

# **SPEEDNET** LLC

**HIGH-SPEED WIRELESS INTERNET**

## **AUTHORIZED AGENT**

SpeedNet, LLC  
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Order Entry: [agentsales@speednetllc.com](mailto:agentsales@speednetllc.com)

**All information contained in this document is subject to change at any time. SpeedNet will make a reasonable effort to inform agent of such changes in a timely manner.**

Service Check: Page 1  
Pricing: Page 2  
Package Flow Chart: Page 3  
FAQ: Page 4  
Telephone: Page 5  
RSU Signal Tips: Page 6  
Ordering & Payment: Page 7



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### **Service Check**

<http://speednetllc.com/edx.html>

#### EDX Chart:

##### **Go to Service Check 1**

0 to -75      RSU: Indoor/Mobile Unit  
-75 to -79    Probably RSU, may need OSU  
-79 to -85    OSU: Outdoor/Fixed Unit.  
-85 to ...    **Go to Service Check 2**  
0 to -100    LOS

#### Non Line of Sight (NLOS)/NextNet Access points:

Bay City	Bay County Building - downtown
Caro	Blue city water tower
Delta College	Campus Radio Tower
Essexville	Hampton Twp. water tower (Knight and Hampton roads.)
Frankenmuth	Star of the West elevator downtown
Hemlock	Radio tower on NW corner of town
Midland	Blue water tower near Community Center on Jefferson & George
Midland	Northwood campus tower
Midland	Joe Mann Blvd. near Home Depot
Mt. Pleasant	Radio tower near Franklin & Pickard
Mt. Pleasant	Radio tower near Broomfield and US-127
Mt. Pleasant	Radio tower on Remus Rd. between Lincoln & Meridian
Pinconning	Yellow water tower
Presque Isle	Water tower
Rogers City	Water tower
Saginaw	NextMedia – Tittabawassee & I-675
Saginaw	Citizens Bank (formerly 2 <sup>nd</sup> national) building – downtown
Saginaw	State and Brockway radio tower
Saginaw Twp.	Water tower on Hospital Rd. between Tittabawassee & McCarty
Standish	Red water tower near airport.
Thomas Twp.	Water tower on Miller near Gratiot in Sheilds.

#### Line of Site (LOS)/Legacy Access Points:

Alpena	9 <sup>th</sup> Street water tower
(Lachine)	Manning Hill radio tower on M-32 south of Lachine
Bad Axe	Radio tower near M-142 and M-19
Clio	Radio tower on Willard Rd. east of Saginaw Rd.
Indian River	
Petoskey	Radio tower south of tower
Saginaw	Indiantown tower at Portsmouth and Becker roads.
Traverse City	Radio tower west of town
Vassar	City water tower
Midland	Radio tower on Gordonville near Bullock Creek High School



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### Pricing

Package	Residential	Economy Office	Standard Business	Premium Business
Max Download	3.0 Mbs	1.0 Mbs	3.0 Mbs	3.0 Mbs
Max Upload	384 Kbs	256 Kbs	384 Kbs	384 Kbs
E-Mail Accounts*	5	5	10	20
Web Space	10 MB	5 MB	10 MB	20 MB
IP Addresses	1 Dynamic	1 Dynamic	1 Dynamic	5 Static
Monthly Fee	\$34.95	\$49.95 <sup>3</sup> \$64.95 <sup>2</sup> \$79.95 <sup>1</sup>	\$75.00 <sup>3</sup> \$90.00 <sup>2</sup> \$105.00 <sup>1</sup>	\$125.00 <sup>3</sup> \$140.00 <sup>2</sup> \$155.00 <sup>1</sup>
RSU	\$7 per mo. OR \$189 + tax	Lease included	Lease included	Lease included
OSU	\$7 per mo. OR \$289 + tax	Lease included	Lease included	Lease included
LOS**	\$99 + tax & \$50 deposit	\$99 + tax & \$50 deposit	\$99 + tax & \$50 deposit	\$99 + tax & \$50 deposit

1: With 12 month agreement

2: With 24 month agreement

3: With 36 month agreement

\*5 MB each

\*\*Modem purchase and antenna/transceiver. \$99 modem is telephone-ready. \$70.75 + tax modem is for the Traverse City market and is internet-only. Alpena market may use either modem.

#### Options (Prices are per month):

Additional e-mail/web space	\$4.95	
Domain Hosting	\$5.00	i.e. www.yourname.com
<b>Equipment Replacement Insurance</b>	<b>\$4.95</b>	
Reduced Static IP Address	\$5.00	Not available w/ 1 yr agreement
Static IP Address	\$10.00	
SpeedNet FX Line	\$5.00	For telephone service
SpeedNet Toll Free Service	\$5.00	For telephone service

#### Activation\* with a 12 month agreement

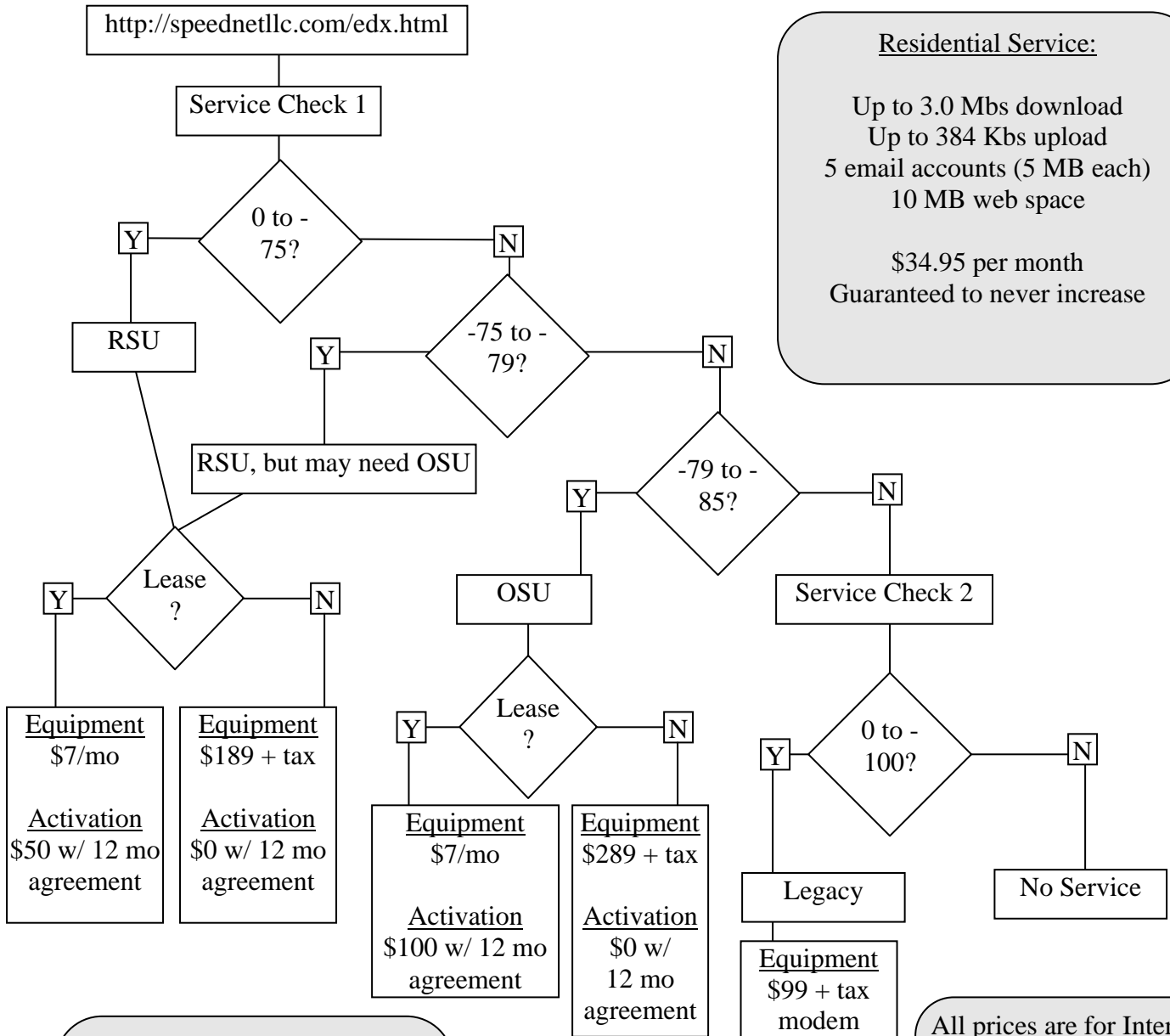
RSU: \$50

OSU Self Install: \$50, does not include Ethernet cable.

OSU/LOS: \$100 with a 36 month agreement

\*Waived if purchasing RSU or OSU.

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**Residential Service:**

Up to 3.0 Mbs download  
 Up to 384 Kbs upload  
 5 email accounts (5 MB each)  
 10 MB web space

\$34.95 per month  
 Guaranteed to never increase

Residential Subscriber Unit  
Non Line Of Site & Mobile  
 Self install

Outdoor Subscriber Unit  
 NLOS & Fixed  
 SpeedNet install

Legacy  
Line Of Site & Fixed  
 SpeedNet install

All prices are for Internet Service and equipment only.

Activation prices may vary from time to time, based on current promotions or offers.

Last Update: 02/26/08



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**Where is SpeedNet located?** SpeedNet is based out of Saginaw; and has authorized dealers throughout our coverage area.

**Is SpeedNet as fast as cable or DSL?** Yes. SpeedNet connections are up to 3.0 Mbs. You can download a 3 MB song in 8 seconds.

**Do I need a phone line or cable to get SpeedNet?** No. SpeedNet service does not require a phone line or cable connection.

**Do I need an antenna on my home?** If your "Service Check 1" score is between 0 and -79, you most likely will not need an antenna on your home.

**Where can I use my [mobile] SpeedNet connection?** You can take your modem anywhere on our mobile network: Rogers City, Presque Isle, Standish, Pinconning, Mt. Pleasant, Midland, Hemlock, Bay City, Saginaw, Frankenmuth, Caro and more. SpeedNet is constantly expanding our mobile network.

**I tried to get SpeedNet before but couldn't. Can I get SpeedNet now?** SpeedNet is constantly expanding our coverage area. Check your address on our website for updates.

**Is SpeedNet WiFi?** No. SpeedNet's connections are secure and use FCC-Licensed frequencies. WiFi operates on unlicensed 2.4 Ghz frequencies, which are vulnerable to scanning and packet interception.

**What is FCC-Licensed and why does it matter?** SpeedNet is FCC-Licensed. This means we have the exclusive rights to the frequencies we transmit on – similar to radio and television stations. Other wireless companies use public frequencies that are cluttered with traffic and interference, like trying to have a conversation in a crowded restaurant as opposed to a private room. SpeedNet is able to offer better performance, security and reliability.

**Is SpeedNet satellite?** No. You do not receive signal from satellites. SpeedNet utilizes radio and cellular towers, water towers and tall buildings similar to television stations and cellular companies.

**Will weather affect the service?** No. Just as weather does not affect cell phones, it will not affect your SpeedNet service.

**Is SpeedNet service as reliable as cable, DSL or dial-up?** Yes. SpeedNet's connection is secure, always on and does not tie up a phone line.

**Is SpeedNet service easy to set up?** Yes. SpeedNet does not require any software to be installed on your system.

**Can multiple computers be connected at the same time?** Yes. With the use of a router you can have multiple computers connected to the Internet at the same time.

**Will I receive a monthly invoice?** You can receive a monthly bill via email for no charge. If you would like a paper bill in the mail there will be a \$1.50 per month fee. If you choose to use a credit card for auto payment, you will not receive a bill but may view your account history from our web site. Bills are sent out on or about the 21<sup>st</sup> of the month and are due on the 10<sup>th</sup>.

**How can I pay my bill?** You can mail a check with your invoice stub. You can pay on-line with a credit card. You must create a PIN using the instructions from our website, speednetllc.com. You can pay over the phone with a credit card (866-297-2900 opt 3). You can pay in our Saginaw office with cash, check or credit card. You can sign up for auto-pay and SpeedNet will automatically charge your credit card each month. Finally, if you choose to pay for 12 months in advance, you will receive a 13<sup>th</sup> month free!

**How do I set up my email accounts?** Call technical support, toll free, at 866-297-2900 option 2.

**What is the early termination fee?** The early termination fee is \$250 or the remainder of your agreement, whichever is less.



## **AUTHORIZED AGENT**

### **SpeedNet Telephone Service**

Unlimited local and long distance calling to the United States and Canada (excluding Alaska and Hawaii)

Call Waiting                      Caller ID (number only)                      3 Way Calling  
Voice Mail                      more here: <http://speednetllc.com/VoIPFeatures.html>

Residential Service:	\$29.95 per month
Commercial Service:	\$39.95 per month
Analog Telephone Adapter (ATA):	\$89.00 plus tax
For use with NLOS modems and LOS in Traverse City market	
Modem/ATA Combo Unit:	\$99.00 plus tax
For LOS customers	

Options:

Port current number <sup>1</sup> :	\$25.00 (one time)
FX Line <sup>2</sup> :	\$5.00 per month
Toll Free Service <sup>3</sup> :	\$5.00 per month

**NO Fax, Credit cards, Alarm systems or Dish connections**

- 1: Not available in all areas (including CenturyTel and Pigeon Telephone)
- 2: An FX line is a phone number in a different local calling area than your residential calling area
- 3: Includes 100 minutes. Overage is billed at \$0.049 per minute.

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### **How to turn in a SpeedNet Telephone order**

Customer must complete...

<http://speednetllc.com/SpeedNet%20Terms%20and%20Conditions.pdf> and  
<http://speednetllc.com/911%20VOIP%20Registration.pdf>: Don't forget county & township

If porting number... (DO NOT DATE AT TOP OR BOTTOM of this form)

<http://speednetllc.com/SpeedNet%20Number%20Porting%20LOA.pdf>

and if currently using any provider other than AT&T, we need a copy of the front page of the phone bill that shows their name, address, account number and phone number.

We will provide them with a temporary number and will not port until they request us to do so. They should not cancel their current service until the port process is complete.

We will not start a phone activation until all paper is turned in – this is for existing and new Internet customers.



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### **RSU Signal Tips:**

The unit *is* directional. The blank side has the antenna, and should generally face the access point. For example, if the unit is sitting in a window – the blank side should be facing out and the logo side should be facing in.

If the lights on the modem are blinking one at a time in sequence, the unit is searching and has no signal.

When the unit is NOT plugged into a device (i.e. computer or router)...  
A number of lights on the modem blinking together indicate the signal strength.  
For example, 4 lights blinking on and off at the same time.

When the unit is plugged into a device (i.e. computer or router)...  
A number of lights on steady indicate the signal strength.  
For example, 4 lights on steady.

To search for signal, turn the modem to the left a few degrees and pause – taking note of the signal strength. Continue further left and note the strongest location. Do the same to the right. If signal cannot be obtained at any angle, try moving the modem to a different location and/or moving the modem higher.

Generally, the modem will work best on the top floor of the building in a window facing the tower. However, the user should first try placing the unit in convenient place (such as on the desk). If signal cannot be obtained, the user should look for a strategic place in the room and/or the building.

Aluminum and steel siding, metal screens and newer Low-E windows can block reception.

The signal will bounce and can ricochet off surfaces. This may be useful if the modem cannot be placed in a room that faces the access point.

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### **Order Process and Payment:**

#### **RSU**

Complete carbon sales form and obtain customer signature.

Form must include serial number of modem.

Fax both sides of form to 989-790-0609.

Email [agentsales@speednetllc.com](mailto:agentsales@speednetllc.com) w/ agent code, customer info & serial number.

Collect activation fee & call SpeedNet to activate modem prior to customer leaving store.

Keep a copy for your records.

#### **OSU and LOS**

Email [agentsales@speednetllc.com](mailto:agentsales@speednetllc.com) with agent & customer information.

Keep a copy for your records.

SpeedNet will contact customer to schedule an installation.

Inform customer they will pay for all equipment, deposit and activation fees at the time of installation and we must get the customer's SSN or a copy of their driver's license.

Agent must submit a commission sheet on the 5<sup>th</sup> of each month reflecting the previous month's activity. SpeedNet will hold for 1 month to allow the 30 day money back guarantee period to expire and will then pay commissions based on active customers. Chargebacks for cancellations will also apply.

#### **Example:**

On May 5<sup>th</sup>, agent must submit commission sheet reflecting April sales.

On June 1<sup>st</sup>, SpeedNet will reconcile this with customers who were activated in April and are still active (all should have cleared 30 day wait). SpeedNet will pay commissions minus chargebacks.