

IdeaTek is excited to announce that we recently acquired wireless internet services from Dodge City-based Starr Computer Solutions, furthering our mission of providing internet freedom for Kansas communities. In the coming months, we will begin extensive upgrades to Starr's wireless internet towers and infrastructure so we can bring faster, more reliable services to your home and business.

The acquisition only includes Starr's wireless internet services. All other services will remain with Starr.

Our [AirLight fixed-wireless](#) broadband is fast and reliable — delivering the speeds and data you need to stay connected.

We look forward to having you as a customer. Here is some information to help you with this transition.

- **We're upgrading equipment at no charge to you.** You'll soon have the internet freedom you deserve. As infrastructure and service upgrades are performed, we will call you to discuss our service plans.
- **Get ready for faster speeds.** We're upgrading the network to deliver you minimum speeds of 50 Mbps and up to 150 Mbps! Visit our website to see our plans and find the right one for you — <https://ideatek.com/residential/airlight-wireless>.
- **No contracts and unlimited data:** Stream, video call and download as much as you want – we won't ask for a dime more.
- **Our service is reliable:** Experience less downtime and lagging.
- **Make payments easily:** We recently moved your previous balance from Starr to IdeaTek. Visit our payment portal at <https://portal.ideatek.com>, create an account and set up your payment method. You can manage your account from anywhere at any time.
- **We love helping customers:** We have a southwest Kansas team based in nearby Fowler. Also, when you call, one of us – a real person – answers the phone.
- **We invest in the communities we serve:** While we are new to serving the Dodge City area, we look forward to getting to know our customers and partnering with them on community initiatives.
- **We'll be in contact soon:** A customer service representative will be contacting you about your level of service and pricing.

Who we are: IdeaTek is an internet service provider with the mission of fighting for internet freedom. Headquartered in Buhler, we're Kansas-owned and operated with team members across the state. Every day, we hear from rural Kansans pleading to break free from the burden of slow internet. Our mission for more than 20 years has been to bridge the digital divide because every community deserves the speed necessary to thrive in today's fast-paced world. Learn more at ideatek.com.

FAQs

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

AirLight is the gold standard of fixed-wireless internet, delivering speeds of up to 150 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 balance from the November invoice from Starr to IdeaTek, and you will receive your first bill as an IdeaTek customer on your normal billing date. If you had an unpaid balance from your November invoice as of the data migration date, that amount will be reflected in addition to the new current charges as an IdeaTek customer.

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 150 Mbps download speed. As infrastructure upgrades are performed, we will call you to discuss our service plans.

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.