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Frequently Asked WildBlue Questions

1. How much does WildBlue satellite speed Internet cost?

Hardware and standard installation costs \$299.00 +tax and a monthly subscription cost.

FAST!

Value Pak- \$49.95/month includes:

up to 512 kbps download speed & 128 kbps upload speed, 5 e-mail addresses, 10 MB capacity per address, 10 MB web space, optional dial-up access through customer's WildBlue ADMINTOOL, Spam & Virus filters, 24/7 free tech support.

FASTER!!

Select Pak- \$69.95 per month includes:

up to 1meg down & 200 kbps up, 5 e-mail addresses, 10 MB capacity per address, 10 MB web space, optional dial-up access through customer's WildBlue ADMINTOOL, Spam & Virus filters, 24/7 free tech support.

FASTEST!!!

Pro Pak- \$79.95 per month includes:

up to 1.5 meg down & 256 kbps up, 10 e-mail addresses, 15 MB capacity per address, 20 MB web space, dial-up access included through customer's WildBlue ADMINTOOL, Spam & Virus filters, 24/7 free tech support.

2. What kind of equipment comes with the initial fee?

The equipment includes the WildBlue dish, cables, and a modem with software already loaded that hooks up to your computer. This cost also includes standard installation. Equipment is non-returnable and non-refundable.

3. What is standard and non-standard installation?

Standard installation is up to 90 feet of cable, not more than 20' off ground, within 50 mile radius of REMC, one hole into wall, hook-up to one computer. Non-standard installation is any deviation from standard installation or can be a pole mount in the yard for an additional \$60.00 (+ tax).

4. How fast IS 512k?

Our Value Pak download speed of up to 512k is about ten times faster than dial-up service.

5. Does WildBlue require a phone line?

No, contact with the satellite does not require a phone line.

6. What is the length of the contract that I have to sign?

We require your first month of service up-front. There are no annual or term contracts to sign.

7. Can I network the computers in my home with the WildBlue dish?

Yes, you can network up to three computers to the WildBlue dish at no additional monthly fee. Networking services are not part of the initial equipment and installation package.

8. What direction does the WildBlue dish have to face?

We need a clear view of the southwestern sky. The signal will not penetrate dense trees.

9. Will I have to change my e-mail address?

Yes, the information will change to jasperremc.org after the @ sign.

10. Will WildBlue offer virus protection and spam blocker?

WildBlue has systems to protect the satellite network but you need to have your own virus protection on your operating system.

11. Can I save money by installing my own dish?

No, the satellite dish is required to be installed and activated by WildBlue trained installers.

12. How do I know if my computer will work with WildBlue?

We have a hardware compatibility checklist for you to reference. The requirements are minimal.

13. Are there any bandwidth restrictions?

Yes. The bandwidth restrictions are not expected to impact the everyday casual user who surfs the web and emails regularly. Some issues that cause bandwidth violations are; streaming web cam use, music and video download sites that are not turned off after use, live gaming, or VPN use. When WildBlue sees the use, they will contact the user and define the consequences of the violations in more detail.

14. Will there be rain fade like I see with my television dish?

Yes and no. Yes, there may be rain fade, but no, it will not be as frequent as your television dish. The WildBlue modem has military technology built into it that will actually search for the strongest signal to bring you through the clouds. It will take deeper cloud cover and a stronger storm to block the signal.

15. Will VPN, VOIP and real time gaming work with the WildBlue system?

VPNs will work somewhat but are NOT supported by WildBlue tech support. VOIP and real time gaming will NOT work with the system because of latency issues. WildBlue does NOT encourage or support the use of VPNs, VOIP or real time gaming with the system.

16. Can I have the WildBlue system installed in a rental home?

You will need to have your landlord sign our Landlord WildBlue Installation Agreement before we set an installation date.

17. Can I use my laptop with WildBlue?

Yes, you can use a laptop with the WildBlue system. The laptop has to be at the home during installation. The REMC does NOT provide networking services or router installation.

18. Can I keep my yahoo (or similar) email account?

Yes, you can keep those accounts but you will have a new email account that WE will be using to keep you updated about your WildBlue system. Please check your WildBlue email account often so you don't miss any important information.