

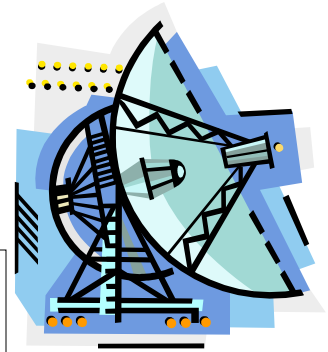
# HIGHER-SPEED INTERNET



High-Speed Wireless Internet Service  
www.higherspeed.net

505-867-3298

## Gazette



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

### Billing Policy, old version new twist

#### 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.

In our continued effort to provide you with the best possible service we are offering you the following payment options:

1) Pay by the month. To pay by the month, the standard \$49.95 per month will be charged. Auto-payment by credit or debit card is the only way this option can be exercised. The three percent that the credit card company charges Higher-Speed Internet for auto-payment con-

venience will be passed on to the clients who chose this option. The clients who chose this option are absolutely responsible for ensuring that the card is valid and within the expiration date. If at any time a credit card fails for processing, Higher-Speed Internet will shut the circuit off immediately. Higher-Speed Internet will not send clients who chose this option a billing statement. Higher-Speed Internet's card proces-

sor will send clients who chose this option an email confirming receipt of payment. 2) Pay by the quarter. To pay by the quarter, the standard \$49.95 per month times three will be charged. Acceptable payments include check, cash, Paypal, one time credit/debit card or auto-payment by credit or debit card. Clients who chose the auto-payment option are absolutely responsible for ensuring that the card is valid and within the expiration date. Cont. pg2.

### Computer Repair

Higher-Speed Internet is now offering its clients qualified, competent and reasonably priced computer repair. The computer repair business will be managed and performed by Cole Galbraith. Cole came to Higher-Speed Internet from his management position with Best Buy's Geek Squad. When performing installations for Higher-Speed Internet, Cole noticed that a majority of the clients we serve have machines that are seriously damaged. The primary damage he finds is done by viruses, spyware and malware, which impacts your Internet experience. Cole decided he wanted to help these people. What better way to do this than set up a computer repair shop at our office.

A typical repair will consist of removal of spyware, malware and viruses. Also included will be disk cleanup and defragmentation, a basic tune up.

"Disk clean up and defragmentation are the number one and two acts of computer hygiene that our clients can do to improve computers performance, and thus their Internet experience" states Cole.

Some of our clients have already taken advantage of this new service and were happy about the turn around time on their computer repair. Our goal will be to turn around machines in a day. If machines are under performing due to lack of memory or failing mother boards or hard drives we will inform the client of its situation which may delay the turn around time.

Costs for the typical service will be a special Higher-Speed Internet Client rate of \$60 when the cpu is dropped off at the office at 2300 US Route 66 West. If you desire to have Cole come to your home or business and perform this service the rate is \$90.

"Finding responsible, honest, competent computer repair in the East Mountains is hard to do. When you find someone who does what they say they will do, you stick with them." mentions Steven Grabiell. "We like to think we have developed good credible relationships with the Internet business that will justify our clients trusting us with their computer repairs" If you are interested in this value added service we are offering please call the office to schedule an appointment.

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**Grand Opening/  
Open House..**

# Gazette

On May 31st, 2008 we will be hosting, along with the Moriarty Chamber of Commerce, Ness Farms, and Unique Enterprises a Grand Opening/ Open house for our clients, and the community. Hotdogs, drinks and snacks will be provided. Entertainment will be provided by Lance Valliant. Lance Valliant is an up and coming country/pop sensation. You may want to come just to hear Lance sing, because the next time you hear him sing, tickets may cost in excess of ONE MILLION DOLLARS! The time of the open house will be 12pm –2pm. The location will be at 2300 US Route 66 West in Moriarty. This is approximately 1 mile west of the Travel America Truck Stop on historic route 66. Call 867-3298 for more information.

**Billing Policy cont..**

<p>the standard conditions with regards to late payment do not change.          3) Pay by the half year. To pay by the half year, the standard \$49.95 per month times six will be charged. Acceptable payments include check, cash, Paypal, or a one time credit/debit card. Higher-Speed Internet will extend to clients who chose this method a ½ month discount.          4) Pay by the year. To pay by the year, the standard \$49.95 per month times twelve will be charged. Clients who chose this method will receive a full month</p>	<p>credit. The default method that Higher-Speed Internet will use if no other methods are chosen is the quarterly method of payment. Regardless of which method chosen, our clients are required to ensure Higher-Speed Internet has a valid email address on file that the clients reviews frequently. We are offering this to benefit you. When you pay in a timely fashion we are able to keep our rates stable. Rates that have not changed since the inception of Higher-Speed Internet.</p>	<p>To take advantage of the new monthly billing option please call the office. April will be glad to assist you in setting this up. If you chose this option please inform April of your current email address you view daily, your current mailing address and a current telephone number so that we can update our records.</p>
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**From The Desk of Lance Valliant.....**

<p><b>ap-pre-ci-a-tion</b> Pronunciation: ə-prē-shē-ā-shən, -pri- also -prē-sē- Function: <i>noun</i></p> <p>1 a: <b>JUDGMENT, EVALUATION; especially</b> : a favorable critical estimate <b>b:</b> sensitive awareness; <i>especially</i> : recognition of aesthetic values <b>c:</b> an expression of admiration, approval, or gratitude2: increase in value. What a wonderful word, a word that I find myself using a lot. It seems we here in this country have so much to appreciate. Freedom to do what we want and what we love. Freedom to change things if they are not how they should be. Freedom to worship and the list goes on and on. I used to have a talk show when I was a DJ at a radio station and we always had our word for the day. We used this word at every chance we got during the morning breakfast show “THIS&lt; THAT AND THE OTHER” . We always had a lot</p>	<p>of fun and also learned a little. It went something like this ( in regards to the business or people that were on with me). Good morning, I appreciate you folks and I appreciate you taking time out of your busy day to read this. We here at HIGHER SPEED INTERNET really appreciate your business, customers both new and old, those that have left the area and came back and for those that tried something else and came back We appreciate your continued support and patronage. We appreciate the patience shown us, when the wind blows something over or the electricity goes out. We send out lots of appreciation to those who experience technical difficulties and call in and leave their name and number so we can fix the problem as soon as possible. We like to show our appreciation by adding a computer repair shop</p>	<p>so we can serve you better. Our new service manager .Cole Galbraith.(a Geek Squad Management Alumni) appreciates the opportunity to serve you.</p> <p>I love to get out of the office and fix problems, while visiting with friends, customers and customers that I am proud to say have become friends. We here at H.S.I. appreciate the chance to serve you in a higher capacity with our new computer repair service. (Fast, Dependable and Fixed right the first time) We appreciate the chance to serve you with Dial up, DSL and wireless Internet. We know how important Internet service is for both business and personal, for emails or gaming or just plain browsing. We appreciate the chance to be your hometown Internet Service Provider. IN SHORT&gt;&gt; YOU ARE APPRECIATED.... So Long for now and may the good Lord take a Liking to you. With Much Appreciation —Lance Valliant</p>
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