

# NocTel Fiber

*A space for helpful information and troubleshooting articles for NocTel Fiber users.*

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## Frequently asked questions

- [Recommended Equipment](#)
- [What Should I Do If My Internet is Down?](#)
- [Billing Related Questions](#)
- [Setting up ACH Direct Debit and Auto-Pay](#)
- [Watching TV Over NocTel Fiber](#)

## Need more help?

We're happy to assist with any questions you may have. Our non-emergency support hours are Monday – Friday, 7am – 2pm PST. We can be reached by one of the following methods:

- E-mail at [help@nocstel.com](mailto:help@nocstel.com)
- TEL: +1 360.837.7400

Outside of our business hours, please leave a message and a technician will call you back.

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## Additional Resources - Status Page

NocTel Fiber users who encounter issues can check out our status page at [status.nocstel.com](https://status.nocstel.com) for notices regarding any service impairments. During service impacting events, our team regularly updates the status page to keep our users informed.

Users can also call NocTel Fiber's main number for audio notices on any current problems.

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