

Dear Isaac ,

Thank you for choosing NETGEAR. It was a pleasure talking to you.

As discussed, all NETGEAR products come with 90 day complimentary phone, chat and email support from the date of purchase.

You selected to go with one of our self-help options and based on the symptoms that you are experiencing. Here's what I understand your issue to be:

*****Internet is working intermittently*****

I would like to share an article that can potentially resolve your issue.

Title: How do I change the WiFi network name and channel for the admin network?
Knowledgebase URL: http://kb.netgear.com/en_us/000046309

In case you change your mind and would like to purchase one of our GearHead support contracts, please visit: <http://gearhead.netgear.com/>

Here are your additional self-help options:

- 1) Visit our website at <https://support.netgear.com>
- 2) Join our community at <https://community.netgear.com>

Regards,
Ed
NETGEAR Support