

August 2007

Equipment Upgrades and Scheduled Service Outage

Due to equipment upgrades, there will be a short service outage on Sunday morning (8/19/07) beginning at 8:00 AM. We will make every attempt to keep the down time for our customers as minimal as possible.

We apologize for any inconvenience that this may cause and appreciate your patience during this transition

HEMC Broadband is moving to a new location.

Effective September 1, 2007, HEMC Broadband will become easier to find. We will be located at the main office of Habersham EMC. We will continue to offer the same phone support hours as before.

Monday – Friday 8:00 a.m. to 10:00 p.m.
Saturday – 9:00 a.m. to 5:00 p.m.
Sunday - Closed

Walk in customers will be handled a little differently than before. When you enter Habersham EMC's main building stop at the receptionist desk and ask to speak with someone in the internet department.

Regular hours for walk in customers
Monday – Friday 8:00 a.m. to 5:00 p.m.

If other hours are needed please contact our office at 706-754-9094 or 877-651-3157 and our technical support staff will be able to explain our new procedures to you.



Remote Technical Support

HEMC Broadband is pleased to announce to our customers remote technical support. With our remote support our technical support staff is able to see your computer screen while on the phone with you if you choose.

This is available to anyone with DSL Lite or DSL Service if their internet service is actively working.

As an added service we will now be able to offer remote computer tune-ups for \$ 29.95. Contact our office for additional information.

We will continue to offer computer repairs in office at our regular rates.

PowerGuard Security

HEMC Broadband is pleased to introduce to our customers PowerGuard Security.



PowerGuard Security is a division of Habersham EMC and has been offering security services in our area since 2003.

For a limited time existing HEMC Broadband internet customers who have a new security system installed in their home; or transfer their existing monitoring service to PowerGuard Security, will receive a \$45 credit toward their PowerGuard monthly bill. The one time charge to takeover existing monitoring for in place security systems will be waived. The charges for the installation of the security system vary based on the individual customers needs. Please contact PowerGuard Security today and allow them the opportunity to quote you a new system or assist with your security needs at 706-839-4152.