



# Gazette

## Tech Support.

Recently, with the monsoon storms that have wrecked havoc on the network, we were flooded with Tech Support calls. If your road is washed out, your power disrupted, or your telephone does not work, more than likely you will be experiencing some Internet disruption. Like the well funded (and staffed) Telco's or cable companies we experience problems as well. Unlike the well funded (and staffed) Telco's or cable companies we unfortunately do not have the resources to return all phone calls that are related to network outages. Although we would love to return all of the call received, we just do not have the resource to do so. Please be rest assured we are working on trying to repair the damage and try to restore service.

Going forward we promise to update the service extensions' phone message if we anticipate the outage being longer than one day.

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## Breaking News "STORMS WIPE OUT....."

A majority of Higher-Speed Internet's network equipment." "We are fortunate to have the patient customers we have." states Bobby Bounds. The network in Placitas was "down" for about a week or more during the outage. Higher-Speed Internet would hustle to replace network equipment one day to have more equipment damaged by a storm the next day. Higher-Speed Internet expects to lose some

equipment during the monsoon season but this was different. Lightning strikes as well as high voltage static electricity from nearby strikes fried backbone network equipment. At all relay sites, in Placitas as well as the East Mountain area, we do our best at preventing static surges from storms damaging our equipment, but in the event of a lightning strike all bets are off, equipment

gets damaged. "Last quarter we upgraded our network from the Placitas office to the Diamond Tail Subdivision all to have two major relaying site damaged in these past storms", states Bobby Bounds. In the East Mountain area Higher Speed Internet was fortunate with storms. Two relay site affected by the storms were the Tajique Hill site and our Stanley site. A storm had destroyed..cont..page2



*Information for the clients of our Higher-Speed Internet Network.*

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## Notes from the financial side.....

Higher-Speed Internet has been going through some changes.

One of those changes has been in how the bookkeeping is performed. Steven Grabiell has assisted Higher-Speed Internet in cleaning up the accounting process. "If you receive a notice of non payment or any other billing issue, please don't take it personally. I am doing my best to ensure that all accounts of Higher-Speed Internet are current and accurate.", state Grabiell.

The biggest problem that Steven has encountered is email account address that are not up to date or not viewed by our clients. Steven has been trying to track down clients who have no current email address with Higher-Speed Internet, or email addresses on our email server

that are not used. "Higher-Speed Internet needs its current clients email addresses that they view regularly. We give out email addresses as a part of our service on our email server that are not being used or not being monitored. We only invoice by an attachment included within an email. Sending email invoices (as opposed to sending printed invoices via the USPS) saves us resources that would be better used on our network." states Steven.

Since taking over the billing process at Higher-Speed Internet, accounts receivable has been dramatically reduced. With a majority of our client base paying on time, we have been able to fund these unforeseen network outage expenditures. "If you do not receive your invoice on the 15th day of the month before the end of of the present quarter, please contact

me: 8673298x102. Cash-flow is critical for our operation," states Grabiell.

Late payments create a financial burden on our Higher-Speed Internet..

We will be sending out our billing policy in an email attachment to all of our clients so that all of our clients are aware of the policy. "We do not require any contract for service from our clients but the least we can do is inform them of the billing policy." states Grabiell.

One thing to remember with Higher-Speed Internet's service is that the service is not to be paid on demand.

In other words when we perform the billing and we do not have a valid email address for you, it is still your duty as a client of Higher-Speed Internet, to pay for the services.

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### Notes from the financial side cont...

This is why we are requesting valid or frequently viewed email accounts from our clients.

Some of you may have been contacted due to nonpayment. When that is the case, Higher-Speed Internet more than likely does not have an email address that is viewed regularly.

Some of our clients are paying their invoice and sending it to the old Placitas address. Please update your records or inform the banks that pay your invoices for you that the address has changed. The new address to

send payment to is:

**PO Box 220,  
Edgewood, NM 87015.**

“Some of the reasons that we have deemed people late for nonpayment is that they are sending their payments to the old Placitas address,” states Grabiell.

### TO REITERATE:

There is not enough space in this two page newsletter to tell you how much your continued support of our company is appreciated. Bobby and Steven truly appreciate everyone of Higher-Speed Internet’s clients and their patience when outages occur.

### THANK YOU!

### Breaking News “STORMS WIPE OUT.....

the network devices that services that area. “In the Tajique area we have been trying to tie that system into the Higher-Speed Internet network. Presently the bandwidth for this segment of our East Mountain network is being provided by UPHI.net.”, states Bounds. Higher-Speed Internet had recently purchase the site with the customers associated to the site from UPHI.net. Higher-

Speed Internet is working on providing the Tajique area with a better service than is presently available. Higher-Speed Internet intends on installing 5GHZ internet radio equipment to this site to provide a higher mega bit per second transmission rate than is presently available.

At our Stanley relay site, the equipment was either hit with lightning or was surged by electricity from the high voltage of a

intense thunderstorm. The 5 GHz equipment was fried there. “Fortunately we had spare 5 GHz equipment to replace the damaged parts.”, states Bounds. Higher-Speed Internet has not experienced such a rough monsoon season. “With the patience of our valuable customers we can weather these storms. We realize we provide a valuable service to our clients and we want them to know we are constantly working on and monitoring the network to ensure that all clients have a high speed connection to the internet.”, stated Bobby Bounds.

### Welcome To Our New Customers, and other updates.....

Higher-Speed 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 to.

net’s Gazette worked, in other words it was read. Rowland Wright recommend us to his neighbor and will be receiving a week of Internet FREE.

Also the first Gazette got us in touch with Tom Fisher. Tom is a retired Internet guru who wanted to help us grow our network. Tom built a large dial up network

in Gallup. He is presently assisting Steven Grabiell perform new customer installs and learning the ropes. Several people responded to the call for help, but we picked Tom. This was due to his experience and availability. Once Tom is functioning at full force we may put out a request for more help. We can only train one technician at a time.

When the sky’s are clear and all seems well, we can experience network outages. If this happens we may not leave a message on the tech support line as we are trying to rectify the situation. If this happens to be the situation, please be patient. We constantly monitor our network. When one of our devices hiccups and does not come back to life, we are on the road to fix it. We feel that our time is best spent getting the network running rather than returning phone calls.

When we will definitely return service related phone calls is when our network is up and running and our clients cannot connect. This situation is attended to immediately.

Everyone of Higher-Speed Internet’s clients are valuable to us. Without you we do not exist. If we had the resources, we would be able to answer the phone with a live operator and provide you with the up to date information you need. We understand the frustration of having to leave a voicemail. Currently we do not have the resources but we intend, in the near future, to provide you with this valuable service.

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Last quarters Higher-Speed Inter-