



COASTCONNECT

Powered by Coast Electric

# Welcome

***Subscriber Handbook***



# Welcome to CoastConnect!

We are excited to connect you to the world with best-in-class technology, reliable service and employees who are focused on your needs. A subsidiary of Coast Electric, CoastConnect serves residents in areas that have been historically underserved. But that's nothing new for us.

More than 85 years ago, electric co-ops changed life for people in rural America. Before friends and neighbors banded together to form cooperatives in communities all over our great nation, many citizens didn't have the same opportunities as those living in more populated areas. Rural Americans were being left behind so electric cooperatives like Coast Electric were formed to bring power, hope and opportunity to rural homes, farms and businesses.

I am proud to work for a cooperative that played such an important role in changing the landscape of our country all those decades ago and I am proud to now be part of a venture that is once again changing lives for the better. And forever.

CoastConnect is bringing high-speed internet and phone service to your homes and businesses using the latest technology with the fastest upload and download speeds anywhere. And with no data caps. Besides offering the best technology available, we are locally owned and operated by the same people who have been powering your homes and businesses for more than 85 years. We are part of this community and we know what it takes to serve you.

To assist you with navigating our services and equipment, we've provided this Subscriber Handbook. In this book you'll find some basic troubleshooting tips and tricks, setup guides and more. If you have questions or experience any problems that this handbook does not address, our fiber services team is here to help. Please give us a call at **877.969.3884**, chat with tech support experts at [www.CoastConnect.com](http://www.CoastConnect.com) or email [info@CoastConnect.com](mailto:info@CoastConnect.com).

Thank you for connecting with us!



**Ron Barnes**  
President and CEO  
Coast Electric and CoastConnect

## Contents

Ways to Pay	1
How Much Speed Do I Need?	2
Internet and Phone Packages	3
Streaming 101 and Fiber Gaming Network	4
The Benefits of Fiber Internet	5
Setting Up Your GigaSpire	7
My Coast Connect • Enhance Your Service	8
Setting up your WiFi and My CoastConnect App	9
Common WiFi Questions	11
Common Phone Questions	13

 Fill in the blanks and cut along the line to always have your network name and password handy!

### WiFi Password

### Network Name

### Connect with us

Service and Tech Support **877.969.3884**

18020 Highway 603 Kiln, MS 39556

[www.CoastConnect.com](http://www.CoastConnect.com) •    



**COASTCONNECT**

Powered by Coast Electric



# Ways to Pay

**For your convenience, CoastConnect offers several bill payment options:**

**Online:** Visit [www.CoastConnect.com](http://www.CoastConnect.com) and click "Pay Bill".

**Phone:** Give us a call at **877.969.3884** and press Option 1.

**Kiosk:** Visit a kiosk 24/7 at any Coast Electric office to pay with a card, cash or check.

**Drop box:** Use the drop boxes at any Coast Electric office or Rouses in Diamondhead.

**In person:** Visit any Coast Electric office to pay by cash or check.

**Mail:** If you choose to receive a paper bill, you can mail your payment and bill stub to the address listed on your payment stub. If you do not receive a paper bill, you can log on to your account and print out your bill to mail in with your payment.



**AutoPay**

Enroll in AutoPay today and never miss a payment! Your bill will be automatically paid every month using your bank account, debit card or credit card.

Visit [www.Coastconnect.com](http://www.Coastconnect.com) or call **877.969.3884** to sign up.

## Resources

As your broadband service provider, we strive to equip you with resources that ensure you are experiencing CoastConnect at its full potential. Visit [www.CoastConnect.com](http://www.CoastConnect.com) to chat with tech support and for reference guides, video tutorials and other resources designed to help you navigate through CoastConnect's services.

## Download the My CoastConnect app

My CoastConnect gives you an instant snapshot of your home or business network. Through the app you can view all the connected devices on your network, set up parental controls or a guest network, run speed tests, change your SSID and password and more. My CoastConnect puts you in charge!



## 24/7 Tech Support

Call our tech support line at **877.969.3884** to access experts 24/7. You can also click the chat icon on [www.CoastConnect.com](http://www.CoastConnect.com) any time to chat live with a tech expert.

## Assistance

CoastConnect subscribers may be eligible for assistance with their bill. For information, visit [www.CoastConnect.com/Assistance](http://www.CoastConnect.com/Assistance).

# How Much Speed Do I Need?

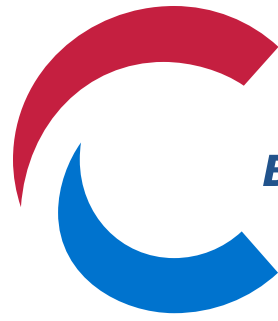
**CoastConnect's fiber-to-the-home (FTTH) network offers robust, blazing-fast, high-speed internet.**

Our FTTH network is symmetrical — you get the same upload and download speeds! That means quick movie downloads, more connected devices, smooth remote learning and a better work-from-home experience. CoastConnect offers the same reliability and level of service you've come to expect from its parent company, Coast Electric, over the years.

We offer two options — 300 megabits per second (Mbps) and 1 gigabit per second (Gbps) service. Not sure which is better for you?

<b>QuickConnect (300 Mbps)</b> \$54.95 a month	<b>GigConnect (1 Gbps)</b> \$84.95 a month
Great for general streaming and downloading	Great for gaming and/or multiple users with multiple devices uploading and downloading at the same time
Up to 300 Mbps upload speed	Up to 1 Gbps upload speed
Up to 300 Mbps download speed	Up to 1 Gbps download speed
No data caps or throttling	No data caps or throttling
Stream high-definition videos across multiple devices	Enjoy pro level gaming without latency for the smoothest gaming experience possible
Participate in video calls and operate cloud based applications with ease	Seamlessly work and learn from home, and upload and transfer large files quickly
Up to 10 devices functioning simultaneously	10 or more devices functioning simultaneously





Bringing you world-class, high-speed internet and phone service

### Internet Packages

All internet packages include a GigaSpire router, managed WiFi, symmetrical upload and download speeds, no data cap and no hidden fees.

#### Residential

##### QuickConnect

Up to 300 megabits up and down  
Basic package great for general streaming, gaming, downloading and more.  
**\$54.95 a month**

##### GigConnect

Up to 1 gigabit up and down  
Fastest internet available, great for streaming, video chatting, gaming and more with multiple users in the home.  
**\$84.95 a month**

#### Business

Business customers are encouraged to contact us at info@coastconnect.com to help us determine which package will best suit your needs.

##### BusinessLite

Up to 100 megabits up and down  
**\$99.95 a month**

##### BusinessLite Bundle

BusinessLite plus two phone lines  
**\$139.95 a month plus applicable phone tax**

##### BusinessAdvance

Up to 500 megabits up and down  
**\$129.95 a month**

##### BusinessAdvance Bundle

BusinessAdvance plus two phone lines  
**\$169.95 a month plus applicable phone tax**

##### BusinessPro

Up to 1 gigabit up and down  
**\$179.95 a month**

##### BusinessPro Bundle

BusinessPro plus two phone lines  
**\$219.95 a month plus applicable phone tax**

##### BusinessPremium

Quote provided upon request

### Enhancements

#### Parental Controls

Through the CoastConnect mobile app, parents can easily monitor and set rules for internet activity and establish profile tools to manage content and hours of use for each connected device in the home.  
**\$5 a month plus tax**

#### Network Security

Provides malicious website protection, anti-virus protection, anti-ransomware inspection and intrusion detection. Traffic monitoring will automatically block suspicious activity from coming to the home and send notifications to the subscriber through the CoastConnect mobile app.  
**\$5 a month plus tax**

#### Safe and Secure Bundle

Includes Parental Controls and Network Security bundled together.  
**\$7 a month plus tax**

#### WiFi Extender

Increases WiFi service area as needed.  
**\$5 a month plus tax**

### Phone Package

A crystal-clear reception digital voice line with unlimited local and long-distance calling.

**Residential**  
**\$29.95 a month plus tax**  
when bundled with internet service

**Business**  
**\$39.95 a month plus tax**  
when bundled with internet service

Additional lines are available for only \$20.95 a month plus tax.

Voice only service is available for \$54.75 a month plus tax.

## Streaming 101

Traditional TV has been in decline for years and the industry is shifting to streaming solutions. CoastConnect does not provide TV service, but we want to help you find the streaming service with the channels you need! We've partnered with MyBundle to help you determine which services are best for your personalized streaming experience and might just help you save.

With CoastConnect's reliable internet, you can stream your favorite channels, shows, movies, documentaries and more. MyBundle has a suite of free tools to help you find the services and content you actually want. Just answer a few questions about your lifestyle and viewing preferences and MyBundle will give you the best matches for your needs and budget.

Visit [www.CoastConnect.com/streaming](http://www.CoastConnect.com/streaming) to take the quiz and find the right streaming solution for you.



## Fiber Gaming Network

CoastConnect has partnered with Fiber Gaming Network (FGN), a nationwide gaming platform that connects fiber internet users across the country for weekly community game nights and tournaments. It is FREE for CoastConnect gamers and you can win cash prizes weekly!

FGN hosts a series of online gaming events every week featuring popular games such as Super Smash Bros Ultimate, Madden NFL 23, Brawlhalla, Fortnite, Rocket League, NBA2k23 and Valorant. Participating players must register beforehand and have the chance to win cash prizes of \$500-\$1,500 every week.

If your school has an esports program, FGN would like to partner with you to give your team free access to the network. Students are able to train with pro and college coaches, and will gain exposure to scholarship opportunities through the FGN Collegiate Network.

Visit [www.CoastConnect.com/gaming](http://www.CoastConnect.com/gaming) for more information and to register today.

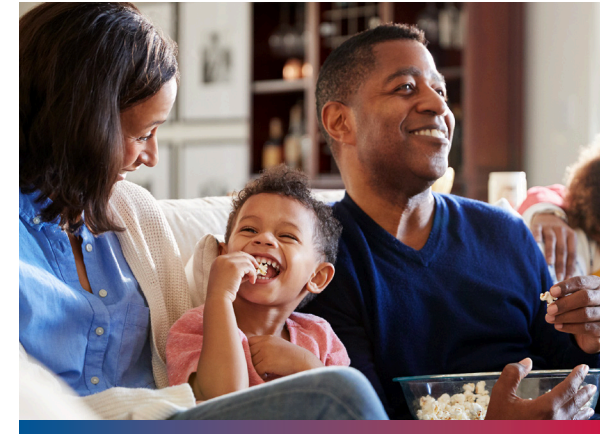




# The Amazing Benefits of Fiber Internet

**When it comes to selecting internet technology for your home and business, is there really a clear winner when it comes to how it is delivered? The answer is YES!**

CoastConnect's fiber network delivers better video picture and sound, provides incredible reliability, has the lowest latency for activities like online gaming, handles multiple connected devices with ease and provides considerable advantages to businesses. Fiber optic internet is the new gold standard for internet technology and those fortunate enough to have access to it know there is no turning back.



## Entertainment

A fast internet connection is essential to enjoy 21st century entertainment. Fiber internet provides super high definition and 4k streaming, virtual reality, real-time online gaming, connecting via social media and chatting with loved ones on video. As technology advances, fiber internet has the capacity to evolve with it.



## Lower Latency

Latency refers to how much time it takes for a signal to travel to its destination and back. Low latency is critical for activities like online gaming, video conferencing, telemedicine, stock trading or any activity where time matters. Fiber internet has the lowest latency possible and since, no. one. wants. to. face. time. like. this... Latency matters.



## Amazing Speed

Internet can travel to homes and business in a variety of ways. Traditional systems cap out at much slower speeds and experience slower upload and download speeds. Fiber internet uses cutting-edge technology to deliver data to and from your devices at the speed of light. Light travels through fiber at speeds that far surpass traditional systems and download and upload speeds typically range from 100 Mbps to 10 Gbps.



## Incredible Reliability

Traditional internet technologies can be affected by external factors while fiber optic cables are constructed with small flexible strands of glass that are unaffected by electrical surges, moisture or cold. Fiber also sends data further than traditional technologies which are limited by distance or physical sites. So whether you're next door to your internet provider or across the country, you'll always enjoy faster load times and a higher-quality internet experience.



## Connecting Multiple Devices

The average number of connected devices in the home rises each year and internet use does, too. In a few short years, most homes will have dozens of connected devices and gig internet will be the norm. While other technologies have already reached their limits, the unique technology of fiber provides the ability for it to grow with the needs of the future. So whether connecting dozens of devices, or hundreds, fiber is ready.



## Boosting Businesses


The incredible speed and reliability of fiber make it the best choice for businesses. We know that time is money and fiber's bandwidth capabilities make it the ideal way to quickly access data and applications stored in the cloud. Fiber also offers security advantages as the only way to penetrate a fiber optic cable is to physically cut the fiber. As your business grows, fiber will be ready to handle your internet needs for decades to come.




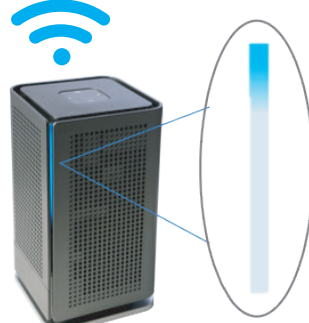
# Quick Start Guide

## Setting up your GigaSpire

- 1** Connect GigaSpire to power outlet.


- 2** Connect one end of the supplied ethernet cable to one of the LAN ports found on the back of the internet access device provided by your service provider (e.g., modem or ONT) and the other end of the cable to the WAN port on the back of the GigaSpire.

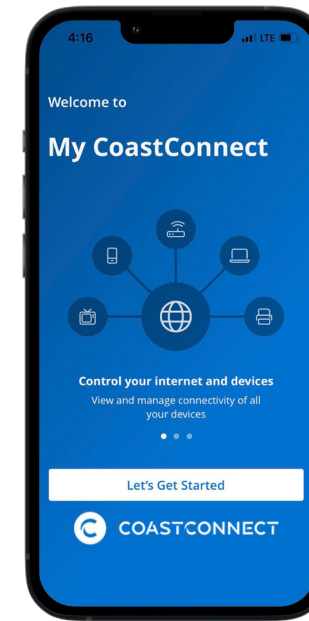

- 3** The solid blue light indicates SUCCESS! You are connected to the Internet.


- 4** Refer to the Quick Start Guide for the My CoastConnect app to set up your WiFi.

Boot-up-time: about 4 minutes

### Need Help?

Learn more by visiting [www.CoastConnect.com](http://www.CoastConnect.com) or call 877.969.3884.



## My CoastConnect

**My CoastConnect** gives you an instant snapshot of your home or small business network. Through the app you can view all the connected devices on your network, set up parental controls or a guest network, run speed tests, change your SSID and password, and more.

*My CoastConnect puts you in charge!*



## Enhance Your Service

*Additional services that make sense for your lifestyle.*

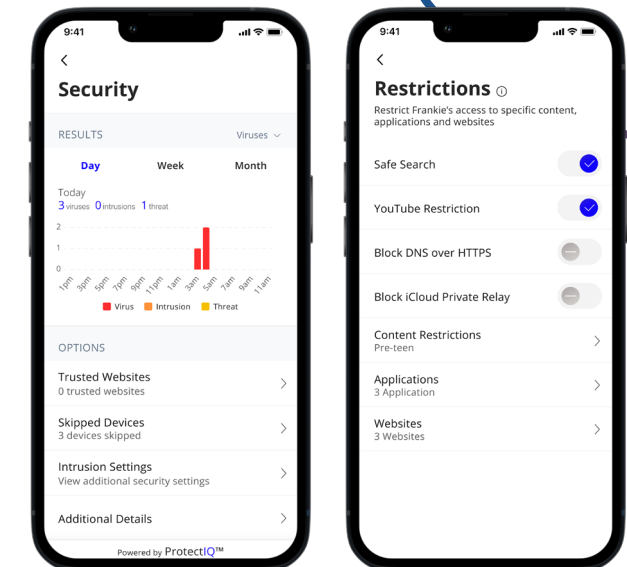
### Network Security

Network Security provides protection against viruses, malware, and malicious websites, keeping your network and devices safe from cyberattacks.

### Parental Controls

Parental Controls provide you with the tools needed to enforce the internet rules you've established for your home. Set up profiles for your children or devices, filter content, websites, and applications and set appropriate time limits.

Add one for only \$5 per month each or both for only \$7 per month.





# Quick Start Guide

## Setting up your WiFi and My CoastConnect app

1

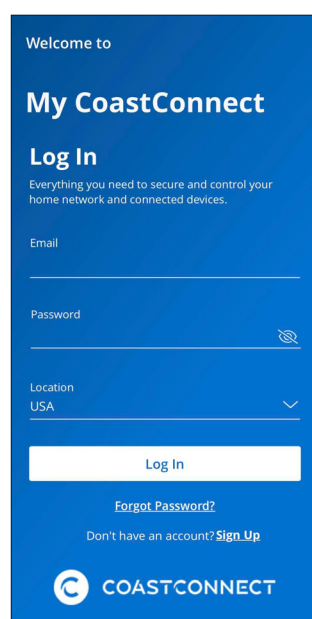
### Download the app.

You can search either the Apple App Store or Google Play Store for: **'My CoastConnect'**, then install it on your mobile device.



2

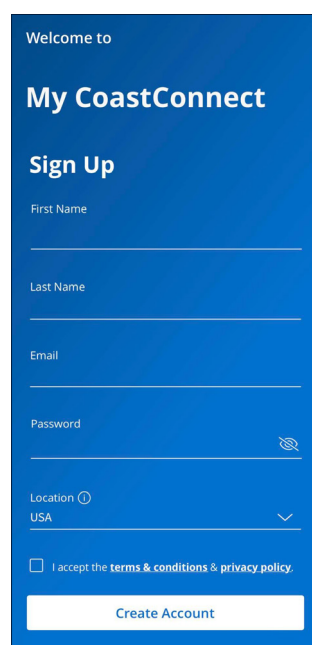
Select **"SIGN UP"** at the bottom of the screen.



3

### Enter your personal information.

The password you enter here will be used to access the app.

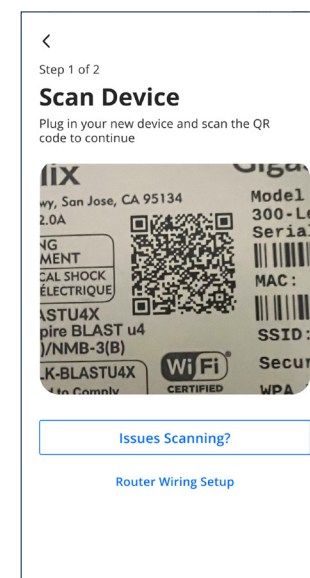


**Note:** Please wait at least 10 minutes after your GigaSpire has been 'turned up' before attempting step 4.

4

### Tap the QR code that appears within the app.

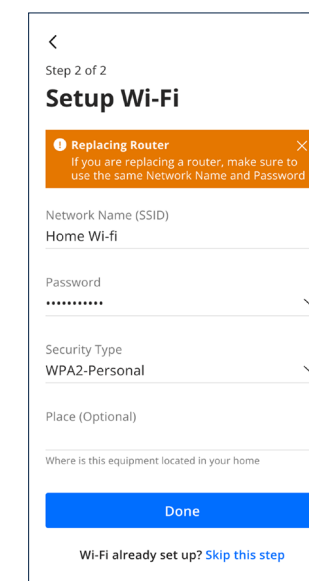
You will be asked to allow the app to access your camera. Point your camera at the QR code found on the bottom of your GigaSpire, or on the sticker that came in your box (example shown below).



5

### Name your network and create a password.

- The Router Name will be used throughout the app.
- The Network Name (SSID) is what you will use as your wireless connection name.
- Select a password for your wireless network. If you do not want to change it on all the devices in your home, use your existing wireless SSID and password from your current router.



Click **Done** and **you're all done!**

### Getting started with the My CoastConnect app

The app allows you to manage your home or small business WiFi network. You can self-install and be managing your home or business within a few minutes. Download the app and start managing your home network today!

### Getting to know your GigaSpire BLAST

Visit [blastwifi.com](http://blastwifi.com) to learn more about your GigaSpire BLAST system. You can view video tutorials and check out FAQs to troubleshoot and enhance your WiFi experience.

### Need Help?

Learn more by visiting [www.CoastConnect.com](http://www.CoastConnect.com) or call **877.969.3884**.



## Basic Troubleshooting Steps

If you are experiencing issues with your internet and/or phone services, please try the following steps:

**If all services are down and you DO NOT have phone service:**

- 1 Locate the main piece of equipment (or ONT). The ONT is a box with multiple lights on it. The top 3 lights are power, service and broadband.
- 2 Completely unplug the ONT from the outlet. Do not turn off a power strip, directly unplug the ONT from the outlet. The lights will go out on the ONT.
- 3 Wait 10 seconds and then plug the ONT back into the outlet. The lights on the ONT will flash.
- 4 Once the broadband light stops flashing, wait 3 minutes and then recheck your service(s).

**If all services are down and you DO have phone service:**

- 1 Locate the main piece of equipment (or ONT). The ONT is a box with multiple green lights on it. The top 3 lights are power, service and broadband.
- 2 Unplug the power cord that is connected to the ONT from the wall outlet. Wait 10 seconds and plug it back in.
- 3 Once the broadband light stops flashing, wait 3 minutes and then recheck your service.
- 4 If service is not restored, then disconnect the power cord from the router (tall gray box). Wait 10 seconds and plug it back in.
- 5 If service is not restored after 10 minutes, contact tech support at **877.969.3884**.

If after completing the above steps you still do not have service, please call our 24/7 tech support team at **877.969.3884**.



## Common WiFi Questions

### Why do I not see 5G at the end of my network name?

The CoastConnect managed WiFi service offers 2.4G and 5G broadcasts combined into one name. Our routers will automatically connect your devices to the optimal frequency for the best service for that device. However, you do have the option to separate the two broadcasts through the My CoastConnect app if you'd prefer to choose the connection of your preference. The 5G option is a faster connection while the 2.4G connection has the ability to travel farther in your house.

### What can cause interference in my WiFi?

There are many things that can interfere with your wireless network. One of the best things you can do to cut down on interference is to place your router in a central location that is not surrounded by brick, concrete or metal.

### How far should my wireless reach?

The reach of your wireless network is dependent upon the router specifications and the layout of your home. Physical obstructions in the home or business such as brick walls and metal frames or siding reduce the range of a WiFi network by 25% or more.

### Why is there a difference in speed between my devices that are connected to WiFi vs. my hardwired devices?

While WiFi is more convenient than a hardwired connection, there are still many benefits to a wired connection such as faster speeds, lower latency and no wireless interference issues. If you have specific questions about your connection, please contact our 24/7 tech support at **877.969.3884** or chat with experts on [www.CoastConnect.com](http://www.CoastConnect.com).





# Crystal-Clear Phone Service

CoastConnect is excited to let you know about some great **FREE** phone features:

- Caller ID Name
- Unpublished Listings
- Remote Access to Call Forwarding
- Sim Ring
- Call Return
- Caller ID Name/Number Blocking
- Call Blocking
- Anonymous Call Reject

## Common Phone Questions

### Can I keep my current phone number?

In most cases, yes. We have successfully ported numbers from several areas, carriers and prefixes. The porting of a number can take up to ten days. If you have a concern about a specific number, call **877.969.3884** or email [info@CoastConnect.com](mailto:info@CoastConnect.com).

### When will I know what my new number is?

Your new phone number will be provided upon installation of your CoastConnect telephone.

### I'm buying a new cordless phone; what frequency do you recommend?

We suggest a 5.8 or 6.0 Digital Enhanced Cordless Telecommunications.

### Will my phone work when the power goes out?

Cordless phones will typically not work during power outages because the base must be plugged into a working electrical outlet. If the ONT is plugged into a battery backup unit upon request, the phone will work as long as the backup batteries last.



## Reliable, Quality Voice Services from CoastConnect

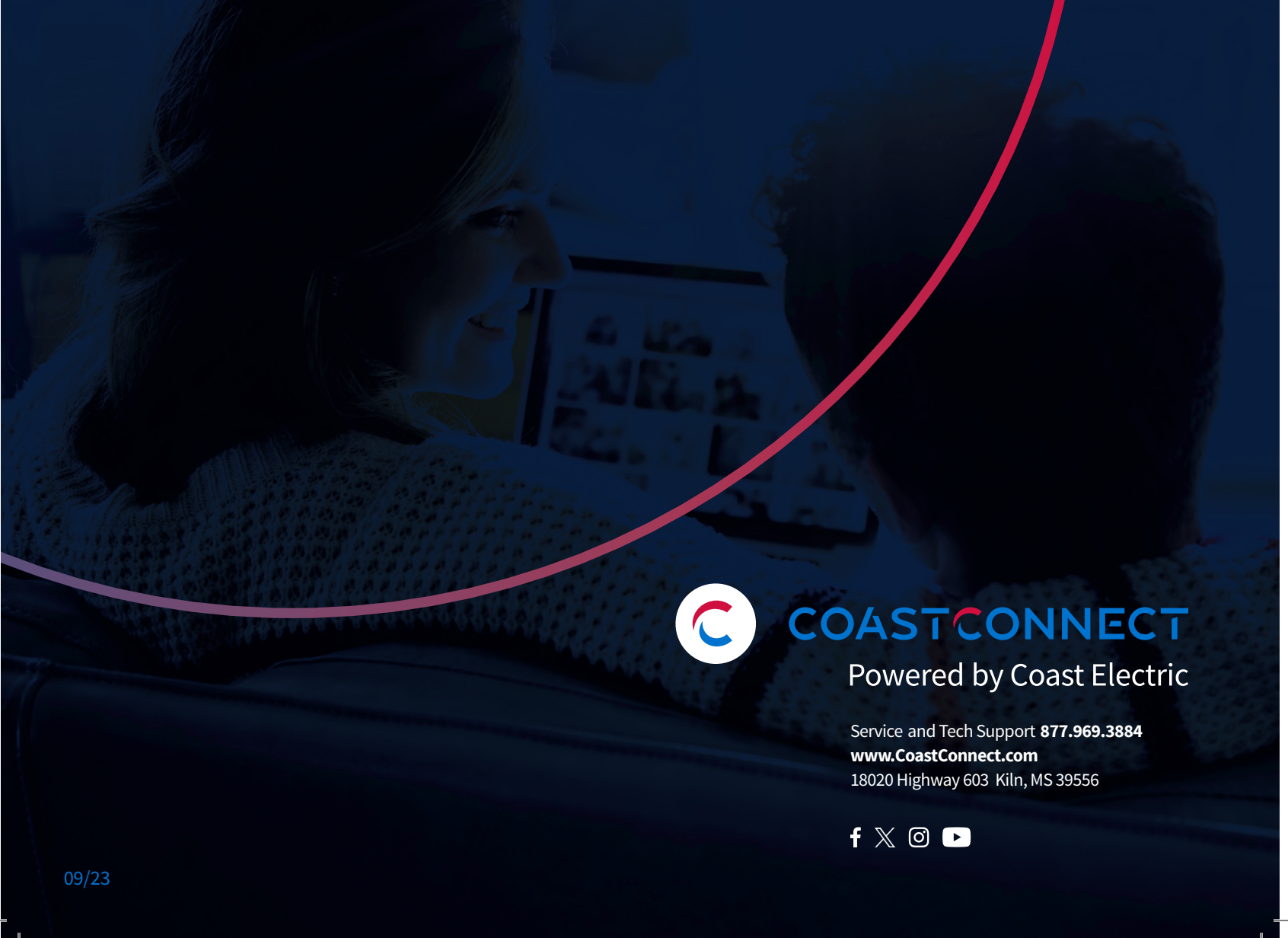
Your voice service from CoastConnect offers an array of advanced, easy-to-use features to bring convenience and efficiency to your communications and your life. You can manage these features through your secure voice portal, or directly from your phone.

### Quick tips to manage features from your phone

	ON	OFF	
Anonymous Call Rejection	*77	*87	<b>Anonymous Call Rejection:</b> Reject incoming calls that have blocked their directory or identification information. Anonymous callers will hear an intercept message when they call.
Call Forward Always	*72	*73	<b>Call Forwarding:</b> Forward incoming calls to another number when your line is busy, or you don't answer. Enter the 10-digit phone number for the call forwarding destination and press #. Listen for the confirmation message.
Call Forward Busy Line	*90	*91	<b>Call Return:</b> Quickly dial the number of the last incoming call.
Call Forward — No Answer	*92	*93	<b>Call Waiting:</b> Switch to new incoming calls while already on another call.
Call Forward Not Reachable	*94	*95	<b>Caller ID:</b> Identify callers before answering the call. Block Caller ID information from being delivered with Outbound Caller ID Block.
Call Return	*69		<b>Clear Voice Message Indicator:</b> Clear the indicator on your phone that shows voice messages.
Call Waiting	*56	*57	<b>Do Not Disturb:</b> Halt calls, pages or intercom messages. Callers will receive a busy message and be sent to voicemail or receive a busy signal.
Caller ID	#31	*31	<b>Flash Call Hold:</b> Place a call on hold.
Block Caller ID information for all calls	*68	*81	<b>Last Number Redial:</b> Quickly dial the number of the last outgoing call.
Block Caller ID information for one time	*67 and 10-digit phone number	*82 and 10-digit phone number	<b>Speed Dial:</b> Add frequently dialed numbers for quick and simple access.
Do Not Disturb	*78	*79	<b>Three-Way Calling:</b> Create a call that includes three parties with each on a separate device.
Last Number Redial	*66		<b>Voicemail:</b> Send calls to a personal voicemail while on another call, not at the office or just too busy. Messages can be conveniently retrieved by phone, online account or email.
Speed Dial	*74		<b>Main Voicemail Menu Options:</b> First Time Setup or Reset Voicemail Passcode.
Voicemail (Default passcode 8642)	*98		
Clear Voice Message Indicator	*99		







**COASTCONNECT**

Powered by Coast Electric

Service and Tech Support **877.969.3884**

[www.CoastConnect.com](http://www.CoastConnect.com)

18020 Highway 603 Kiln, MS 39556

