

FAQs

How will IdeaTek's internet speeds compare with my previous service?

Our [AirLight fixed-wireless](#) broadband is 10X faster than any service you've had before. AirLight is the gold standard of fixed-wireless internet, delivering speeds of up to 100 Mbps. Best of all, there are no contracts, no data caps and no throttling — meaning we won't slow your internet speeds based on how much you use our service.

How do I pay my bill?

We are moving your previous balance from SWKO to IdeaTek, and you will receive your first bill as an IdeaTek customer on your normal billing date. If you had an unpaid balance as of the data migration date, that amount is reflected in addition to the new current charges as an IdeaTek customer. Please note that you do not owe the full amount immediately, only the previous balance that was carried over.

Visit our payment portal at <https://portal.ideatek.com> and create an account. The portal allows you to manage your account from anywhere, at any time.

- Review invoices.
- Submit and view service tickets.
- Manage your payment method. You can make credit card and ACH payments with no convenience fees. Or, set up payments to be automatically withdrawn from your bank account.

Is my price for service going to change?

There's more to do online than ever before, and we want to make sure you have the fastest internet to do everything you want. You soon will have access to up to 100 Mbps download speed — that's 10X faster than what you have now. Plus, we will be installing all-new equipment on our towers and at your home. As infrastructure upgrades are performed, we will call you to discuss our service plans.

Will I need to upgrade my equipment at my home?

We'll be giving you a new receiver and router, which will make your internet experience so much better. Our team will be in contact with you to schedule your upgrade in the coming months.

Will there be any downtime in service?

No, we do not expect there to be any service interruptions. Also, we will continue to support SWKO legacy equipment until upgrades are completed.

How do I contact you for questions or support?

Whether you need help managing your services or troubleshooting an issue, our Buhler-based customer experience team is here to help. Call us anytime at 855-433-2835, email help@ideatek.com or visit ideatek.com.