

# HIGHER-SPEED INTERNET

High-Speed Wireless Internet Service  
www.higherspeed.net

505-867-3298



## Gazette



### Higher-Speed Sells Portion of Network...

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

#### 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 on page 2

#### ...to Rio Grande Unwired, LLC.

The segment of the network that was sold was the Placitas operations. The transaction created a win-win situation for everyone involved; the owners of Higher-Speed Internet, the owners of Rio Grande Unwired, LLC, and most importantly the clients of both networks. The clients in the Placitas area are receiving better customer service because

Rio Grande Unwired, LLC. owners reside in Placitas and are thus better able to attend to network issues faster than the owners of Higher-Speed Internet. Since Higher-Speed Internet's owners reside in the East Mountain Area they are able to provide better service to their clients in that area.

"We are pleased to have found a competent network operator in the Placitas area who

has the desire to grow a wireless network, and service it as well," states Bobby Bounds, owner of Higher-Speed Internet. Bounds started the wireless Internet business in Placitas, building the network from the ground up in his garage. Bounds was sentimental about the sale, but says it just made sense both physically and financially.

#### Inside this issue:

Financial Side...	2
Drought Cont...	2
Welcome	2
Tech Support	2

### New Mexico in a Drought.....

This may not be news to you, but like a drought resulting in lack of water, Higher-Speed Internet can enter into a drought of bandwidth (so to speak) as well. Like the water we need to conserve, we need to conserve our bandwidth. When a client decides to open up their computer and internal network to the world for Peer to Peer file sharing, (i.e. music file sharing, or online video gaming) that activity impacts everyone's Internet

experience. Our clients are not intending to impact the network by doing this activity, but its results are devastating to everyone's connection, by slowing or dropping it. We regularly monitor our clients connections and when we find them file sharing we

turn off their connection to the Internet.. During the day, and even at night (remember, this is a 24-7 operation) we monitor network traffic, like a



police officer monitors road traffic. When we see this file sharing we halt it, much like a police officer will stop you for a traffic violation. Some police officers chose to give warnings for violations, instead of issuing citations. Much like police

officers, we first halt the traffic and then issue a warning by means of a telephone call. When the file sharing traffic problem is not remedied by removal of certain programs (more on that below) we turn off the circuit permanently. If you receive a phone call from us stating that we have found

this peer to peer traffic coming from, or to, your unique IP, please consider it a gentle warning. Some clients have stated that they have friends who run these programs from their home all of the time. If that is the case they are probably receiving their service from a large telco or a cable company. Within the contract that is signed with these other entities there is a clause that prohibits peer to peer file sharing as well. The difference between Higher-Speed Internet and the large teleco/cable company is that they have almost unlimited bandwidth to provide their customers, and thus they may not monitor the network as we do. We are limited in the bandwidth we can provide, so please help conserve it.

Continued on page 2

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Page 2

Volume I, Issue 3

## Tech Support...cont.

Higher-Speed 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. Higher-Speed Internet does not have the resources to assist our clients in troubleshooting or maintaining these many LAN's. Higher-Speed Internet's demarcation of responsibility is the PC side of the POE device. If you telephone in for a service call, and Higher-Speed 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

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## Notes From the Financial Side...

By popular demand, you may now pay for your quarterly service through the Internet with PayPal. If you wish to send in your payment via PayPal, please send it to :

[billing@higherspeed.net](mailto:billing@higherspeed.net)

This method adds one more way for of paying for your service. You may pay with your credit or debit card with us one time, or you may be set up to auto pay for quarterly service, using the credit or debit card. Of course, paying by standard check or cash is always appreciated.

When you pay with a credit or debit card, or with PayPal, you will receive an automated email receipt from them. Higher-Speed Internet will continue to send you an invoice regardless of method of payment. This is to ensure that you are aware of what your account will be charged.

Your prompt payment for service is always appreciated, and ensures that we are able to provide you with economical service.

Along with this newsletter

we will include our billing policy to refresh our current clients of our guidelines and inform our new clients of our policies and procedures.

## In a Drought cont...

If you have any of the following on your computer(s), they need to be removed: Fast track (Kazaa), Gnutella, Direct Connect, Edonkey, Bit-Torrent, Blubster, Soul Seeker, Winmx, and Warez. These are common peer to peer file sharing programs used. We employ some sophisticated firewalls that can block these programs, but sometimes these programs are sneaky and can get past our firewall blocks, which slows down everyone's connection. Within the networking world these people are commonly referred to as "Bandwidth Pigs."



Unlike our competitors, we provide our clients with as much bandwidth as we can without charging different price structures for different connection speeds. We could limit everyone's bandwidth to less, but that would be punishing everyone for the selfish acts of a few. If you are one of the few who must perform peer to peer file sharing, then our dial up connection may be for you. Peer to Peer file sharing on a dial up connection is painfully slow, but it does not impact the broadband at all.

As a side note to parents who have children who engage in file sharing: Please be warned that it may be illegal. The music industry is cracking down on the illegal downloading of free music by using peer to peer methods.

## Radio Interference in Moriarty Causes...

...extreme frustration last quarter for the owners of Higher-Speed Internet and its clients.

The limited free frequencies allowed by the FCC created a radio interference problem with other WISP's (Wireless Internet Service Providers.) In other words these

WISP's were using frequencies we were using, which caused traffic overload. The problem was resolved by the installation of a more robust system in the Moriarty area. This relay point connects clients East, West, North and South of Moriarty, as well as our clients in the Stanley area. Since the installation of this equipment clients, in these area have experienced

## Welcome New Customers!

We at Higher-Speed Internet would like to extend a heartfelt welcome to all of our clients who joined the network in the past quarter. Your business greatly improves our ability to offer high speed wireless broadband Internet to



areas that the big telco's and cable companies do not provide service to. We hope that everyone had a great Thanksgiving Holiday, and also that all of our clients, family

and friends have a Merry Christmas and a prosperous New Year. Please keep those referrals coming in, the positive response has been great. Several current clients of Higher-Speed Internet have received one week of free Internet for referring one of their family, friends or neighbors. We greatly appreciate the good word of mouth advertising, it is keeping us busy.