

**When will my service be fully active?**

As soon as a technician completes your installation appointment, your service will be active.

**How do I manage my network?**

The LiveOak Fiber app is the best way to manage your home network. If you need to upgrade or add services to your plan, you can create an online account at [www.liveoakfiber.com](http://www.liveoakfiber.com)

**Can I change my WiFi network name or password?**

Yes. Log into your LiveOak Fiber app to customize your network name (SSID), password, and guest network settings.

**How do I connect my devices to the WiFi?**

Use the network name (SSID) and password provided during installation. These can be found on the refrigerator magnet left by your technician.

**How do I set up a guest network?**

Log into your LiveOak Fiber app to enable a guest network with its own password.

**Why is my internet speed not matching the speed on our plan?**

Speed can vary depending on device type, WiFi signal strength, or how many devices are connected. Try running a wired speed test if possible or restarting your router. Keep in mind, speeds degrade the further a device is from the router.

**What should I do if I can't get online?**

Try these quick steps:

- Restart your router
- Ensure your router's lights indicate a normal connection
- Try connecting another device
- Check for outages in your area

If still offline, contact support.

**How do I check for service outages in my area?**

LiveOak Fiber's Network Operations Center will send an email to your property manager if your network is affected by an outage.

**How much will my first bill be?**

As an MDU customer, you will not receive bills for your contracted service. Those are covered by your community's agreement with LiveOak Fiber. If you choose to upgrade speed, equipment, or select other services through us, you will receive bills according to those individual costs.

**How do I upgrade or change my service?**

You can change plans directly online or by contacting customer support. Speed upgrades often take effect immediately and without need for an appointment. You will receive a bill for services selected outside of your community's contracted plan.

**How can I manage my billing and payment methods?**

If you have selected upgraded speed or additional services, you can update your payment method, enroll in autopay, and view statements in your online account.

**Are there data caps on my plan?**

We are proud to offer all of our plans without data caps or speed throttling.

**Can I use parental controls or manage device access?**

Yes. We offer parental controls, scheduled access times, device blocking, and content filtering through the LiveOak Fiber app.

**Who do I contact if I need technical support?**

LiveOak Fiber's Customer Care is available 24/7. You can reach us by calling 1-888-454-8362 and selecting option 2, then option 4 for MDU specific help.