



Welcome to SwiftCurrent Connect!

We are excited that you have chosen SwiftCurrent Connect to be your internet provider! Our priority is to provide you with a high-speed, reliable internet service. The following page highlights the service we provide and additional information that we feel is important for you to know as a new customer.

I encourage you to engage with us on Facebook and Instagram as we share important updates on each platform. Again, I want to welcome you as a new customer of your local fiber internet provider! Please contact us with any questions or concerns at (715) 350-7033 or visit our website, www.swiftcurrent.coop, for additional information.

Sincerely,

A handwritten signature in black ink, appearing to read "Nathan R. Boettcher", with a long, sweeping horizontal line extending to the right.

Nathan R. Boettcher
President and CEO



SwiftCurrent Connect:
Broadband by PPCS



@swiftcurrent_connect

SERVICES



Residential Internet

- Gig (1000/1000 Mbps)
- Ultra (250/250 Mbps)
- Advanced (100/100 Mbps)

Business Internet

- Business 250 (250/250 Mbps)
- Business Gig

Phone

Backup Battery options
(available to those wishing to add voice service).

PAYMENT OPTIONS



SmartHub

Requires login, please have your account number available to set up registration on our website or by using the SmartHub app on your smartphone.



Pay Now

Pay Now allows customers to make a one-time, secure payment through our website.



In Person

Payments can be made in person Monday through Friday from 8 am to 4:30 pm in our office located at W7725 US Highway 10, Ellsworth, WI. There is an after-hours drop box located on the west side of the main building.



Automatic Payment Program

Your monthly bill can be automatically withdrawn each month, complete the 'Automatic Payment Form' that can be found on our website or in SmartHub.



Pay by Phone

Dial 1-855-939-3842 and follow the voice prompts.



Affordable Connectivity Plan

Find out more on our website.

FAQ

Q: How do I report service interruptions?

A: Call 866-307-5326 to report service issues.

Q: Are SwiftCurrent Connect and PPCS joint companies?

A: No, SwiftCurrent Connect is PPCS' broadband subsidiary, therefore they are separate companies.

Q: Can I pay both my SwiftCurrent and PPCS bill with one payment?

A: No, SwiftCurrent and PPCS bills must be paid separately through their own accounts and their own methods. Both of which are accessible through SmartHub.

Q: I have AutoPay set up with my electric account, but my internet account did not automatically deduct.

A: As they are separate accounts, you will have to initiate AutoPay for each account independently.

Q: Why is my first bill higher than what I signed up for?

A: SwiftCurrent bills are prorated, so depending on the date you were installed, you may have a partial month charge from the previous month in addition to the current month charge on your first statement.