powered by second nature

Invest West Management
Celebrating Over 40 Years!

Super fast Internet. Even faster setup.

It's easier than ever to get internet for your home.

Group Rate Pricing
Enjoy a competitive price with no upfront fees for equipment or taxes.

Speedy Setup
Get fast, reliable service installed without any fuss or hassle. One call does it all.

Premium Support
Get access to live support and troubleshooting through Second Nature.

ONLY **$65*** per month

Package Details

Enjoy lightning-fast internet that can handle all your entertainment needs.

- **1 Gig speed****
- **Equipment included**
- **No data caps**
- **No installation fees**

Internet offered at a discounted group rate of $65/month and added to every eligible property. More details upon application.

*Compared to average nationwide gig speed price of $80-120/mo (source: USA Today)

**Up to 1 Gig Internet speed. Internet Service powered by Second Nature is provided through Second Nature's preferred third-party Internet service providers.

CS1030-B-RES 10/24 V2

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RESIDENT

Internet FAQs

What is Group Rate Internet?

Group Rate Internet with Second Nature includes a high-speed connection with no data caps, professional installation, all necessary equipment, and ongoing technical support.

Are there any data caps?

No, there are no data caps. You can enjoy unlimited internet usage without the worry of reaching any limits.

Is Group Rate Internet included in my rent?

The internet line item will be billed along with your rent and by your Property Management Company. It will be documented and reviewed as a part of your leasing agreement.

What are the fees associated with Second Nature's Group Rate Internet?

The cost of your internet program is paid along with your monthly rental payment. There are no hidden fees or additional charges, and the price is locked in for the duration of your lease.

Can I set my own name and password for the WiFi?

Yes, you can personalize your WiFi network by setting your own name and password. Instructions will be provided via email before your move-in, and technical support is available 24/7 to assist you if needed.

How do I get started?

Getting started is easy. Once you sign your lease, you will receive instructions on how to activate your internet service. Depending on the home, you can choose between professional installation or a simple self-install kit, which will be mailed to you for setup on move-in day.

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What equipment is required?

The required equipment, including the modem and WiFi router, is included. You won't need to purchase any additional equipment.

What internet provider is being used?

We partner with multiple ISP providers to bring nationwide coverage. Your home has been assessed against our different partners to determine which provider will bring you the best service for the best price.

Is this internet good enough for gaming, streaming, and all of my needs?

Absolutely! Our high-speed internet package is designed to support gaming, streaming, video conferencing, and all other online activities without interruption. Up to 1 GBPS with no data caps.

Can I add on TV or upgrade by speed?

Depending on availability, you will be able to add a TV or upgrade your internet service at exclusive, special prices. These upgrades will be billed separately from your internet service– directly by the provider rather than through the property manager.

Can I add on additional WiFi access points?

For most homes the included WiFi device is more than enough for full coverage. If you would like additional WiFi access points, they are available subject to provider availability.

I am having issues with my equipment or service. Who should I contact?

You can contact Second Nature's dedicated customer support team at (888) 522-6888, and we will connect you to the right place.

How can I troubleshoot common internet problems?

In many instances, resetting the router will fix any internet problems. Otherwise, Second Nature will connect you with your ISP to troubleshoot remotely and/or send a technician for any issues.

What are the normal hours of support?

Second Nature support will be available 24/7.

What will I do upon move-out?

Before your move out date, Second Nature will contact you with specific move out instructions. The equipment plan and deactivation process will vary per ISP and property, but we will ensure you know what is needed for your specific needs.

I have more questions, who should I talk to?

For any questions revolving around the billing of your services, please contact your property management company. For all other questions or concerns, please contact Second Nature's internet customer service team at (888) 522-6888.

What if I want an alternative solution for internet?

Please contact Second Nature at (888) 522-6888 to discuss what alternatives may be available for your address!

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