

Free Internet Service through Norvado

Frequently Asked Questions

Updated 2/11/2026

History: In the spring of 2024 the Bayfield County Government worked with six county libraries and the City of Washburn and County of Bayfield Housing Authorities 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 provides MDU Wi-Fi and device distribution in Bayfield County. Through this grant, 240 devices are available across six libraries throughout the county and amongst 182 county and city housing authority apartments in Bayfield County. A digital navigator from the Northwest Wisconsin Workforce Investment Board will be available to provide technical support to library patrons and housing authority tenants.

If you have any technical questions about the internet service, need help connecting your existing devices to your free Wi-Fi, or need to borrow a laptop/iPad, please contact Eric Faber at **715-204-7501** or efaber@nwwib.com. He is the Digital Navigator for Bayfield County.

- 1. If I want to use a different internet service provider, what do I need to do?**
Contact that service provider. However, please note, your unit is already wired for Norvado internet, and their equipment must be left where it is even if you should use a different provider.
- 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?**
The equipment is already installed.
- 4. Are there data limits?**
No cap on data.
- 5. What speeds can I expect?**
Speeds vary by device, but single-family homes have up to 500/500Mbps connections and Multiple Dwelling Units have from up to 500/500Mbps to 2G/2G connections depending on their size.

6. 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. Do the speeds vary? The short answer is yes. However, it is very unlikely that users will notice any difference with this much bandwidth.

7. What do I do when there is a problem with my Norvado internet connection?

- **Step 1:** Call Eric Faber at
715-204-7501
- **Step 2:** If Eric is unavailable, **call Norvado Support at 1-800-250-8927**
- **Step 3:** Follow these steps in the options for Norvado Support to get help.
 - **Press 1:** Technical Support
 - **Press 2:** Business Support
 - **If in a house or unit with a large grey box router for your internet, press 1.**

OR

 - **If in a unit with a white disk on the ceiling or white box on the wall for your internet, press 2.**
- **Step 4:** Once talking to a person, tell them the account number is **1682501** and that the Digital Navigator Eric Faber is not available. They should now be able to help you.

8. 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.

9. How do I switch my devices to this Norvado internet connection?

Please contact the Housing Authority for your login information. If you need help connecting your existing devices to your free Wi-Fi, please contact Eric Faber at **715-204-7501** or efaber@nwwib.com. He is the Digital Navigator for Bayfield County and can assist in many ways with hands-on help and with the borrowing of laptops and/or iPads.

10. 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.

11. If I wish to switch my phone and/or cable to Norvado, what should I do?

For Norvado phone service, you will have to contact Norvado directly. Their Residential team can be reached at 800-250-8927, Monday through Friday 8 am to 4:30 pm to add services.

Norvado television can be accessed through the Housing Authority at a bulk rate. Please see the FAQ for television and/or call the Housing Authority office directly at 715-373-2653.