



## Internet Frequently Asked Questions

### **How does SKYBEAM Internet service work?**

SKYBEAM provides an Internet connection via a wireless antenna system. An antenna is installed on your roof with an attached radio receiver/transmitter. This antenna is pointed at a nearby Access Point tower, and must have a clear line-of-site (no trees, buildings, or hills blocking the path). When you send and receive information over the Internet, it goes over the wireless link from your radio/antenna to our Access Point. From there that information travels over our "backhaul," which is a point to point wireless link to a fiber-optic connection hooked directly to the Internet. SKYBEAM service has very low "latency" (or delay) compared to satellite Internet, where signals must travel thousands of miles into space. SKYBEAM is well suited for digital phone (also known as Voice over Internet Protocol/VoIP) and other uses such as VPNs or gaming.

### **How is it wired into my home?**

SKYBEAM professionally mounts an antenna on your roof, then runs a CAT 5 wire (phone wire with 4 pairs of wires) down the outside wall of your home (we try to follow a rain gutter to hide the cable). We then bring the wire into your home by drilling a small hole or following an existing entry into the home such as a duct or prior cable, phone or satellite TV installation entry. An Ethernet jack is then installed on the inside of an exterior wall (your computer should have an Ethernet port - all new computers do. An older computer may need an adapter). If you need additional inside wiring to extend the connection into your home, you may need to hire a wiring contractor or may want to consider using a wireless router (available at computer stores) to distribute the connection throughout your home.

### **How do I connect multiple computers to the connection?**

SKYBEAM will install a single Ethernet jack inside your home. If you have more than one computer, you will need to purchase your own wireless router. A router acts as a splitter, allowing up to four computers to be plugged in directly, and it also wirelessly sends your Internet signal throughout your home to any computer or laptop with a wireless card. An 802.11g wireless router typically can be purchased from any computer or office supply store.

### **Does weather affect the service?**

Weather will not cause a degradation of service even in many severe storms. Your connection will remain stable even during winter months or other stormy periods. Heavy rains that are continuous over several hours/days may cause a degradation of service. Wireless Internet access requires a "line-of-site" connection from your house to one of our towers. This means that any large trees, buildings or other obstructions may cause a degraded level of service. Our installers do a site survey before installing to make sure that there is a good signal.

### **What are the computer requirements for SKYBEAM Internet?**

Recommended requirements: Pentium 233mhz or higher; Windows 98 or higher; 64MB RAM or higher; 100MB free hard drive space. You need to have an Ethernet port on your computer or a wireless router

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with a wireless card in your computer to receive our service. All newer computers have an Ethernet port; for an older computer you can purchase a card at any computer store to add an Ethernet port. You can also purchase wireless routers and cards at a computer store.

### **How does SKYBEAM Internet access differ from standard dial-up?**

Unlike dial-up, our service is always on. This means that there is no dialing, no waiting, and no need for a second phone line. In fact, our service doesn't require a phone line at all. There is also a dramatic difference in speed - SKYBEAM is over 100 times faster than dial-up service.

### **How long will it take to set up service?**

We can typically have service installed within several days of placing an order. Once we've determined that the service will work at your location, it takes about 2-3 hours to complete the installation.

### **Can I do the high-speed Internet installation myself?**

Not at the present time. However, you can self-install the digital phone package.

### **What about e-mail accounts?**

If you already have free e-mail accounts (i.e., Yahoo!, MSN, Hotmail, G-mail, etc.) you can access these accounts over the SKYBEAM Internet connection. SKYBEAM also provides e-mail accounts that are included with the Internet service, and they can be accessed via the web or from a PC based e-mail program such as Outlook Express or Thunderbird.

For further information, please call us at the numbers listed below. We look forward to servicing you!

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