



Welcome to the Family

We want to make your journey as a Metronet customer as easy as possible. This Digital Welcome Guide is designed to set expectations for the installation process. The tools and resources provided will ensure you get the most out of your Metronet experience.

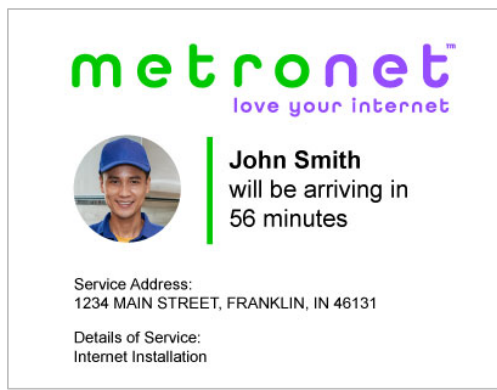
What's Next?

1 Preparing For Installation

You will receive installation reminders the day before your scheduled installation, the day of your installation, when your technician is on the way, and once the technician has arrived. These notifications will be in the form of a call, email, or text, depending on your contact preferences.

Please note:

- Installation will take approximately 2 - 4 hours
- An adult (18+ years old) must be present
- Please ensure all indoor pets are contained upon technician's arrival
- Additional equipment may be installed on the outside of your home
- The fiber line in your yard will be buried within 14 business days (weather permitting)



2 Day Of Installation

Expect your technician to arrive during the scheduled appointment window. As stated above, your installation will take approximately 2 - 4 hours.

Once the technician has completed your installation, you will receive a copy of your Installation Checklist and Work Order.



Installation Checklist

A technician will walk you through your Metronet products and services to ensure everything is working properly. The Technician will also answer any questions you may have.



Additional Items

If you have Metronet TV service, you'll receive a Quick Reference Guide with tips, and your channel lineup. We'll also leave a chip-clip, magnet, and dog treats, if you have a pup!

We are always looking for ways to improve. You will receive a Technician Survey once your installation is complete. We hope you take the time to complete this survey.

3 Day After Installation



You will receive a Welcome email from our Metronet CEO, Dave Heimbach.

This email will detail:

- How to read your first bill
- Information about myMetronet Portal
- Instructions to access the Virtual Learning Library
- Additional resources to maximize your Metronet experience

Customer Perks



Referral Rewards

Share your Metronet joy with people you know, and if they have Metronet services installed, you will receive a **\$50* account credit**. You can refer as many people as you want - there is NO LIMIT to how much you can earn!

It's super simple to do! Here's how it works:

1

Click [HERE](#) to visit your myMetronet Portal.

2

Under the Account Management drop-down, click **Refer a Friend**.

3

Copy and share your referral link with friends, family, neighbors, co-workers via email, text, social media, etc.

Start earning today!

*\$50 will be given as a credit on your invoice 30 days after both accounts are paid in full.

That's it!

We are happy you chose Metronet, and we look forward to serving you for years to come!

Click Below to Contact or Follow Us



Website



myMetronet Portal



Virtual Learning Library



Email



Call



Chat



Facebook



X (Twitter)



YouTube



LinkedIn