Who We Are and Our Commitment to You

Highline, backed by the strength of ITC Broadband, is committed to bringing the power of fiber-enabled internet to rural communities across the US - starting with Michigan's Upper Peninsula. Leading the way in creating and supporting digital equity by delivering real high-speed internet to previously unserved and underserved communities.

What Makes Us Different

We're bringing the power of fiber-enabled internet to communities that have been passed by due to the challenges of geographical distances between homes and businesses, so that they may be able to better participate in today's ultra-connected, digital world.

Our Values

Committing to the communities we serve

- Putting the customer first in everything we do

- Doing business with honesty, integrity and transparency

- Taking ownership. We never say, "that's not my job"

- Working as a team to deliver an extraordinary customer experience

- Being easy to do business with, ALWAYS

Do you have questions or need help?

Contact us at (888) 212-0054 or info@highlinefast.com to speak with a customer service representative.

HIGHLINE™
Welcome to real high-speed internet.

Welcome to
Highline Fast

Fast   **Affordable**   **Reliable**

(888) 212-0054 | HighlineFAST.com | @Highline_Internet

Getting Started

The Highline Fast app is here to create the ultimate Wi-Fi experience, all in one convenient place.

To begin setup: download the app and tap Let's Get Started to log in, or on the login page, tap Sign Up to create an account.

From the Dashboard, you can view your network, create profiles for the people who use it, and control where in the house it is enabled.

Under People, you can create and manage profiles for everyone on the network, including which of their devices are online and when.

In Places, you may choose to group devices by location and change network access to all devices in a room at once.

From Things, you are able to view and control network access for individual devices.
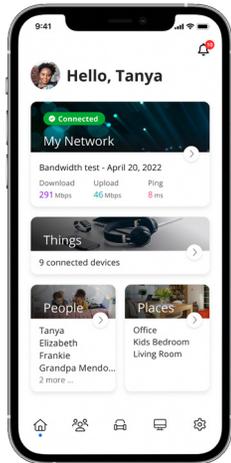
Parental Controls

▪ Block categories and applications that you deem inappropriate (e.g. violence or violent games).

▪ Set time limits for specific applications to cap screen time.

▪ Set Safe Search and YouTube Restriction to block harmful or inappropriate content when using search engines or YouTube.

▪ View usage for all devices to better understand HOW the internet is being used in your home.

Security Features

▪ Proactively monitors incoming network traffic and automatically blocks anything suspicious.

▪ Blocks attempted visits to known harmful websites, presenting a browser message indicating the website is unavailable.

▪ Provides an active security monitoring service with a database of threats updated weekly.

▪ Uses Intrusion Prevention Settings (IPS) to monitor, notify, and prevent harmful activity such as hackers trying to gain access to unprotected local devices.

▪ Actively terminates data transfers before a malicious payload is delivered to any vulnerable network device.

▪ Notifies users whenever a security issue is triggered, with details about the device that was attacked, where the attack came from, and when the attack occurred.

Network Control

▪ Change or reset your Wi-Fi network name or password directly from the app.

▪ See the devices currently using your Wi-Fi.

▪ Categorize your devices (e.g. personal devices, work devices, mobile devices, gaming devices).

▪ Pause the internet for any device at any time or create routines for scheduled downtime (i.e. at bedtime or limited access to gaming devices during school time).

▪ Create a temporary or shareable guest network without sharing your main network name and password. Text the guest network login information directly from the app.

▪ Run a speed test (GigaSpire only).

▪ Receive updates about any planned network maintenance, or upcoming community events.

▪ Prioritize application groups or specific devices to ensure the best possible experiences for your most important needs.