

SET UP NEW SERVICE & UPGRADE SERVICE:

- Visit www.centurylink.com/ON
- You will select your State, City, Community name, and your address.
- You can select the 200M at no extra cost to you or opt into either the 500M for \$25 or 940M for \$35 per month billed directly to you.
- After you have made your selection and set up your account please take note of your account number beginning with PPB.
- If you have any issues with the set up please call Sean 801-205-6805.



BILLING QUESTIONS:

- **1-866-872-0238, select option 2**
Monday - Friday: 8 am - 5 pm
- Identify yourself as a Desert Color Fiber to the Home Customer
- This includes all billing questions and billing errors in need of resolution

TECH SUPPORT, REPAIR AND FIELD TECHNICIAN VISITS:

Monday-Friday 8am - 5pm

SEAN HAYES
text: 801-205-6805
email: sean.hayes@lumen.com

After-hours Support 5pm - 8am

1-866-872-0238

Calling after hours will require an account number.

JAKE DUFRESNE 435-938-2687

jake.dufresne@lumen.com

KEVIN MESSINGER 435-772-5946

kevin.messinger@lumen.com

HOW TO UPGRADE OR ADD OTHER SERVICES:

- Go WWW.CENTURYLINK.COM/ON, and log onto your account. Choose the upgrade of your choice, add your credit card, and you will be billed the difference. (Upgrades to services are not billed through the HOA)

MOVING OUT OF THE DC COMMUNITY?

- Please cancel your account connected to your Desert Color home by visiting WWW.CENTURYLINK.COM/ON or call # 1-866-872-0238 and ask for customer support.

ARE YOU A RENTER?

- If you have any issues setting up your account, please notify the Association office at desertcolorca@ccmcnet.com and we will assist you in getting it set up.

TROUBLESHOOTING

HELPFUL TIPS

INTERNET DOWN OR NOT WORKING?

- Try resetting the modem; you can do this in two different ways:
 - a.) Unplug the modem from power for 30 seconds, then plug it back into power and let it reboot for a few minutes.
 - b.) There is a pin hold on the back of the modem. You can use a pen tip or a paper clip and hold it down for 20 seconds. This will reset the modem to factory settings and reboot the modem.
- Ensure all cords are properly plugged into the modem.
- Make sure the modem is getting power. The lights on the front should be illuminated.
- Call for a technician visit if these troubleshooting steps still do not work.

WIRELESS INTERNET WORKING SLOW?

- Is your modem in the basement or garage? If so, can you use the home-run wiring to plug into the modem and add another router upstairs?
- Have you tried adding Wifi extenders in the home?
- Is there anything that can be plugged directly into the modem, cutting down the number of devices on Wireless?
- If you still need assistance, please call our tech support, and a technician may need to come assist, possibly replacing the modem if needed.

(1-866-872-0238, select option 3)