Welcome to VEXUS

EXPERIENCE BETTER

The Area's Best **INTERNET**

Reliable Home **PHONE***

24/7 **LOCAL SUPPORT**

Where available

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WELCOME TO VEXUS

Vexus is much more than just a name. We are a different kind of company. We're a local service provider that does so much more. We invite you to **experience better** as we continue to change the game for the customers and the markets we serve.

The Vexus experience doesn't just stop with our products and services. It also extends to our people. Everyone at Vexus is 100% invested in bringing you a world-class experience from a local provider in your own community. When you call Vexus, you'll be speaking to someone who lives and works in your community.

This is an exciting time for Vexus and all of our customers. We are all working hard to make sure that we take every opportunity to deliver the products and services you need and the support you deserve. If there's anything that we at Vexus can do better for you, please let us know.

PRESIDENT'S PROMISE

Our dedication to service is more than words — it's a promise. If you have contacted our Customer Service Representatives and are not happy with your experience, please call **President's Hot Line at 844-456-0661** or **email us at 4jimG@vexusfiber.com**. I promise your problem will be resolved.

VEXUS CUSTOMER CENTER

REGISTER FOR WEB SELF CARE *(scan the QR code which will take you to the registration page)*

The first time that you access Web Self Care (which includes Easy Pay), you will need to register with your Account Number and Zip Code of your service address. This information can be found on the first page of your bill. Click **"Register"** to start. Next, follow the on-screen instructions to set up your account.

WEB SELF CARE

HELPFUL FEATURES
Once you have registered for Web Self Care, you can find helpful information about your account.
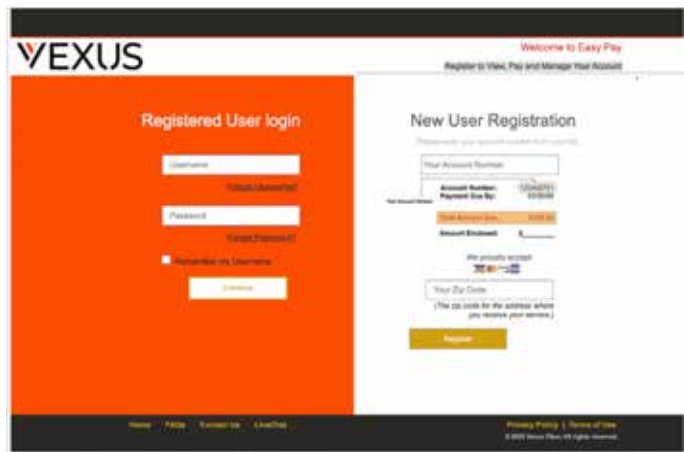
- **Account Overview:** This page will give you a general overview of your account including your Account Number, Service Address, Current Services and more.

- **Bill Pay:** Here you can make a one-time payment, set up recurring payments, and view statement details including your current and previous balances as well as payments received.

- **View Statements:** You can view and download previous statement PDF files.

- **Account Profile:** Here you can update your Web Self Care account information including your email address, billing address, password, and security question. You can also sign up for auto-pay.

- **Paperless Option:** Turning off paper statements is not only good for the environment, but it provides an extra level of security to your account. Plus, if you ever need a paper copy of your statement, you can always download one from Web Self Care.

TEXT ALERTS

Get free text alerts about your account and Vexus service updates with GoCare.

FAST AND EASY OPT-IN

1 - **Text VEXUS to 800-658-2150**
2 - Enter **last name on account**
3 - Enter **last 4 digits of account phone number**

Text the following keywords to 800-658-2150 to access information -

BAL — Balance due and payment options

PAY — Confirm last payment

DUEDATE — Payment due date

APPT — Appointment reminder. You can also CONFIRM or CHANGE your appointment

OUTAGE — Notification of known outages

HELP — Reminder of keywords

STOP — End future alerts

PAYMYBILL — Receive your balance, due date and a secure payment link to pay your bill

FOR MORE INFORMATION:
VexusFiber.com/alerts

REFER-A-FRIEND

REFER-A-FRIEND
CUSTOMER REFERRAL PROGRAM

YOU GET $50 and **YOUR FRIEND GETS $50**

Visit VexusFiber.com/referral or scan the QR code below for details!

IT'S SIMPLE. REFER YOUR FRIEND TO VEXUS AND YOU BOTH GET A $50 CREDIT ON YOUR BILL!

Referring is easy! With Vexus' Refer a Friend Program, for every friend you connect to Vexus, you both could receive a $50 credit on your bill. If your friend becomes a Vexus customer, we'll credit your account! The more people you refer, the more you could earn!

It's easy! Simply scan the QR code to fill out the form with you and your friend's information and submit. Once your friend becomes and Vexus customer and fulfills the requirements of the referral program, we will automatically credit your account and your friends account $50.

BE SURE TO READ THE FAQS FOR DETAILS!

SCAN ME

FIBER INTERNET

High-Speed Fiber Internet

INTERNET SPEEDS TO FIT YOUR NEEDS
Faster, more secure, and more reliable. Exceptional bandwidth supports all your connected devices. Speeds up to 5 Gig.

SYMMETRICAL SPEED
Uploading and downloading at the same speed means greater accessibility and less wait time.

NO DATA CAPS
We believe it's your Internet and you should use it how you want to. Share photos, stream movies and play online games as much as you want without worrying about data caps or overage fees.

SERVICE PROTECTION PLAN
Things like everyday wear and tear can cause damage to the wiring and jacks inside your home. For less than 25¢ per day, you get peace of mind and protection against unexpected repair costs.

TOTAL HOME WIFI

Cover your whole home with Vexus Total Home WiFi

You need fast internet in every room and even outside your home. No more dead zones or buffering, even if the whole family is online. Vexus Total Home WiFi grows with you, allowing you to add more devices and maintain speed. Plus every installation comes with a speed test and WiFi Certification to ensure you're getting the speeds you paid for – everywhere.

» Strong WiFi
» More efficient, less congestion, and shorter wait times for data delivery
» No dead spots
» Managed and secure

» **Exclusively for 2 and 5 Gig customers**
» Stream in 8K
» Coverage up to 2,500 Sq. Ft.
» Wi-Fi 7 technology is built to support faster speeds, lower latency, increased capacity with twice the speed of WiFi 6
» Supports 200+ connected devices

eero wifi system
Lifestyle

Get   In-App Purchases

GETTING STARTED USING THE eero APP

With **eero**, you automatically have access to the following features:

- **Whole-home coverage** that will eliminate any dead spots.
- **WiFi scheduling**
- **Multi-Admin**
- **Guest Network**

TAKE CONTROL OF YOUR NETWORK
Add all your devices, create profiles, run a speed test, and stay on top of what is happening. With the eero app, you can easily manage and monitor all your connected devices.

- Tap the blue + button to add a device, set up a profile to manage a group of devices, and invite a guest to share your network.
- Tap Activity to run a speed test on your network access additional security options.
- Tap Settings to change your network name and password and access additional features of your eero network.

ENABLE GUEST ACCESS
Guest access allows you to quickly share your network with friends, family and other guests.

Every eero network has a main and guest network. Both networks can be shared with others.

Enabling Guest Network gives you a separate network that is isolated from your main one.

- Open the eero app and tap the blue + button
- Tap Invite a Guest
- Toggle on the Guest Network
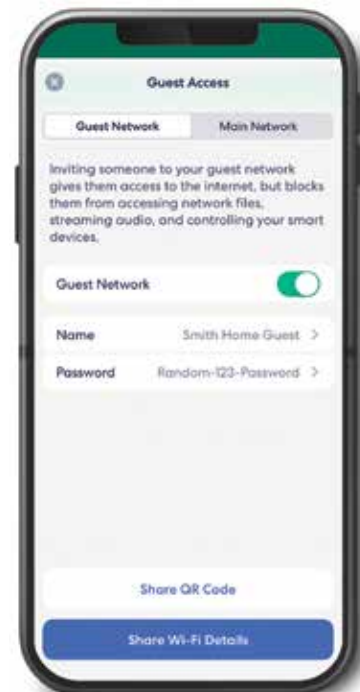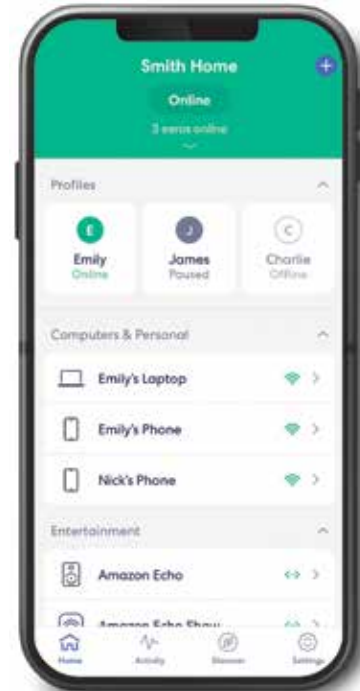- Provide a Name and Password

GROUP DEVICES USING PROFILES

Create profiles and use schedules to manage screen time for your household. Simply manage internet time for each individual in your home with Family Profiles.
• Open the eero app and tap the add button
• Tap Add a Profile
• Follow the in-app steps
• Once all the devices have been selected, tap Save

After a profile has been created, you can use schedules to manage screen time. To create a schedule:
• Tap on a profile
• Tap Add a Scheduled Pause
• Tap the button to enable the schedule
• Give the schedule a name, start time, end time, and select the days of the week to enforce
• Tap Save

To delete a schedule, tap back into the schedule and tap Delete, Schedule and confirm.

SET UP NOTIFICATIONS FOR YOUR NETWORK

Receive push notifications when a new device has joined your network and when your network software has been upgraded.

• Open the eero app and tap the Settings tab
• Tap Notifications
• Toggle on/off notifications for new devices on the network and software updates

STREAMING SERVICES

After your internet and WiFi are all set up, you are ready to start streaming your favorite shows or movies!

Finding what to watch just got easier. There are several different types of streaming services to enjoy. Some examples of streaming services are:
» Hulu
» YouTubeTV
» Fubo
» Sling
» DirectTV Stream
» and many more!

To figure out what option is best for you, scan the QR code below to visit **VexusFiber.com/Streaming** to get personalized recommendations for streaming services.

SCAN ME
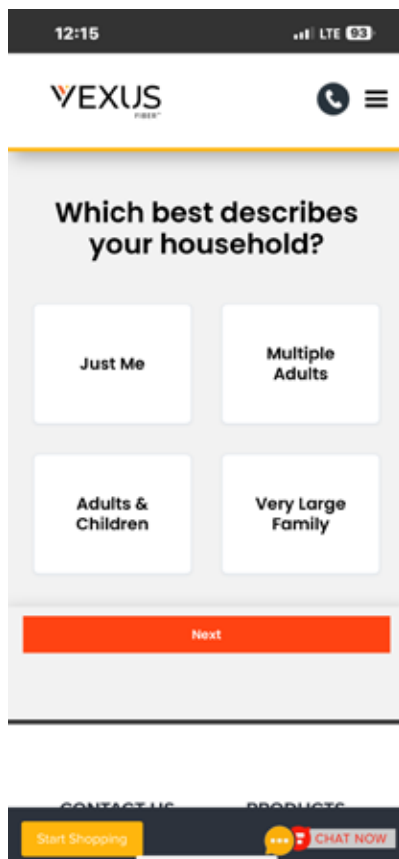
HOME PHONE*

Crystal-Clear Telephone Connection

UNLIMITED LOCAL AND LONG-DISTANCE DOMESTIC CALLS
Across the 48 contiguous states including free calls to Canada,
American Samoa, North Mariana Islands, Puerto Rico, the US Virgin Islands and Guam.

GREAT CALLING FEATURES
Including Voicemail, call waiting, call forwarding and more!

ENHANCED 911 SERVICE
Ensure that first responders are able to quickly and accurately identify your location in the event of an emergency.

INTERNATIONAL CALLING PLANS
Keep in touch from afar with competitive international calling rates.

LIFELINE ASSISTANCE
Lifeline Assistance is a government assistance program that provides a monthly credit to the local telephone service bill of residential customers.

where available

VEXUS PHONE QUICK KEYS

ACTIVATION CODES:	ENABLE	DISABLE
Anonymous Call Rejection	* 7 7	* 8 7
Auto Redial	* 6 6	
Call Return	* 6 9	
Call Hold	* 2 2	
Call Forwarding Always	* 7 2	* 7 3
Busy Call Forwarding	* 9 0	* 9 1
No Answer Call Forwarding	* 9 2	* 9 3
Call Waiting	* 5 6	* 5 7
Cancel Call Waiting Per Call	* 7 0	
Caller ID Block-Outbound	* 6 8	* 8 1
Do Not Disturb	* 7 8	* 7 9
Voicemail Access	* 9 8	

VOICEMAIL/PASSCODE SETUP GUIDE

SETTING UP YOUR VOICEMAIL FOR THE FIRST TIME OR TO RESET YOUR VOICEMAIL PASSCODE

1. Dial *98.
2. Enter default passcode 8642 and press # (first time setup).
3. Following the 'passcode has expired' prompt, enter a permanent passcode and press #.
4. Re-enter the permanent passcode and press #.
5. Follow the rest of the prompts to record your name and greetings

TO ACCESS YOUR VOICEMAIL

1. From your on-network extension, dial *98.
   From an off-network extension, dial your 10-digit phone number and press * when the greeting starts.

2. Enter your passcode and press #.

Main Voicemail Menu Options:

[1] To access voicemail.
[3] Record name.
[8] To change passcode.
[9] To exit the voice portal.
[#] To repeat this menu.

Main Menu Quick Codes

Listen to Unheard Messages	1	1	
Listen to all Messages	1		
Replay a Message	4		
Hear Message Date & Time	5		
Erase a Message	7		
Save a Message	9		
Record a Standard Greeting:			
With Telephone Number	2	2	1
With Name	2	2	2
Record a Personal Greeting	2	2	3
Change Your Password	2	1	