV options through DIRECTV STREAMSM.

Can I keep my phone number?

In most cases, customers changing providers will be able to keep their phone numbers. If you choose to port your phone number, please do not contact your current provider to disconnect phone service since this will cause issues in the porting process. NH Broadband will coordinate the port with your current provider. In the rare case that your existing phone number is not available to port, our customer care team will contact you to discuss options for phone service with NH Broadband.

Can I make international calls?

International calling to Canada, Puerto Rico, Guam, US Virgin Islands, and Northern Mariana Islands is included in NH Broadband's voice service plans at no additional charge.

You can request to turn on international dialing to countries outside of the included areas by reaching out to our customer care team at 1-866-431-1928. Please be aware that allowing calls to international countries increases the risk of fraudulent activity/charges and the potential for unexpected international charges.

Does NH Broadband provide a router to customers?

Yes. NH Broadband will provide customers with a Wi-Fi router, along with managed Wi-Fi (remote monitoring). For those who choose the Ultimate 2 Gig package, the router, Managed Wi-Fi, and Safe & Secure are included. For all other packages, the router and Managed Wi-Fi are available for \$4.95/month and Safe & Secure is available for an additional \$3/month.

Can I bring my own router?

Yes. Customers may use their own compatible router or modem if they prefer. However, we encourage the Managed Wi-Fi router add-on which enables remote monitoring from tech support. NH Broadband cannot monitor or troubleshoot customer-supplied routers.

How do I return my Conexon Connect issued Equipment?

Any equipment issued by NH Broadband (including ONTs, GigaSpire Routers and Meshes, and any cables/accessories) must be returned at the responsibility of the customer. You will receive an email with detailed equipment return instructions and a UPS shipping label after calling to disconnect your NH Broadband services.

If equipment is not received 15 days from the date of your disconnection of services, your NH Broadband account will be issued a \$500 Leased Equipment fee. These fees will be removed from your account as soon as your equipment is returned and confirmed as received by NH Broadband. If you have any questions regarding the return process, call our customer care team at 1-866-431-1928.

How does Managed Wi-Fi work?

Through our relationship with Conexon Connect, NH Broadband offers the MyConnectHome app to access Managed Wi-Fi features. Managed Wi-Fi allows for the remote monitoring of your network and connectivity, which means that we can often resolve issues even before they become visible to you. The MyConnectHome network management app, only available with Managed Wi-Fi, gives customers easy access to a snapshot view of your home or small business network. Through the app, you can view all of the connected devices on your network, set up parental controls or a guest network, change your SSID and password and more.

Does NH Broadband offer extended Wi-Fi service?

NH Broadband offers extended Wi-Fi service for customers to expand their network range. The service is available for \$3/month/extender.

How can I contact Customer Service?

For questions about your NH Broadband account, call (866) 431-1928 or email info@nhbroadband.com.

Does NH Broadband offer technical support?

For technical support, Call (866) 431-7617 or email support@nhbroadband.com.

Is this going to raise my taxes?

No. Municipal funds or bonding are not being used in the construction of the fiber-optic networks.

How can residents and businesses that currently receive service from another internet service provider switch over to NH Broadband?

Residents are encouraged not to enter long-term contracts with another provider if they are considering taking service from NH Broadband. If you are already receiving service under a long-term contract, you may need to pay any required early termination fees to that provider or wait until the period of required service expires.