



# BrightRidge<sup>®</sup>

## *Broadband*



**HOME OF THE 10GIG**

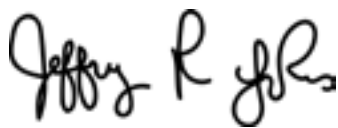
# Thank you for choosing BrightRidge Broadband!

We are excited you have chosen us as your provider for High-Speed Internet. We intend to deliver BrightRidge Broadband to you via state-of-the-art technology with the same dedication to reliability as with our electric service.

Our symmetric internet service provided via fiber optic sets us apart from other providers. With BrightRidge Broadband, you can download and upload at the same time without lag or delay. Our goal is that BrightRidge Broadband will help improve the quality of life for those living in our region.

Your opinion matters to us! After you have experienced our service for a few weeks, please be advised a member of our team may contact you either by email or phone to complete a customer survey. We may use your comments to help improve future service. In the meantime, call (423) 952-5000 if you need assistance with your new BrightRidge Broadband service.

Sincerely,



Jeff R. Dykes  
BrightRidge CEO




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## Getting Started Guides


Thank you for being a BrightRidge Broadband customer! For additional product information, user guides, and BrightRidge policies, please visit the Resources section at [www.mybrightridge.com](http://www.mybrightridge.com)



**(423) 952-5000**  
[www.brightridge.com](http://www.brightridge.com)



**CUSTOMER SERVICE**  
Hours: 8AM - 5PM  
[contactus@brightridge.com](mailto:contactus@brightridge.com)



**24/7 TECH SUPPORT**  
[support@brightridge.com](mailto:support@brightridge.com)  
[bizsupport@brightridge.com](mailto:bizsupport@brightridge.com)





# SmartHub

SmartHub provides convenient account access and two-way communication to BrightRidge via your mobile device or computer.

Manage payments, notify customer service of account and service issues, and receive special messaging from BrightRidge all at the touch of a button.

## SMARTHUB BENEFITS

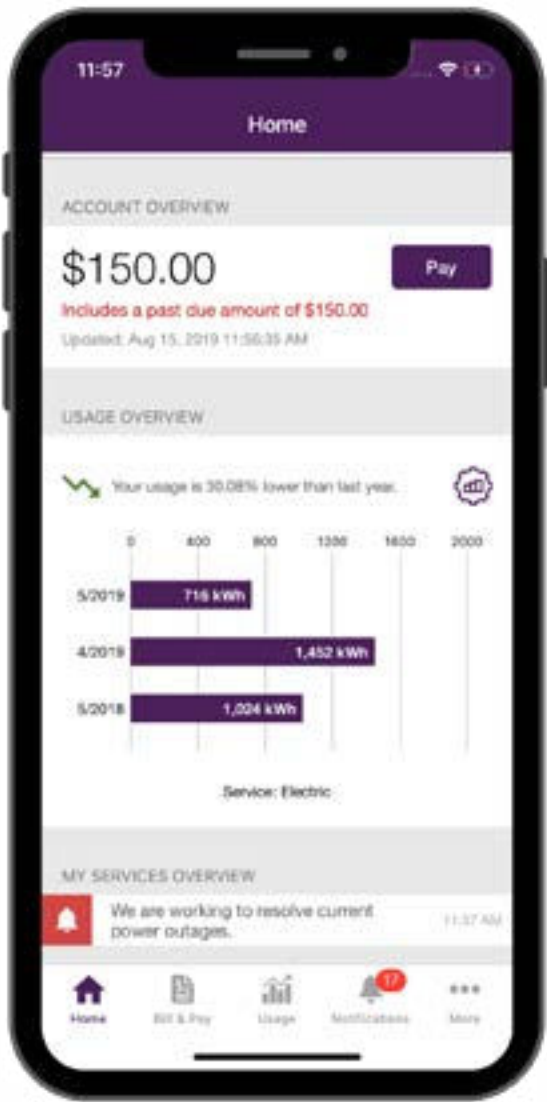
- Receive email bill notifications.
- View account payment and billing history.
- View energy usage history in a graph format.
- Pay bills with credit cards, debit cards, or e-checks.
- Report power outages and other service.

## SMARTHUB ON MOBILE DEVICE

- SmartHub is available on Android and iOS smartphones and tablets. Download the app from the [Apple App Store](#) or [Google Play Marketplace](#).
- Tap the SmartHub icon to launch.
- Select and confirm “BrightRidge”.
- Log in using your BrightRidge credentials or sign up for an account.
- Check your usage, pay your bill, and much more!

## SIGN UP

Sign up for SmartHub by visiting [brightridge.com](http://brightridge.com) on your computer or by downloading the SmartHub App on your mobile device.



# Example Broadband Bill

**BrightRidge<sup>®</sup>**  
**Broadband**  
2600 Boones Creek Road, Johnson City, TN 37615  
[www.brightridge.com](http://www.brightridge.com)  
423-952-5000



**Message Center**  
BrightRidge Broadband was voted Best Internet Provider for the second year in a row! Thank you for the continued support and confidence to be a part of this community with the fastest GIG in town.

Billing Summary	
Previous Balance	\$70.93
Payment	-\$70.93
Balance Forward	\$0.00
Service Summary	
Internet Service	\$69.98
Other Internet Charges and Credits	\$0.95
Current Charges	\$70.93
Total Charges Due by 12/26/2023	\$70.93

**Voted Best Internet Provider**

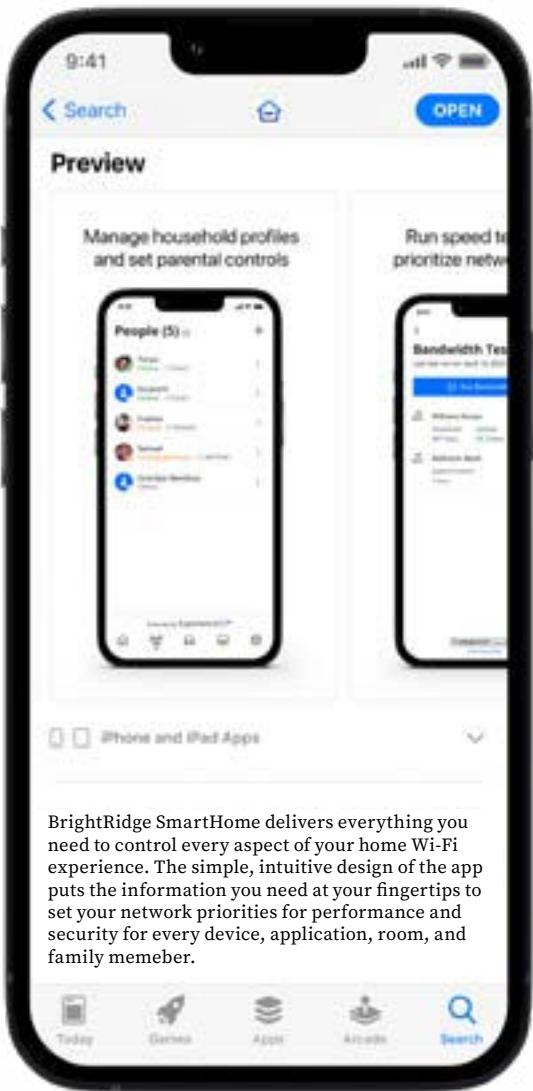
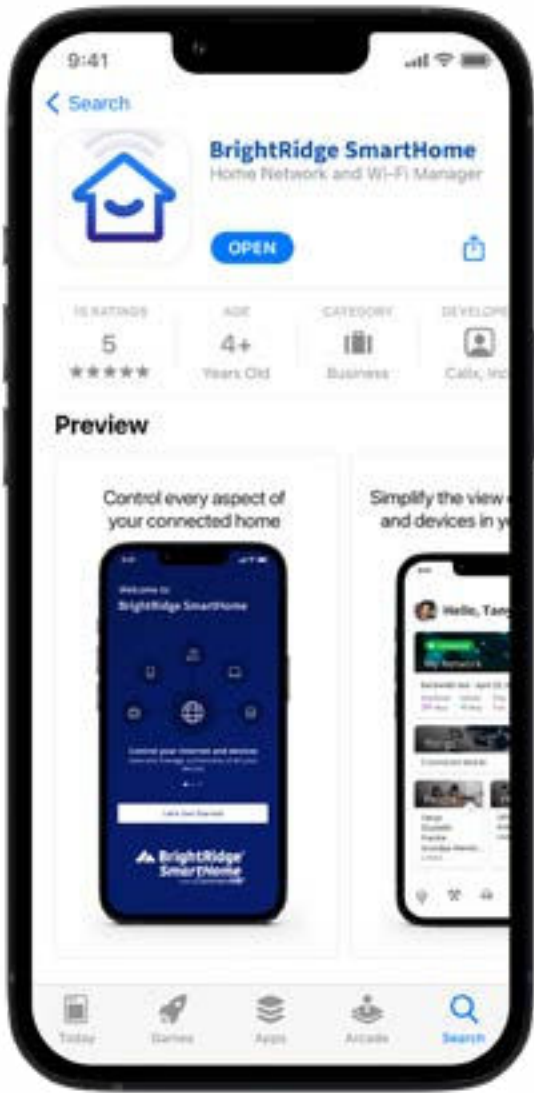
Two circular 'Readers' Choice' award logos. The left one says 'THE BEST OF 2022' and the right one says 'THE BEST OF 2023'. Both are for 'Johnson City Press'.

Internet Service	
<b>Service: Primary</b>	
<b>Internet Service</b>	
<b>Monthly Charges - 12/19/23 to 01/18/24</b>	
Fiber 600Mb/600Mb	\$59.99
In-Home Managed Wifi Support Plus	\$9.99
Blast Enhanced U6 RG	\$0.00
<b>Internet Service Subtotal</b>	<b>\$69.98</b>
<b>Other Internet Charges and Credits</b>	
<b>Monthly Charges - 12/19/23 to 01/18/24</b>	
State Sales Tax	\$0.70
Local Sales Tax	\$0.25
<b>Other Internet Charges and Credits Subtotal</b>	<b>\$0.95</b>
<b>Total Current Internet Service</b>	<b>\$70.93</b>

# One app to rule them all!

BrightRidge SmartHome gives you easy access to a snapshot view of your home network. Through the app, you can view all the connected devices on your network, change your password and more.

To begin, download the BrightRidge SmartHome App from the Apple App Store or the Google Play Store to install on your phone or tablet.



BrightRidge SmartHome delivers everything you need to control every aspect of your home Wi-Fi experience. The simple, intuitive design of the app puts the information you need at your fingertips to set your network priorities for performance and security for every device, application, room, and family member.



# BrightRidge SmartHome

## In-Home Managed Wi-Fi Support

Elevate your entire connected home experience with the FREE SmartHome app. Manage and control every aspect of your connected home internet experience. Reset your password, run a bandwidth test to monitor performance, assign connected devices to profiles for each family member, and set parental controls.

### INTUITIVE NAVIGATION

Customize settings across all connected devices, applications, family members, and rooms to create your own ultimate experience.

### EASY SETUP

Simple in-app guidance helps to set up everything in the home and add future services that meet your lifestyle.

### REAL-TIME ALERTS

Receive timely and helpful messages and alerts to know of any issues and provide offers and services that can enhance subscriber experience.

### FINGERTIP CONTROL

You have control of your connected home with the ability to monitor network traffic, prioritize devices, and set up parental controls with a simple tap of a button.

### SECURE AND RELIABLE

Your home network is secure and reliable.

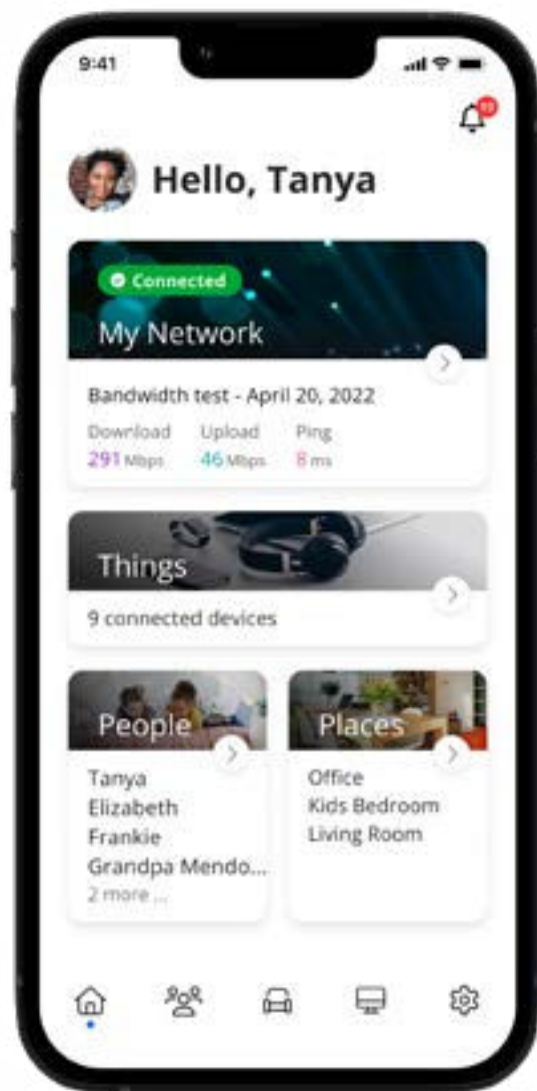


[Click here](#) to view the how-to-videos.



# Main Dashboard

This is the home screen you'll see every time you open the BrightRidge SmartHome app.



**The Dashboard gives you complete control over the devices in your home. From the dashboard you can:**

- Create profiles for people and places in your home
- Connect new devices
- Set up a guest network

**The My Network at the top of the dashboard is where you can:**

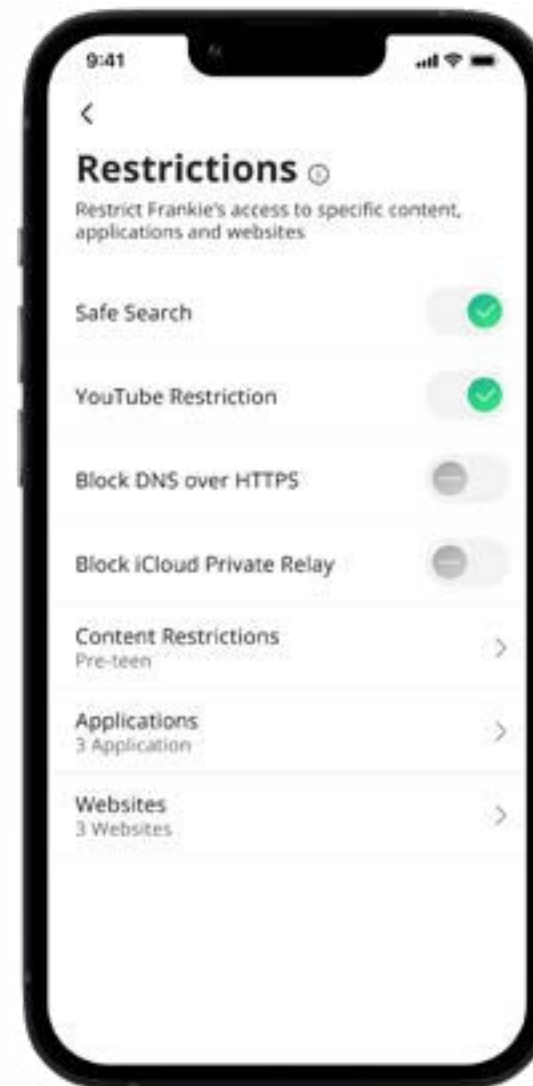
- Access your Wi-Fi network settings
- Run a bandwidth test
- View all connected devices
- Disable services
- View device usage

**You can also access a list of these connected devices, by selecting “Things” from main dashboard or in the tool bar at the bottom.**

Note: If you are using the app on a GigaCenter you will not have access to the bandwidth test.

# ProtectIQ+

A network level security service protecting every device connected to your Wi-Fi.



For \$6.99 per month, take advantage of even more from BrightRidge SmartHome by adding ProtectIQ+ to your Managed Wi-Fi product.

Create personalized experiences with enhanced parental controls to manage screen time, content, and access - all from the app. You set the boundaries. We help you keep them.

## CHECK USAGE

Review web, app, and online usage by profile for an overview of where your child is spending time.

## CREATE PROFILES

Assign devices to each person in your home for a tailored internet experience for every user.

## FILTER CONTENT

Restrict or allow entire categories of the internet, like specific apps or individual websites.

## PRIORITIZE BANDWIDTH

Prioritize the devices and activities that matter most in your home so you never have to suffer with buffer.

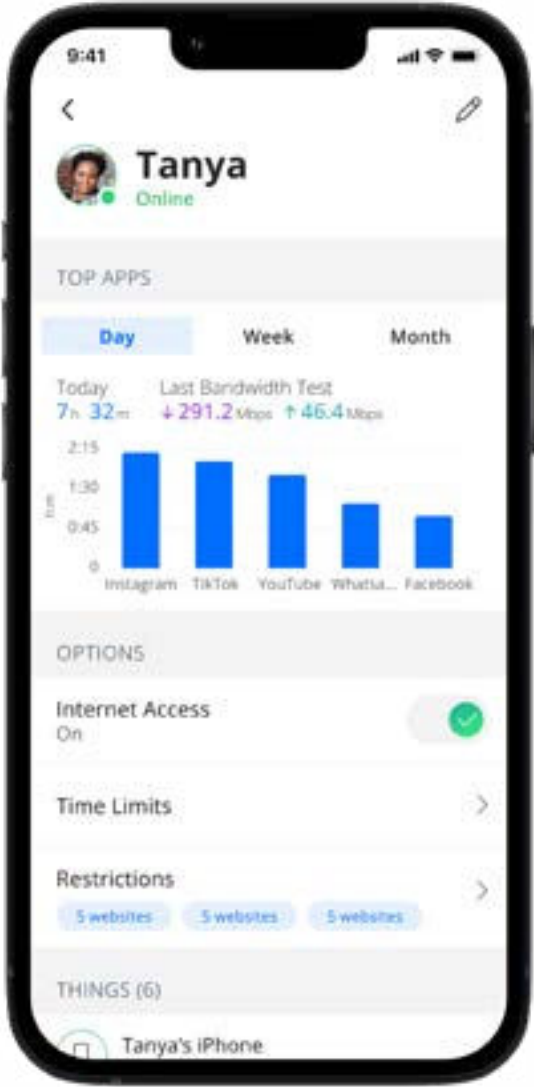
## CREATE BALANCE

Turn off or pause Wi-Fi, create bedtime schedules, and manage screen time to maintain a harmonious home.

## SET TIME LIMITS

Decide which devices should be offline, by profile.

# ProtectIQ+ Enhanced Parental Control



If you subscribe to ProtectIQ+ from your service provider you'll have additional functionality to help manage access to the Internet within your home.

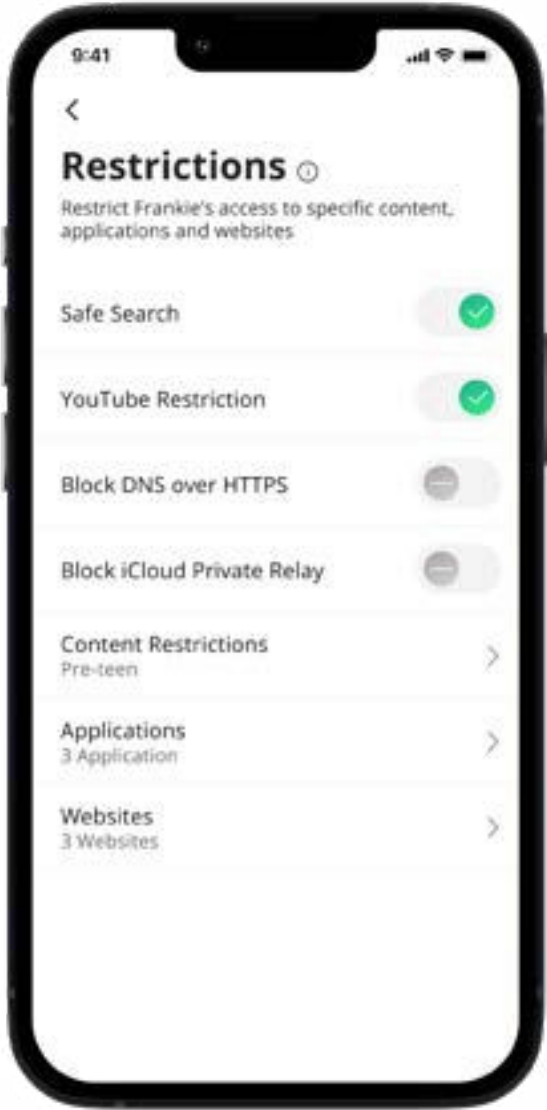
- Start by selecting the “People” tab from the home dashboard and then tapping into the People section.
- Next, create a profile. You'll be able to assign a name to the profile and assign the devices you want attached to this profile. You can also select the photo icon to add a picture to represent this profile.
- After selecting “Done” those devices selected are now assigned to the profile you have created. You can remove a device by select Edit, and then selecting the “-” sign next to the device.

If you want to manually pause all devices assigned to this profile, toggle the Internet Access button to OFF.

- Select “Time Limits” to set time limits for all devices connected to the profile.
- Restrictions allow you to restrict access to specific content, applications and websites and enable Safe Search and YouTube restrictions.
- Parental controls work while devices are connected to Wi-Fi.

Note: If a device has the app, do not add it to a profile, as you may inadvertently cut off your access to these controls. If this happens, switch to mobile data, to restart the profile with your app device.

# ProtectIQ+ Enhanced Parental Control Content restrictions



**Restrictions** allow you to restrict access to specific content, applications and websites for a profile you have set up.

**Safe Search** blocks harmful or offensive content when searching Google, Bing, and YouTube.

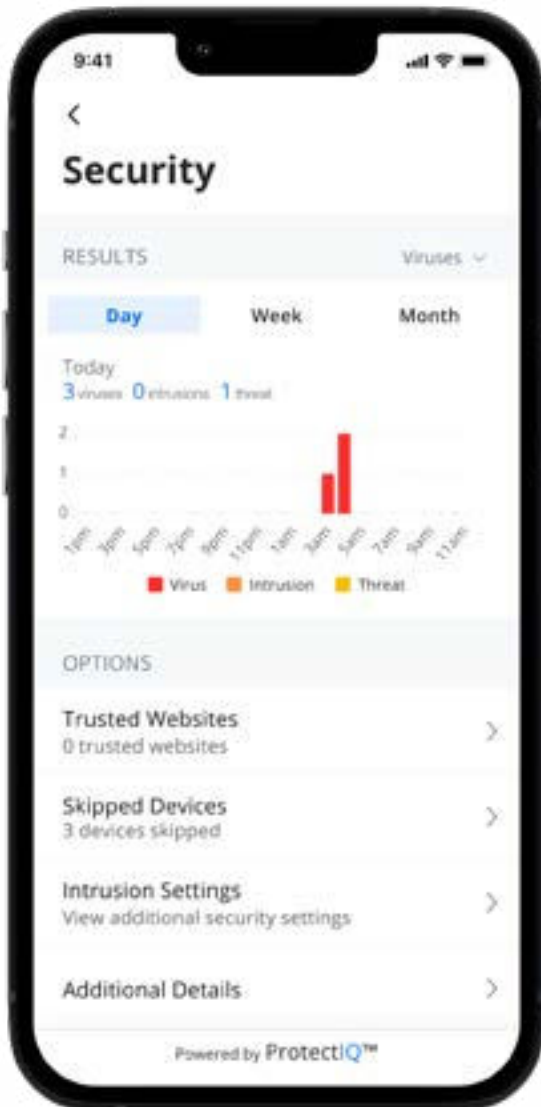
**YouTube Restriction** also blocks all comments on videos which often include inappropriate language.

**Content Restrictions** allow you to block content by age or specific categories such as violence.

**Applications** allows you to block access, approve access, or set time limits for specific applications by entering the name of the application.

**Websites** allows you to allow or block specific websites.

# ULTIMATE WI-FI SUPERIOR PROTECTION



Great Wi-Fi should not have to come at the expense of your safety and privacy. ProtectIQ+ provides device protection against viruses, malware and attacks.

## PROTECT

All traffic that passes through your network is scanned, blocking viruses before you encounter them on your network.

## PRIVACY

Unlike other providers, we never sell our customer's private information.

## PREVENT INTRUSION

Using our intrusion prevention system, we prevent cyber criminals from accessing your network, keeping your sensitive information secure.

## STAY UP TO DATE

The ProtectIQ+ dashboard in your app alerts you with network protection.

## BLOCK MALICIOUS WEBSITES

We analyze the data from thousands of malicious sites. Phishing, hijacking, spyware, hardware, and malware sites are automatically blocked.