

Town of Warwick Broadband Service Support Policy

The Warwick Broadband Service (WBS) is a community service. Our support line is staffed by trained volunteers who will make their best effort to resolve any problems that subscribers are having in connecting to the internet. Support staff are expected to treat subscribers with civility and respect, and subscribers are expected to treat support staff the same way.

If you have a problem with your internet connection, you should follow the ***Subscriber Support Protocol*** before calling WBS support. If this procedure does not resolve the problem, or if this procedure must be repeated frequently, you should contact WBS support at 1 (978) 724-4506 or by email atWarwickBroadband@gmail.com. A support volunteer will contact you as soon as possible, but you should not expect an immediate response, especially late at night or early in the morning.

If a problem cannot be resolved over the phone, an installer will be dispatched to check your equipment. If the equipment shows signs of having been tampered with, you may be charged for this service call.

WBS cannot offer generalized computer support. If an installer goes to a subscriber's installation and is able to connect to the internet with a laptop from there, this indicates that the problem is not with the WBS network. In this situation, the subscriber will have to arrange for support from another source.

New Subscriber Modules come with a one-year manufacturer's warranty. Once equipment is out of warranty, you may need to replace it at your own expense if it is found to be the source of the problem.