

BLUEBERRY NETWORKS INSIDER'S GUIDE

Who owns the radio?

BlueberryNetworks owns the equipment up to the end of the Ethernet connection that comes down from the radio. This way we can monitor the radio's signal strength from our network operations center. If anything happens to the radio, we fix it - and you don't pay. This will also allow us to upgrade the hardware and software of the radio to provide you better service. We've done this already - some of our original customers are on their third generation of equipment since 2003.

How fast is blueberrynetworks.ca?

BlueberryNetworks is comparable to DSL internet service. All of our customers can receive 1 MB/s (one megabit per second) download, and are able to upload at 512 kB/s (512 kilobits per second)

This is 12-20 times faster than the average dial-up connection in our area.

We are always attempting to increase the download speed for our customers. Our goal is to meet the national recommendations for download speed availability. We're not there yet, but we're working on it.

Will blueberrynetworks.ca slow down when there are lots of customers on-line?

BlueberryNetworks.ca has a "big pipe" to the internet. We re-sell that pipe in order to bring the internet to our customers. Currently, we have an excess of capacity in our system - as we add more customers, we'll add more internet capacity in our system. Your system should go at the same speed all the time. Many internet sites slow down a lot during specific events or during certain times of the day - So if there's lots of people on cnn.com for example, that site may be less responsive on a big news day than on a slow news day.

Will I still need my current internet account?

No. We will provide 3 e-mail addresses for your account. You don't need to keep your existing provider. You can cancel your existing internet account as soon as you want after getting service from us.

What about my e-mail address with my previous provider?

Your e-mail address will change if you drop them as a provider. Some customers welcome this as a way to avoid some of the "junk e-mail" or "spam" that they receive on their current e-mail account. Tell your friends and family (and only your friends & family in order to avoid spam) your new e-mail address when you receive it from blueberrynetworks.ca. Your new address will work at yourname@blueberrynetworks.ca or yourname@bbn.ca The short form saves typing!!

Does the signal degrade like satellite does when it rains?

No. The wireless internet signal travels on a much different frequency than satellite signals do. Satellite signals travel up to 20,000 km to get from the satellite to you. Our signal only travels less than 20 km before it reaches you, minimizing the time and distance that it is subject to signal degradation.

What about security? Is my on-line banking safe?

Yes. The same encryption (or "coding") that happens to your banking transactions while you are using dsl or dial-up occurs when using a wireless connection. This encryption protects your information from being used if anyone receives your signal. Once there are many signals in an area, it becomes very hard to determine which signals go together, so it's even more difficult to receive a signal, even if you could decode it.

Can I use more than one computer at my home? Won't it slow down too much?

Yes you can, and no it won't !! If you get a router like this (D-link 604, available at Radio Shack in Iroquois Falls) you have all your computers in your home sharing your line. The router also provides protection from the internet through a "firewall" which allows your traffic out, but doesn't let any internet traffic in that you haven't invited. The speed will slow down a bit, but not significantly. Currently blueberrynetworks.ca subscribers are using this router to listen to two different streaming music sites through their one connection.

What if the system goes down?

If the power goes off, your computer will too, unless you're using a laptop with a battery, or you have a battery backup-ups. Blueberrynetworks.ca will be

unavailable during an extended power outage > 2 hrs, but should come back up within ten minutes of the power coming on. Please contact us if you can't get service.

What do I need to do to get the service?

Your computer – You need an Ethernet card in each computer you wish to connect to the service. If you have multiple computers, you should get a 4-port router to connect them up, and then connect the router to our service.

BlueberryNetworks.ca will not install the card for you, nor do any advanced troubleshooting to enable your computer to receive the service

A hole for the wire – YOU WILL NEED TO DRILL A HOLE IN YOUR HOUSE to pass the wire from the antenna to the computer through. The hole does not need to be big, 1/2 to 5/8 inch is fine. We can use existing holes if they are big enough. BlueberryNetworks.ca will not drill the hole for you - it is your responsibility.

Mount the antenna outside – The antenna needs to be mounted within 50 feet of the computer. Blueberrynetworks.ca will help you mount the antenna and will make recommendations about whether or not you need to mount the antenna differently in order to get the best possible signal. Any mounting hardware or structures are your responsibility - not blueberrynetworks.ca We will not provide towers, or pipes or mounting hardware. We can make suggestions, but it's your house, and we don't want to do anything to it.

How long does it take to install?

Once the site survey is complete, and we can assure you that we can get good signal, we should be able to install the service in under two hours.

How do I know if I can get service?

We need to come out to your house to test to see if we can get enough signal to have a reliable connection to your computer. This testing only takes between 30 and 60 minutes and is done at your convenience. Contact setup@bbn.ca to schedule your test, days, evenings or weekends.

What if I want to use wireless internet in my house?



Make sure that you use a different channel than the one your internet connection is on. That will minimize interference for both systems. Contact setup@bbn.ca for more help getting your home network set up to operate with your blueberrynetworks.ca service.

Refunds?

BlueberryNetworks.ca provides a one-month money-back, satisfaction guaranteed refund policy. After we install the service, if you don't want to continue as a customer, you have 30 days to tell us, and we'll refund your installation cost, and your first months payment. If you paid for the yearly rate, we would refund all you had paid to us.

After one month of service, we would keep the \$250 installation cost, and refund you the current month's payment. For example, If you got your service installed in early in June, you would have paid the \$250 upon installation, and then paid for the month of June. If in early (first 10 days) July you wanted to stop being a customer (first tell us why!!) then you wouldn't pay for any time in July. If it was at any other time in the month (from the 11th to the end), you would pay for July as well.

How do I pay Blueberry Networks?

Our mailing address :

Blueberry Networks P.O. Box 882 Iroquois Falls, ON P0K 1E0