



Dear New Kiva DSL customer,

Thank you for choosing Kiva Networking as your high speed Internet service provider. You will be notified by phone as to when your DSL service will begin working and given your username and password at that time. Please notify us immediately if you have any trouble with your self-install kit. Your billing will begin on the same day that your DSL service starts unless you notify us that you are having problems. If you have questions or need help during your self-install then please call our Technical Support Department and we'll be happy to answer your questions and help you finish your install.

If you have any other questions or need further assistance, please feel free to contact Technical Support at the phone number below or e-mail us.

Thank You

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Technical Support/Customer Services--Kiva Networking  
e-mail: [help@kiva.net](mailto:help@kiva.net)--voice: 337-5070 or 800-819-8143  
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## **Kiva Networking DSL Information sheet**

This information will be provided over the phone from Kiva Networking

PPPOE username: \_\_\_\_\_@kiva.net

Password: \_\_\_\_\_

Kiva username: \_\_\_\_\_

Technical Support  
help@kiva.net  
337-5070  
800-819-8143

### Trouble shooting tips

1. Restart the DSL modem, wait for the DSL light to go solid green.
2. Restart the router (if present), wait 1-2 minutes.
3. Restart the computer.

**Please Save this Information**