

WISPER INTERNET

What to Expect



SALES

- Customer contacts Wisper
- Service location is recorded
- Sales determines serviceability
- Site survey scheduled if needed
- Customer is informed via phone and email of serviceability results
- Customer concerns are addressed (speed, reliability, price, Wisper Care Plan, etc.)
- Billing and Installation processes are explained
- Installation date is scheduled
- Link is sent via email to customer to sign up for billing portal.

*If we determine a location to be serviceable, we keep the info on file for future expansions.

INSTALLATION

- Installer arrives at house and discusses mounting and inside equipment locations
- Installer surveys for the best mounting location
- Equipment is mounted on the outside of the house
- Cables are run inside the house
- Router and customer devices are set up
- Installer answers any questions customer may have
- Agreement is signed

BILLING

- If on auto-pay, payment is deducted on day invoice is generated.
- If not on auto-pay, invoice is generated and emailed to customer. Invoice is due 20 days after it is generated.

CUSTOMER EXPERIENCE

- Two weeks after install, the customer experience team will follow-up with you to make sure you are satisfied.
- Follow social media for company updates, special promotions and any unplanned outages
- Any planned maintenance outages are emailed approximately 5 days before the outage
- Experiencing issues with your service, call our support team and they will make it right.
- Surf, stream, game and more!