



Valued Customer,

Welcome to Monster Broadband! We look forward to being your high-speed Internet service provider. Following are instructions and other helpful information to help you set-up your Monster Broadband Internet account.

### **Email Set-up:**

Your Monster Broadband account includes five email boxes. You may use the email client of your choice, or you may use our Webmail service to send and receive email messages. **Your main email address is [username@monsterbroadband.com](mailto:username@monsterbroadband.com), your default "username" will be your first initial then your last name, for example, (John Doe [jdoe@monsterbroadband.com](mailto:jdoe@monsterbroadband.com)).** You may change your user name anytime by contacting our tech support group or by going to our support page on our website ([www.monsterbroadband.com](http://www.monsterbroadband.com)) and clicking on support, then clicking on customer control panel. First time users will need your default user name and your default password. **Your default password will be your home number without dashes. If you don't have a home number, try your cell number. For example, 9312345678.** Once you login for the first time, we highly recommend that you change your default password to a more unique password. You may also change your default username as well. Use the server names below to set up your email client. Instructions for setting up common email clients, such as Windows Mail, Thunderbird, and Outlook, are available at [www.24hoursupport.com](http://www.24hoursupport.com).

**Incoming Mail Server:** pop.monsterbroadband.com  
**Outgoing Mail Server:** smtp.monsterbroadband.com

You can access your email when you're away from your computer with our Webmail service. To access Webmail, please visit [webmail.monsterbroadband.com](http://webmail.monsterbroadband.com). Enter your username and password to log in.

*Spam and virus protection for your email is provided with your Monster Broadband email account. Messages that are flagged as spam or viruses will be quarantined in your emScan Message Center. You will periodically receive messages to alert you that certain emails have been quarantined. You will receive a Welcome email about the emScan service that will include a temporary password and instructions for logging into your emScan Message Center.*

### **Customer Control Panel**

You can use our Customer Control Panel to add email addresses and update your password. To access the Customer Control Panel, please visit [www2.monsterbroadband.com/Support.php](http://www2.monsterbroadband.com/Support.php) and click on Customer Control Panel, enter your email address and password to log in.

***If you have not already done so, please change your default password after you login.***

### **Technical Support**

Our technical support team is available to answer questions related to your Internet connection 24 hours a day, 7 days a week.

<b>Toll-free Tech Support:</b>	<b>1-888-394-4772</b>
<b>Email:</b>	<b>helpdesk@24hoursupport.com</b>
<b>Web:</b>	<b>www.24hoursupport.com</b>

### **Account Information**

If you have non-technical questions regarding your account, please feel free to contact our office.

<b>Customer Service / Billing:</b>	1-800-315-6444 Ext # 4 <a href="mailto:billing@monsterbroadband.com">billing@monsterbroadband.com</a>
<b>Business Hours:</b>	Monday – Friday, 9:00am – 4:00pm, Saturday, 10:00am – 2:00pm
<b>Mailing / Billing Address:</b>	<b>1107 Dinah Shore Blvd Winchester, TN 37398</b>

### **Refer a Friend Program!**

*Refer a friend(s) within your first three months and receive a one-time \$20.00 credit off your next month's bill. Maximum of 4 referrals per account. Your friend must indicate that they were referred by you.*

Again, thank you for choosing Monster Broadband. We appreciate your business!