

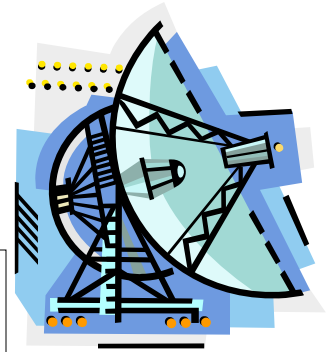
# HIGHER-SPEED INTERNET



High-Speed Wireless Internet Service  
www.higherspeed.net

505-867-3298

## Gazette



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

### Billing Policy, Back to Monthly Billing...

#### 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 POE for five seconds, then reinstall. The POE is the white or black device with the green or yellow LED in the center. The POE is the device attached to the cable coming in from the outside of your location.
- 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 these steps do not return your service please call the office.

Higher-Speed Internet is now going back to monthly billing, beginning 7/1/08. We are doing this in a effort to help our customers in these rough economic times. We realize paying a \$135 bill four times a year is a bit hard to swallow. With the change back to monthly invoicing we are going to be more stringent on our policies. If payment is not received by the 10th of each month we will add the \$10 late fee. If

payment is not received by the 15th we will shut the circuit off. We will add the \$25 reconnect fee for disconnected services. If payment is not received by the last Friday of the month that the invoice is due, we will retrieve our equipment. This is nothing new, we have just been lax in the past with these policies and procedures.

We now have a payment drop slot on our building to make

dropping off a payment easier when we are not open. If you use the drop slot, please do not put cash in it. Just a cashier or personal check within an envelope or Ziplock plastic bag. Customers who pay with credit cards will notice that their payment is going to Internet Services, LLC. Internet Services is the parent company of Higher-Speed Internet, so there is no cause for concern. Continued page 2....

### More Bandwidth Added..

With a growing base of clients and more and more bandwidth intensive applications now out on the web, we are near the completion of the addition of a fiber optic line with more capacity to the Internet. The completion of routing the entire network in mid February made us think that this effort would make surfing the web for everyone better and that our current capacity to the Internet would be able to handle the traffic. What really happened was we became a victim of our own success. When we completed the routing of the network everyone took advantage of the added efficiency. It was clear that our present capacity to the Internet was not going to be adequate. When we realized

that our capacity was not near enough for our users we searched out, and found a relatively economical solution to our problem. In late January we signed a contract with the local incumbent telephone company to triple out capacity to the Internet using fiber optics. Through delays imposed by the incumbent telephone company we now can see the light, so to speak.

As of this writing the provider of this fiber optic line to the Internet has completed the installation of the conduit raceway down the right of way along Route 66 West. They have also installed their equipment in our building. We await the actual installation of the fiber optic cable and provisioning of the circuit.

Delay seems to be the incumbent

telephone companies way of operating so we are at their mercy.

One of the added benefits our clients will realize, besides a larger pipe to the Internet, will be the peering agreements our provider has with the large local institutions. One example of this is if you go to UNM and are able to take your classes online, you connection to the University will be smoking fast due to this peering agreement. You will not be going outside to the Internet to get to the University, it will be like you are on the local area network of the University.

Another benefit should be better VoIP, Voice Over the Internet, quality. Many will be able to sever their relationship with the beloved local telephone company.

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## Very Important Change in Policy!!!

As we approach lightning season we are now requiring battery back up uninterruptible power supplies (UPS) to be powering our equipment. We have found that our equipment on your premise is best protected by this device. With a UPS protecting our equipment we will be able to service your account, should something happen, e.g. lightning strike, power company sags, surges, spikes, etc. without charging you a service fee of \$85 per hour per technician to replace damaged equipment. Surge suppressors are no longer acceptable forms of protection for our equipment. The UPS can be found at the local Walmart for \$42. We sell, and deem acceptable, the APC-350 that they sell at Walmart.

With the added expense of more bandwidth, free truck rolls to client's premises for unprotected equipment will no longer be acceptable.

If you do not have battery backup UPS protection, please go get one.

If you purchase a UPS and need assistance with installing it correctly, please call the office we will be glad to help you.

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Billing questions: 867-3298x101  
Service requests: 867-3298x301

# Gazette

## Billing Policy, Back to Monthly Billing cont..

By automating our procedures we have included additional options for you to pay your invoices. When you receive your email invoice for monthly service you may go to:

www.intuitbillpay.com/  
higherspeedinternet

to pay this invoice with your Mastercard /Visa debt or credit cards and American Express. You will be able to set up login credentials at this website to view your invoices, both current and past, and payment

history. We still allow for PayPal payments on the left side of our home page on our website:

www.higherspeed.net

For those of you who chose to receive snail mail invoices we will accommodate you. We will add an additional \$1 postage and handling fee to the invoice.

When we send out our monthly invoices via email and we receive a bounce back email for your account we will mail you

the invoice with the postage and handling fee added.

We are able to keep our prices for our service low in part because we email our invoices. For those of you not using a Higher-Speed Internet email account, when the 15th of the month comes around please remember to check your spam or bulk mail files for our invoice. Sometimes providers like Yahoo, Google, AOL, etc. classify our invoice as such. We would hate to shut off a circuit due to this problem.

## Computer Repair Reminder.....

Higher-Speed Internet offers its clients qualified, competent and reasonably priced computer repair. The computer repair business is 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, barring network issues. 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 ser

vice 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, owner of Higher-speed Internet. "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.