

Blue Pulse Networks LLC

Frequently Asked Questions

General Service

How does the service work?

We use a combination of fixed wireless and LTE cellular technology to deliver broadband internet service to your house. Our network connects directly to the internet and distributes internet traffic to a series of towers in our service area via microwave links. At the towers, the signals are then transmitted out via fixed wireless or LTE transmitter to our clients. A small antenna with an attached radio receiver/transmitter is installed on a pole or the building roof at the customer location. This antenna is pointed at one of our towers or relay stations (think “small towers”). When you send and receive information over the Internet, it goes over our network at the speed of light and into our internet backbone.

Do you use satellites?

No! This is the first question that I am usually asked (in a negative way). Satellite service requires that the signal from your house travel thousands of miles up into space and then back. This induces a delay in the transmission called “latency” or “lag”. Satellite signals typically have a “ping” time of over 300 milli-seconds, which means video conferencing and real-time gaming are out of the question. Our services send the signal much less distance and typically add less than 1 millisecond of “ping” time over what you would see on a comparable DSL or Cable connection.

What is wireless high speed internet?

Wireless high speed Internet is exactly what it sounds like. Reliable, fast and stable Internet connectivity (BPN can deliver up to 550 Mbps) is delivered wirelessly with the use of antennas and microwave technology instead of expensive wires or cables.

What is Fixed Wireless?

Fixed wireless (or *Fixed Wireless Internet*) is the use of wireless antennas or systems to connect two or more *fixed locations* (buildings, radio towers etc) with a radio (microwave) or other wireless link. Fixed wireless can include point-to-point connections for backhaul or dedicated internet access, or point to multi-point in which the signal is broadcast to any number of customers.

What is your coverage area?

Please see the [wireless Internet coverage area](#) page for full coverage information and our coverage map. This map is based on a customer unit being placed at a height of 20 feet above ground and having a clear line-of-sight to the tower. As such, it is not meant to be definitive, but a general guide. For full service verification, a “Site Survey” must be done (see next question).

What is a site survey?

A site survey helps us determine if the signal distributed from our towers can be received at your desired location at a good signal strength level. Scheduling a site survey with us does not obligate

you to purchase our services and there is no charge. It helps us determine if you have the necessary “line of sight” to get the fastest service possible. Although our LTE-based service will deal with NLOS (Non Line of Sight) conditions, there is a limit to how much it will deal with. The site survey helps us make a definitive ruling as to which technology will work and what remediations will be required to make a connection work.

Is our wireless communications link a good redundant solution?

We make a great redundant solution because we bypass the telephone or Cable company’s infrastructure equipment; your connection leaves your building by radio signal and travels according to the laws of physics!

What kind of customer service and service monitoring does BPN provide?

BPN monitors all systems and devices within the network 24 x 7, with alarms for any and all units via visual, e-mail and paging alerts, so that we can immediately respond to any service related issues. Most situations can be solved via remote access in a short time. In addition, our technical staff is available during normal business hours to answer any service related questions you may have.

How long will it take to set up service with BPN?

We can typically have service installed within several days of placing an order and having a signed Terms of Service and Installation document.

Can I change my Internet connection bandwidth?

BPN has engineered the network to allow for great flexibility and scalability. Bandwidth can be changed depending on the type of provisioned circuit. If your connection quality is good enough, bandwidth can be turned up the same day.

If other Internet Service Providers are not available at my location, can I still get Fixed Wireless Internet Service?

Absolutely. Our technology bypasses all fiber, copper and cable services to the customer so we are not limited by existing landline infrastructure. And because of our [coverage area](#), we can provide service where other providers cannot.

Can I use VoIP (Voice over IP) with your service?

Yes. VoIP works exceptionally well with our [wireless Internet technology](#). In fact, most of our customers rely on our [Wireless Broadband](#) to support their VoIP initiatives.

Do you furnish bundled phone or cable television service too?

At this time we do not. The reason for this is two-fold. First, streaming and television service are very bandwidth intensive. We currently support streaming of video on our network over the internet and using the streaming services (Amazon, Netflix, Hulu, Vudu, etc.). However, carrying live television would require a connection that we are not big enough to afford at this time. It is being looked at and will probably happen in the not-to-distant future.

In regards to telephone service, we do not offer native VOIP service at this time due to lack of customer demand.

The second reason we don’t offer these services yet is taxes. Currently, under Federal law, data is not taxable; however phone service and television service is. This keeps administration simple for now.

What is the difference between BPN’s service and cable Internet?

The quality of service of any internet service provider depends on the number of users on the network. Any connection will slow down as the number of users on the network increases if

sufficient bandwidth is not available. In the case of a wireless connection like ours, the connection speed depends on the number of active users on the Access Point and the bandwidth available along the entire network. We are a small business with a personal relationship with our customers. Because of this, we keep a careful eye on our overall network and constantly strive to predict growth. We begin planning either a bandwidth upgrade or a supplemental Access Point when either of these reaches approximately 80% of capacity during peak hours. Once 80% capacity is reached on a sustained basis, we either add more bandwidth or another Access Point. In our case, they are much easier, cheaper, and faster than running a new fiber line down the road!

In terms of what you will notice? You won't notice much difference in responsiveness. Our network has been weather tested and has withstood flooding, snow, and wind. Lightning is a problem, but it is a constant improvement process and the reason we are working towards our own redundant connection. On a day-to-day basis you will notice pauses in the service lasting from a few seconds to minutes as hardware is upgraded or rebooted. Most of this takes place in the early morning hours before people are awake, but in rare situations might be done in off-peak hours as part of troubleshooting.

Is fixed wireless service the same as Wi-Fi?

Yes and No. While our service may utilize some of the same frequencies used by Wi-Fi, the technologies used by our [wireless Internet network](#) are optimized to provide higher speeds and much more reliable service. We use higher permitted power levels than what your home router uses. We also concentrate our antennas to a 3-10 degree beam width instead of broadcasting in a 360 degree circle.

How is the LTE service different from Wi-Fi?

This can get real complicated, so I will stick with the bare basics. In open areas we deliver our service using fixed wireless. However, fixed wireless only works well if the tower is plainly visible. LTE uses totally different technology that allows it to deal with obstacles such as trees and buildings better. It also will negotiate a higher speed link with a lower quality signal. However, this advantage literally comes at a cost. LTE equipment is more expensive for both the ISP and the consumer.

Does the weather affect wireless Internet Connections?

While precipitation does affect wireless signals somewhat, we factor in worst possible case signal loss when we engineer your connection to insure uninterrupted service no matter what. We also engineer in a buffer in your signal that allows a certain amount of signal degradation before your connection will notice a speed of quality drop.

How much does BPN Internet service cost?

BPN strives to offer a variety of services to suit your needs and budget. Initial install pricing varies depending on whether you have access to the fixed wireless connection or the LTE service and your distance to the tower. In general, a basic fixed wireless install will run around \$200 for the equipment and install. An LTE basic install will run around \$325 for the equipment and install. In addition to these costs, you will also be responsible for paying the first month's service at your chosen service level (see the monthly plans page for information). After this initial bill, your bill will be for only the monthly service.

Many people ask why we don't offer payment plans for the install since it is a substantial expense. By handling it all in one transaction, we avoid additional expenses that we would have to pass on to the customer on a monthly basis. If we rented or carried the customer equipment on our books, we would have to pay taxes and carry insurance on them. We would also have a certain number that would be lost or not returned. Doing business the way we do allows us to not have to pass these expenses on to you and allows us to sell our service with **no contracts! No contracts means if we don't make you happy, you are free to leave!**

Please [contact a sales representative](#) who will work to provide a tailored product for your specific requirements.

Are Wireless Internet connections secure?

The technologies we have chosen to use in our network rely on industry standard encryption protocols and are highly secure. In addition, we use industry standard software encryption is on all data transfers connections. Further, the fixed wireless equipment that we use utilizes proprietary technology that will not talk to typical wireless devices. Our LTE system not only utilizes encryption, but requires a SIM card which must be registered in our system before being allowed to establish a connection.

I only need Internet service for a few days. Can BPN help me?

Absolutely! Depending on your needs and location, we can put together something that will deliver the speeds you need. Please contact us for details and pricing.

Billing

How do I pay my bill?

You can pay through multiple means. We always accept checks. Checks can be mailed to our Post Office Box and will usually be processed within 3-5 days. We prefer to accept payment through our web portal at <https://billing.bluepulsenetworks.com>. It can also be accessed through the link on the www.bluepulsenetworks.com webpage. Using the billing portal, you can pay with an echeck (routing and account number), or via Visa, Mastercard, Discover, or American Express credit or debit card.

Do you offer automated payments?

Of course! You can set up automated payments using ACH, credit, or debit cards through the web portal. Once you log in, go to the “Billing Information” link on the left side and then select your desired billing method (Bank Draft or Credit/Debit) from the drop-down list at the top of the page. Then fill in the information in the two middle boxes for Debit/Credit Cards and the bottom box for ACH. Please note: the information in the middle boxes must match what is on file with your bank for verification. Once you click “Update”, the change will be saved and your payment will be processed on the next due date.

How secure is the billing portal and the information I enter into it?

Our network traffic is encrypted according to industry standards. Our billing portal is encrypted again to earn an “https” secure rating by Commodo Inc (this is why you see the green padlock in your address bar when you pull it up). Any information that you enter into the website (card or bank account numbers) is encrypted yet again and turned into a token. This token is what is then sent to our processing company. At no point is your account information saved in unencrypted form on our servers. In addition, our billing portal is only accessible from within our network. This means that you have to be connected through our network in order to pull it up. It is not accessible from outside our service.

I am trying to pay my bill but the billing site won't open for me?

You have to be connected through our service to use the billing portal. If you are travelling,

another internet service providers connection, or trying to connect using your cell phone on a cellular connection, it will not allow you to pull it up.

I am travelling and forgot to pay my bill. How can I pay my bill so that it doesn't get shut off?

Under these circumstances, you will have to call us by phone and we can make the payment for you by credit/debit card. We will not process these requests via email or text due to security concerns.

How does the billing process work?

All billing is via email. Please make sure you whitelist sales@bluepulsenetworks.com to that bills and other communications don't get put into your SPAM folder. Bills are mailed out ten (10) days before they are due. When they are four (4) days late, you will receive a late notice email. In another six (6) days (20 days after the bill was emailed and 10 days after the due date) you will receive a "Disconnect Notice". If the bill is not paid within 24 hours of the sending of the "Disconnect Notice", the account will be put in "Hold" status and the internet will be inaccessible until the bill is paid. Forty-five (45) days later, the account will be deleted and purged from our systems.

I didn't pay my bill and now I don't have any internet. What do I have to do?

As long as you were no more than 45 days late, you can manually enter <https://billing.bluepulsenetworks.com> into your browser address bar, login, and pay your bill. Your account will be automatically reactivated in a few minutes without calling in. Please note: If you call in and we are required to process this for you, there will be a \$20 Reactivation fee applied. The automated system works 24/7/365.

I have been disconnected for more than 45 days and I want to resume service. What do I need to do?

If you have been disconnected more than 45 days, your customer record has been purged from the system except for any money owed. You will need to call in and pre-pay any outstanding balance over the phone or by check. We will then need to schedule an install visit to reprogram the equipment. If the equipment is still mounted, you will be billed for an install visit for the reprogramming (\$75) and the next months service plan (\$59.99-79.99). If you have taken the equipment down or damaged/disposed of it, you will be charged to replace it and may incur additional charges depending on the situation.

What is covered under the "Install Fee"?

Our install fee covers two hours of labor at a discounted rate to setup a single link and includes up to fifty (50 feet) of cabling terminated on both ends, a "J-arm" mount (if necessary), and a single wall penetration. This is sufficient for most installations in the vast majority of situations. Labor beyond the two hour window is at the rate of \$49.99/hr and will be figured in 30 minute intervals beginning two hours past the time of the technicians' arrival. Additional cabling is sold at the rate of .50 cents/ft past the basic 50 ft and is terminated. Although we don't specialize in the setup of devices, our technicians will help you to set up your devices to the best of their ability during any time remaining in the two-hour window.

What is not covered under the "Install Fee"?

We will bill separately for any incurred material expenses not covered in the above paragraph such

as pole mounts, concrete to set them, cabling and mounts to set up secondary links, bucket truck work, and any other specialized materials or labor not explicitly required to furnish a single connection into a residential or commercial structure. In the event of a more complicated installation that requires more than a single device installation, quotes are readily available and will include estimated labor of a will-not-exceed basis.