

Hello,

We here at Liberty Broadband are excited to have you as a new customer. Just a few things to tell you so you know who to contact for issues and how to pay your bill.

If you are seeing any Technical Issues there are multiple ways to get in touch with the Technical Support Team:

- Call Technical Support at 866.780.8036
- Email Technical Support at support@libertybroadband.site

If you have any billing or account related questions you can get in touch with the Account Management Team:

- Call Account Management at 866.780.8036
- Email Account Management at support@libertybroadband.site

Once you have received the Welcome to Liberty Broadband email and created your password here is the link for future use:

- To Setup Automatic Bill Payment
<https://unms.libertybb.net/crm/client-zone>

How to Access the Support Portal for Liberty Broadband

- <https://unms.libertybb.net/crm/client-zone>

The State of Utah House Department of Commerce updated the law for Content Filtering and Internet Service Providers. Here are the code numbers Utah Code §§ 76-10-1230 to -1231. The updated code that was passed in March of 2018 set guidelines for Internet Service Providers to offer Content Filtering for Customers to use with any minors they have in their house. This filtering is optional and not a requirement.

We at Liberty Broadband are happy to offer any customers that would like this content filtering to be added to their Internet Services to reach out to us.

To provide this content filtering we would connect you with a 3rd Party tool that was developed by another Utah company called Net Nanny. This will allow you to set specific content filters to each individual minor you have in your house. You could also extend this and have it also work on your minors phones\tablets if you should want filtering to be enabled there as well. This tool does have a cost associated for its use and would need to be paid to receive the Content Filtering.

If you would prefer a different Content Filtering tool we are more than happy to work with you to ensure it doesn't cause any disruptions to your Internet Connection when it is set up.

For the tech savvy customers you could also setup Content Filtering directly on your Router. If you need assistance with that or have questions on it we are more than happy to assist you.

If you have any questions or concerns about the updated rules for Content filtering please don't hesitate to reach out to us. As a recap content filtering is optional it is not something that is required for your Internet connection if you have a minor.