



# Gazette

## Tech Points-From Tech Support.

- If your Internet seems slow or not working please do the following:
- Pull the power cord (black wire connected to power transformer) out of the white POE for five seconds, then reinstall. The POE is the white device with the green LED in the center.
- If you have a wireless router, pull the power cord out of that device for five seconds. Please do not hit the reset button, as the router may have valuable numbers programmed into it that may be lost. If this happens a service call maybe required.
- These steps should return your internet service back to normal. If not please call the office.

Continued Page 2...

## New VoIP Telephone System Implemented

Higherspeed Internet will be implementing a VoIP, (voice over IP telephone system) to provide better customer service to our existing client as well as new clients. This system is a virtual PBX that will allow for better telephone call routing. If you do not connect with a live operator, you will be routed to one of three areas we are implementing.

1) Sales and Installation,

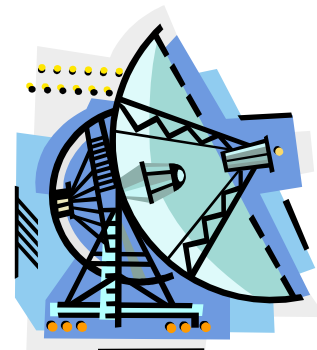
2) Technical Support and Service, and

3) Billing Questions.

We are able to keep our 867-3298 phone number.

We have been testing the system and find that with some network tweaking, our new system will work adequately. If any of our clients are interested in VoIP for themselves please contact us and we can

point you in the right direction. The advantages of our VoIP system is that the monthly service costs are lower than the local telcos. Some clients do not live where the local telco's choose to run their telephone wires, so this could be a nice alternative to cell phones. Contact us for more information.



*Highspeed Internet for Placitas and the East Mountain Region*

## Continued Upgrades Improve Service In the East Mountain Area, Placitas Plans.

Higherspeed Internet, over the past year, has been adding relay sites and performing rely site upgrades from Paa-ko to Stanley. We presently own four relays that provide upwards of 54 mbps. This improves end customers connection speeds to our NOC (network operations center). With the addition of relay sites in Magic Valley and in La Madera we are going to be able to provide customers in those areas with high speed wireless Internet. These are areas that have little or no

connections to the cable companies or telephone companies. In addition to the relay site acquisitions, Higherspeed Internet has procured valuable relay sites in Moriarty and in Tajiique that are fully operational. With all of our relay sites we can say we have the largest coverage in the East Mountain Area of any wireless Internet service provider.

This next quarter Higherspeed Internet plans on performing a network upgrade similar to the one performed in the East Mountain Area, in

Placitas. We will be upgrading our 2.4 GHz relay site radios from the Office/ NOC up to the Diamond Tail subdivision. The upgrade of the backbone to 5 GHz will allow our clients to have better connection speeds to our NOC in Placitas, and thus the Internet.

"This upgrade will help practically all of our customers in the Placitas area," States Bobby Bounds.

### Inside this issue:

Referral Program	2
New Dealer	2
Welcome	2



### Tech Points-From Tech Support. Cont.

Higherspeed Internet allows our clients, as an added value, to have more than one computer online in their home, home office, or business. We may have even provided you with a router to make this happen. If you have more than one computer that is on line, that constitutes a local area network, LAN. Sometimes these LAN's can be the cause of frustration to our clients. Higherspeed Internet does not have the resources to assist our clients in troubleshooting or maintaining these many LAN's. Higherspeed Internet's demarcation of responsibility is the PC side of the POE device. If you, our client, telephone in for a service call, and Higherspeed Internet determines that we are providing Internet to our demarcation point, then we will suggest you contact one of our trusted computer consultant/contractors, or to contact your own trusted technician.

Our trusted computer consultants:

- Mark Huppertz, 239-9718
- David Hawthorne 771-9345
- Chris Porosky 771-0081
- Dave Kennedy 281-6246
- Adam Buckon 867-3298x104

Higherspeed Internet Gazette  
Published by Higherspeed Internet.  
All rights reserved.

Higherspeed Office 867-3298  
Higherspeed email:  
info@Higherspeed.net  
Billing Questions:  
billing@Higherspeed.net

## Volume I, Issue I

### Referral Program

Higherspeed Internet has decided to try a different marketing technique. Instead of spending valuable resources on print ads, radio ads, etc, we have decided to apply those resources to our clients. To help us grow our network we realize that "word of mouth" is the best way to grow. "Word of mouth, is how we have been able to grow this network this past year," states Bobby.

How our new word of mouth Marketing Program will work is as follows:

If you have a neighbor, friend, relative, etc who is in our coverage area please give them this issue of the Gazette, with your name and phone numbers below.

If your referral calls and signs up to our network we will give you, our current client, one week of Internet service free, an \$11.69 value.

When our installers perform the install for your referral, the installer will collect this Gazette with your name and number writ-

ten below. The free one week of Internet service will apply on the next quarter of service. This offer is only valid for one customer referral per quarter. If your have any questions about this program please call us at 867-3298.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Phone

### New Dealer

Higherspeed Internet has brought on a new dealer in the East Mountain Area. Internet Services, LLC has been performing installations for Higherspeed Internet for about eight months now. You may have met Steven Grabiell with Internet Services if you live in the East Mountain Area. Steven decided to join his company with Higherspeed Internet as a dealer, performing installations and help-

ing grow the customer base in the area. In addition to installations he has also been helpful with network infrastructure upgrades.

"The dealer program that Higherspeed Internet offered Internet Services was almost too good to be true," states Steven. "Internet Services adds customers to the Higherspeed Internet network and receives generous compensation for the effort."

"We are interested in rolling out this program with others in the community who want to operate their own business that combines the need for technical acumen as well as some construction knowledge. We realize we cannot grow this network all by ourselves, we needed some assistance," states Bobby. If you like working outside, and for yourself please, contact us at the office.

### Welcome To Our New Customers, & Thanks To All

Higherspeed Internet would like to extend to all of our new clients who joined our network in the past quarter a heartfelt welcome. Your business greatly improves our ability to offer high speed wireless broadband Internet to areas that the big telco's and cable companies have no interest in providing service in.

Higherspeed Internet would also like to thank all of our clients for their continued support, patience, and prompt payment of their invoices. We are in a high growth industry and realize we may be coming up a little short in the customer service areas. Please feel rest assured that we are aware of the situations and are taking the necessary actions to help better improve your experi-

ence with our network. If you have any questions regarding this publication, or have any questions regarding your service, please contact us.

If you have any suggestions please feel free to contact us. We realize we do not have all the good ideas and that some of our clients may have some valuable insights.