

Free Internet Service through Norvado

Frequently Asked Questions

Updated 12/2/2024

History In the spring of 2024 the Bayfield County Government worked with six county libraries, Bayfield County Housing Authority and the City of Washburn Housing Authority to apply for Capital Program Fund Digital Connectivity and Navigators Grant from the Public Service Commission of Wisconsin. The project was awarded in the Fall of 2024. This project proposes to provide MDU Wi-Fi and device distribution in Bayfield County. This grant will deploy 240 devices across six libraries throughout the county and amongst 182 county and city housing authority apartments in Bayfield County. A digital navigator will be available to provide technical support to library patrons and housing authority tenants.

If you have any questions about the new internet service or how it will affect you, or if you need help connecting your existing devices to your new Wi-Fi, please contact Eric Faber at **715-204-7501** or efaber@nwwib.com. He is the Digital Navigator for Bayfield County during this project and the upcoming digital lending program and can assist in many ways with hands-on help or more information.

- 1. If I want to keep my current internet service provider, what do I need to do?**
Nothing, just let either the Norvado installers or the Housing Authority know you wish to keep your current provider, and Norvado will leave services in place.
- 2. If I already have Norvado internet, what do I need to do to switch my service to the County offered plan, so I no longer get charged by Norvado?**
Have an authorized user on your account call Norvado at 800-250-8927. Speak with a Residential Representative about your account and they can make any adjustments needed.
- 3. When will this service be hooked up?**
This will vary by location, but Housing will send out a full installation plan as soon as they have it. All units will be connected in a matter of months. You will receive log-in information when your installation is complete.
- 4. When should I cancel my current internet service?**
To avoid any interruption, please do not cancel your current internet service until Norvado has finished their work and you have a password and have successfully connected to our internet service.
- 5. Are there data limits?**
We will not cap data.

- 6. What speeds can I expect?**

Speeds will vary by device, but single-family homes will have up to 500/500Mbps connections and Multiple Dwelling Units will have from up to 500/500Mbps to 2G/2G connections depending on their size.
- 7. Do the upload and download speeds vary depending on how many users are on the network?**

Norvado is providing enough bandwidth for each unit to stream several devices at the same time. Will the speeds vary, the short answer is yes. It is very unlikely that users will notice any difference with this much bandwidth.
- 8. What do I do when there is a problem with my Norvado internet connection?**

Call: 1-800-250-8927

 - » Press 1 for technical support

 - » Press 1 for residential technical support
- 9. When is Norvado tech support available?**

Norvado has 24/7 tier 1 tech support. If devices need replacement, it will be during normal business hours or possibly during on-call weekend hours, based on severity.
- 10. How do I switch my devices to this Norvado internet connection?**

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- 11. Will this affect my email address or other online accounts?**

If your email address is from common online providers such as @gmail.com, @icloud.com, @hotmail.com, @yahoo.com, etc, your email and online accounts will not be affected. If your email address is from a different internet service provider such as @spectrum.net or @charter.net addresses, your email service may be impacted if you switch to Norvado. Contact Eric Faber at **715-204-7501** or efaber@nwwib.com for more information if you think this may be your situation and he can advise you on how to proceed and assist in the creation of a new email.
- 12. If I wish to switch my phone and/or cable to Norvado, what should I do?**

Please call Norvado! They would be happy to discuss options for phone and video, too. Their Residential team can be reached at 800-250-8927, Monday through Friday 8am to 4:30pm to add services.