NYC MESH
MEMBER GUIDE

Fiber Version

slack.nycmesh.net - nycmesh.net - wiki.nycmesh.net

**Information for
NYC Mesh members**

Welcome to the Mesh

You are now a member of the largest community network in the United States!

Our aim is to bridge the digital divide, and provide high speed, low cost internet for all New Yorkers. We see the telecom monopoly in the rapidly inflating cost of internet service, poor quality service, and hundreds of thousands of New Yorkers being left behind. We took that problem into our own hands to build a better system.

By building our own network, we're able to provide better internet service at a much lower cost, while respecting your privacy. We're net-neutral, and don't throttle or block content. By owning our own infrastructure, we can build, maintain and upgrade our connections on our terms, while sharing our knowledge and skills.

Mesh members aren't customers, you're members of a community. Your contributions empower us to continue our mission. If you have more questions, or are interested in getting involved further, we encourage you to come to a meeting or join our slack.

Connect with the NYC Mesh Community

NYC Mesh is organized through our Slack. We recommend joining our Slack to stay updated on ongoing activities.

slack.nycmesh.net

We also host regular meetups and meetings.
See #meetings on slack or meetup.com/nycmesh

Your NYC Mesh connection information:

Tip: We recommended keeping this brochure next to your WiFi router for easy reference!

Install Number: _____
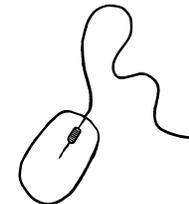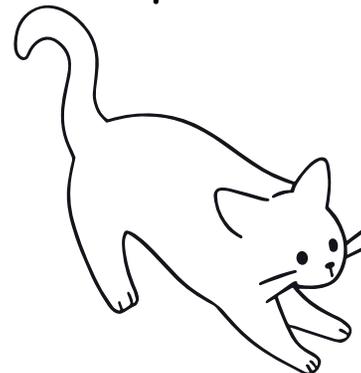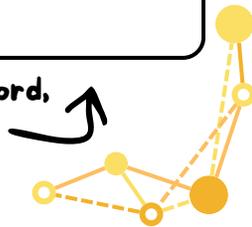(Your account number)

Network Number: _____
(Your building's ID number)

WiFi Name: _____

WiFi Password: _____

If you need to change your WiFi name or password, please reach out to our support.

Monthly Donation

Your monthly donation is what allows NYC Mesh to continue offering affordable internet access for all New Yorkers.
Donations allow us to purchase new equipment for the network, pay rent at our data centers, purchase tools for our volunteers and provide zero cost internet access for folks who cannot afford it.

❤️ **Thank you for making a monthly donation!** ❤️

"NYC Mesh is dedicated to fostering an environment in which everyone can participate in our meetups, installs, online spaces, and any other community event."
-NYC Mesh Code of Conduct-

Volunteer with NYC Mesh

NYC Mesh is entirely run by our dedicated team of volunteers. Our volunteers fill both technical and non-technical roles, helping to support mesh members and to grow and maintain the network. Volunteering with NYC Mesh is a great way to support and grow the network, along with an opportunity to learn how the Mesh works and meet your Mesh neighbors!

- Installs and Maintenance
- Outreach & Partnerships
- Software Development
- Graphic Design & Marketing
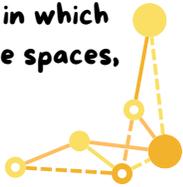- Funding and Grant Writing
- Projects you want to create!

If you're interested in volunteering, see our website at
nycmesh.net/volunteer

Other Important Information

Network Commons License

Use of the NYC Mesh network is subject to agreement to our Network Commons License, available at nycmesh.net/ncl.pdf

Privacy Policy

NYC Mesh's privacy policy is available at
nycmesh.net/privacy-policy

Code of Conduct

Communications on Slack, at in person events, or virtual events or in any other NYC Mesh forum must follow our Code of Conduct.
nycmesh.net/coc

NYC Mesh Wiki

For more information on how the network operates please see our documentation at wiki.nycmesh.net

🌻 NYC Mesh relies on word of mouth from our members to grow.
Talk to your friends and neighbors about us! 🌻

Support

If you're having issues with your connection, please reach out to us!
We can only help if you let us know something is wrong,
so please let us know immediately if you're having an issue.

You can reach us via the following resources:

slack.nycmesh.net - *#support* channel   📞 1 646 926-3747

🌐 nycmesh.net/support   ✉️ support@nycmesh.net

(Slack is typically the fastest response, followed by phone and email)

Moving Out?

Please let us know if you are planning to move out!
By reaching out to us, you can help us ensure that we correctly close
your account and can provide instructions on how to reset your
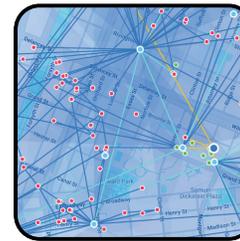equipment so that it's ready for the next family that moves in.

How does the mesh work?

Your building is connected to NYC Mesh with fiber to the home (FTTH)
NYC Mesh has leased a fiber cable from our data center which runs
under the street to your building and then to your apartment.
A WiFi router in your apartment (called an ONU) is connected to the
fiber and broadcasts a WiFi network for you to use.
Your building's fiber network provides a high quality internet
connection for your devices, while also being an important part of the
Mesh, sharing this high speed connection with the rest of the network.

The WiFi ONU installed in your
apartment usually looks like this.

Visit map.nycmesh.net to see
where your building is on our network!

Please visit nycmesh.net/typical-install-fiber if you are interested in
more information about how your connection works.
You can also visit our FAQ at nycmesh.net/FAQ for other questions.

Security of the Mesh

We take every precaution to keep our members and their information
safe. Most web applications encrypt traffic on the internet by default,
lowering the risk of your private information being exposed. You
should still take reasonable precautions to protect your private
information while using the internet.
See our FAQ at nycmesh.net/faq for more information