

HIGHER-SPEED INTERNET

High-Speed Wireless Internet Service
www.higherspeed.net

505-867-3298



Gazette



Information for the clients of Higher-Speed Internet's Network.

Changes Happening at....

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.

Cont. pg 2

...Higher-Speed Internet.

This past quarter we have been doing some exciting things. Early in January we added another T-1 to our current capacity. Now with three T-1's we are able to provide 33% more capacity to the Internet. What this means to you, our clients, is less congestion to the Internet, thus a smoother and snappy Internet connection.

What this means to Higher-Speed Internet is that we can add more clients to our network without fear of running out of bandwidth. With growth into the Estancia area this is a must.

In mid-February we redesigned our website. With the help of one of our talented clients, we were able to get a more meaningful website online. The new website answers most questions that our clients (and potential clients) may have. Some

of the new things that are on our website is a link to this, and past newsletters. In addition there is a place for clients of Higher-Speed Internet to link to our site from their own site, for greater web exposure with the major search engines. If you operate a website and desire more web exposure, please email us with a link exchange and we will be happy to link to your website. If you know how to add our link to your website, Cont.pg 2

Lightning Season.....

As we approach the lightning and thunderstorm season of the early summer, we request from you, our clients, patience. Last year, when we owned the network in Placitas and the network in the East Mountains, we expensed many thousands of dollars for equipment due to lightning related damage. This is just the cost of the equipment. It takes us hours of time to repair the damage related to lightning. Higher-Speed Internet is in a better position now to handle any problems that may be lightning related. With our focus on the East Mountain Area, we do not have



to worry about a network fifty miles away. Higher-Speed Internet has been stock-piling equipment to ensure that this year's lightning season will not be as bad as last year. Network outages due to lightning should not be as long as last year. "If last year is any indication of this year, we will experience some network segment outages," states Steven Grabiell. Please be reassured that we will be diligently working on the problems and will restore your Internet connection as soon as is possible. As mentioned above, "Our Client's Patience" is greatly appreciated. Without you, our clients, we are not in business. With that said, thank you for your patience in advance!

DSL & Dial UP Redundancy

If you are located in an area where DSL is available we may be able to offer you a 100% uptime guarantee. Higher-Speed Internet will soon be able to offer DSL to its clients where available. With the installation of a few other devices to the customer's premise, we will be able to say we can offer 100% uptime. The cost of the equipment and added service has yet to be determined. If you are a client who "lives and dies by high speed Internet" and thus requires 100% uptime, this may be for you. This dual service idea is call multi-homing. If you think that you are in an area that is serviced by DSL and want this service, please call us. We will check to see if there is DSL available to you in your area. We have been in communication with the incumbent telephone carrier, and they have informed us that some of the areas that have DSL ... Cont.pg2

Inside this issue:

| | |
|------------------|---|
| Changes... | 2 |
| Vandalism.. | 2 |
| Welcome | 2 |
| Expanded Service | 2 |
| Redundancy | 2 |

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Page 2

Volume I, Issue 4

Gazette

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. Sometimes (when we have the time) we can help with LAN problems.

Our trusted computer consultants:

Mark Huppertz,
239-9718

David Hawthorne
771-9345

Chris Porosky
771-0081

Nash Torres
550-4082

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Higher-Speed Office 867-3298
Higher-Speed email:
info@higherspeed.net
Billing Questions:
billing@higherspeed.net

Changes cont..

we will be able to help you add our link to your website. By creating links between websites greatly increases your chances of being seen on the web. When someone enters in key words for whatever you are selling on line, be it services or products, you will be seen. If you out-source your web services we are willing to help your "web guru" add our link to your website. Call 867-3298x102 if you are interested in this opportunity.

Expanded Coverage.....

Yes we have reached Estancia! With the past winter storms, Higher-Speed Internet was able to grab a stronghold from our competitor. The local government offices of the town of Estancia was online with one of our competitors who had been experiencing problems due to weather. "When we heard of this opportunity we jumped all over it," states Bobby Bounds. Higher-Speed Internet was able to save the day for the town as Internet service is absolutely necessary for the town's business. "Once Estancia was online we discussed the potential of

community with reliable Internet service." mentions Steven Grabiell. "Once we can agree on an acceptable contract with the Estancia for use of their tower, we will "LIGHT UP" the whole area," Grabiell states. Another area that Higher-Speed Internet has brought broadband Internet access to is the Galisteo area. "With the addition of the Estancia area and the Galisteo area, Higher-Speed Internet has expanded its service coverage in excess of, 300 square miles," states Steven Grabiell

Vandalism, Wind & Interference....

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

Trying to isolate the reason for the poor performance of three clients west of our NOC (Network Operations Center) was a major issue for Higher-Speed Internet. "When we added the T-1 to our network,

we thought all of our client's issues with slow speeds were over," states Bobby Bounds. We just modified some things and the slow speed seemed to disappear. In addition to this complete mystery, we had to deal with wind related damage to our La Madera Relay. The wind ripped our relay servicing this area off of the structure it was mounted to. Higher-Speed remounted the equipment with a stronger mount

system with guying in hopes that the winds would not bring this relay down again. This is the first wind related damage that Higher-Speed Internet has experienced with regard to our relay backbone network. We also experienced some vandalism at our Moriarty Concrete Plant relay. Power equipment was displaced and a feed horn pointing to Stanley was damaged. If you are a customer in the Moriarty area and see potential nefarious activity at night at this location, please contact us so that we may notify the proper authorities. A police report was filed for this incident.

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. Remember that if you mention our service to your neighbor, friend, or relative, Higher-Speed Internet will give you one week of Internet for free!

Redundancy Cont...

are out of available ports, so if your neighbor has DSL, that may be no indication of availability to you. If you have a network of computers in your home, or place of business, and DSL is not located in your area, we can provide a router with a modem that will automatically fail over to dial up when the broadband signal drops. The user will notice a brief service disruption from the switching over to the dial up, but a connection will be restored. When the router senses that the Higher-Speed Internet broadband signal is back up, it will

automatically hang up the dial up connections and resume with the broadband connection. If you have dial tone and are interested in the fail over router & modem for the dial up redundant system, please call us and we will be glad to help you with this. Higher-Speed Internet strives daily to provide you, our clients, as much uptime to the Internet as possible. We understand the importance of the service we provide to you.