

# SUPPORT

In the event of an outage existing users should call their service provider to report the outage and begin the troubleshooting process.

Current customers connected through BizNet can use the **Biznet support form** to report issues. Biz Net Technologies can be reached at 540-961-7560 M-F, 8:00 am - 5:00 pm.

***If your network seems slow, the most common fix is to reboot your personal wireless router.*** If they is the first time starting up on our network, you will need to do a factory reset on your router so it loses all of the info it has collected from previous uses.

If you want to test your connection, use a new Cat 6 Ethernet cable and plug your laptop directly into the fiber modem. Close all applications except one browser tab (Firefox is best) and run a speed test by connecting to **nperf.com**.

Network speed is monitored 24/7 at our Network Control Center, and in most cases we or your Internet provider will have spotted an issue and made adjustments before you have the opportunity to realize a problem occurred if the problem is on the fiber side. Please feel free to phone us at (540) 961-5411 or email us at **info@wideopenblacksburg.net**.