



YOUR LOCAL PROVIDER OF WORLD-CLASS COMMUNICATIONS

SmarterMail Frequently Asked Questions

1. What number do I call for customer care or technical assistance?

For fast and friendly service on any question or technical issue, please call our customer care center at 866-801-1122 (CO and WY customers, please call 888-291-2415). We are ready to assist you 24 hours a day, seven days a week. Below are answers to the most frequently asked questions.

2. How do I request additional email boxes?

To add additional mailboxes (up to 5) please call our customer care center. The additional mailbox request and process may take 24-48 hours to complete.

3. How can I manage my SmarterMail settings?

Champion Broadband's SmarterMail provides you a wide variety of features and options on your SmarterMail Interface.

To manage your options:

- Login to your account
- Click on My Settings
- Choose an area to manage

To learn more about My Settings:

- Click on the Help menu
- Select Help Topics from the drop down menu
- Select your topic of interest under the Table of Contents

4. I am not receiving all of my email, what can I do?

We use a spam-fighting tactic called "Greylisting". In rare cases, it may cause delays, and prevent email from being delivered. To disable Greylisting, go to the My Settings, then select as follows:

- Select the Mail tab
- Uncheck Bypass Greylisting
- If the problem persists, call our customer care center for immediate assistance

5. What can I do to minimize the spam mail that I am receiving?

To customize the way junk e-mail is processed, go to My Settings, then select as follows:

- Click on My Spam Filtering
- Select "Override spam..."
- Click on the Action tab
- Select a filter action

6. Can I fetch email messages on SmarterMail from another mailbox?

Yes, if POP retrieval is available by your other email administrator (such as Yahoo or Gmail), you can set up your email to be delivered to your SmarterMail interface. For help with setting up POP retrieval, please call our customer care center for immediate assistance.

7. Having trouble viewing your messages in SmarterMail?

When you log in, you will initially be taken to your Inbox or Welcome Page. To view the contents of another folder, click on the folder name in the sidebar. To change the way you view your email interface, go to My Settings and select as follows:

- Click on the Webmail tab
- Select from the various types of actions
- To learn about each action, refer to Question 3, to learn more about My Settings above.

Champion Broadband

24/7 Customer Care 866-801-1122

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