

Introducing HFN Home Support

HFN Home Support is a new service available exclusively to HFN subscribers for assistance with installing and connecting common home Internet devices. We increased the capacity and availability of our onsite support field team and have now expanded the range of support services we offer.



The HFN field team can help Issaquah Highlands community residents needing assistance getting their home personal Internet devices installed and working properly. From Internet-based surveillance cameras and doorbells to smart assistants and streaming devices, HFN's field team can help get them installed in your home and connected to your HFN connection. The list of in-home service options will expand over time; if you don't see your device listed or have a specific request, just ask, and we will let you know if we can help.



To request an HFN Home Support visit, just go to our website, at www.hfnet.us/homesupport and complete your request, and a technician will reach out to confirm an appointment.



Home Support Service Rates

General Support — FREE

- In-home HFN connection check — ensuring connectivity
- Assistance connecting and setup of your personal Wi-Fi/router
- Provide onsite estimates for extended paid services

Internet Device Support — \$50 (up to an hour of work)

- Home surveillance Internet cameras (Blink, Ring, Nest, Arlo, and more)
- Internet-based doorbells (Blink, Ring, Nest, Arlo, and more)
- Streaming media devices setup (Roku, FireStick, Chromecast, AppleTV)
- Smart Plug and Light devices

Extended Services — \$75/hour (plus materials)

- Home network cabling clean-up
- In-home wiring extensions or moves
- Wireless device upgrades

The need for stronger home connectivity and the Internet of Things (IoT) is growing at a remarkable pace. There were more than 8 billion connected devices throughout the world in 2020, a number that could double before 2026.

As these devices become increasingly popular in both leisure and business, getting all of your home connected correctly is an important consideration. HFN is here to help in getting all of your devices connected so you can get the most out of your HFN Internet service!



**If you have any questions,
please contact us:**

📞 (425) 427-0999

✉ support@hfnservices.com

🌐 HighlandsFiberNetwork.com

**Request a Home
Support Visit
hfnet.us/homesupport**