

Need Internet Service?



This Brochure is designed to help you in attaining **Internet Service** provided by the Utilities Board of the City of Sylacauga. We hope that this step by step plan will assist in moving you thru the process easily, as well as insuring your service is provided in a timely manner. Please take the time to read this brochure carefully.

1. Type of Internet Service

The Sylacauga Utilities Board (SUB) currently offers a wireless DSL service and a 10 mbps fast internet service. Each is suitable for home or small business use. Other data services are available. Please call the SUB Operations Center at 256-249-0372 for details.

2. Cost of Internet Service

The 10 mbps fast internet service provides a 10 mbps backbone connection thru our firewall to the internet. You receive 5 IP addresses and 5 email accounts with spam and virus protection. There is no installation charge for services within ½ mile of established service. The 10 mbps fast internet service requires a signed one (1) year contract and costs \$110.00 a month for residential service and \$220.00 for commercial service. Call the SUB Operations Center at 256-249-0372 for details.

The wireless internet service provides a 3 mbps connection similar to a fast DSL. It comes with 5 email accounts that have spam and virus protection. Residential service cost is \$31.95 a month; commercial service cost is \$41.95 a month. We require a signed one (1) year contract. There is a \$25.00 installation fee for mounting the radio receiver and junction box. Call the SUB Operations Center at 256-249-0372 for details.

3. Establish Internet Service

Call the SUB Operations Center to find out if our 10 mbps fast internet service or our 3 mbps wireless

service is available to your location. We will be happy to provide details at that time.

4. Problem with Your Internet Service

Technical support is available 24 hours a day, 7 days a week to answer any questions you may have about your email account, internet connection, or home network setup. Call 1-888-394-4772.

If you have any additional questions, please call the Sylacauga Utilities Board at 256-249-8501.