



High-Speed Internet FAQ

1. **How does the High-Speed Internet service work?** Internet access is provided utilizing 4G and LTE towers through *AT&T*, *T-Mobile* and *Verizon*, but comes with UNLIMITED SERVICE, and does not utilize throttling or have a data cap.
2. **How much does it cost?** The modem runs \$149.99, activation runs \$49.99 and service runs \$99.99 per month. Your upfront cost would put you at \$299.97 (plus any applicable tax), with a \$99.99 monthly rate.
3. **Is there a service contract required?** Nope! Service is utilized on a month-to-month basis with an autopayment credit card setup.
4. **Will my pricing change?** When you sign up, you're guaranteed to be locked in at the \$99.99 rate for 24-months. At the end of the 24-months, the current everyday price will apply.
5. **Are there any additional carrier fees?** Not at all! There are no carrier fees added to your bill, as the pricing is inclusive outside of any local taxes based on your location.
6. **What Internet speed should I expect?** Speeds cannot be guaranteed, but nationwide averages of Internet speed factors between 25Mbps and 75Mbps, with certain download speed bursts as high as 150Mbps. Speeds vary based on several variables, including: location from tower, congestion on the tower (which is generally temporary), and modem placement inside the home/business.
7. **Can I utilize the service for online gaming?** Absolutely! The nationwide average for ping times is 35.76ms, which is in the perfect realm for online gaming!
8. **Can I utilize the service for home automation?** You bet! The low latency allows for viewing of remote cameras and home automation activities that other Internet providers in rural areas are unable to support. As with any provider, you will need to ensure you have a good connection to the tower, and have decent speeds to ensure a successful deployment. Interested in home automation setup? Let **OBITCO** help you with an on-site device programming and setup!
9. **What if I'm not sure what cellular company I should utilize?** The easiest way is to factor the cell phone provider you utilize at your home currently. Do you have good service (i.e. 3 bars or more on LTE)? If so, they may be your best option! Still not sure? For a non-refundable fee of \$89.00, **OBITCO** can run a full tower coverage report and do a site-survey at your home to find which of the three tower providers would be best suited for your location.
10. **What if cellular service outside my location is good, but not so good inside?** The structure at your location may utilize materials that are blocking the signal (for instance, metal structures usually degrade service). If you have good service outside, but not so good inside, speak with **OBITCO** to see about installation of an external antenna or cellular booster at your location. Pricing on these add-ons will vary pending exact requirements.
11. **Does the modem supply wireless (WiFi) service at my location?** The modem does not include a wireless router, and only has a standard Ethernet output. You will require the need of a wireless router if you want to have WiFi in your home. Existing WiFi routers will work with the service, as long as there's an Ethernet uplink (or WAN input). If you're not sure, or need to order a WiFi router for your location, **OBITCO** sells various WiFi routers in store, and can assist with in-home wireless network setup.
12. **Can I use my own modem?** Unfortunately, no. The modems that are utilized by **blazinghog** are required, as the SIM and modem serial number are required to be submitted to the carrier before activation.
13. **Is service really UNLIMITED?** Yep! Data is unlimited for normal home usage, including unlimited movie streaming, online gaming and surfing the Internet. Service cannot be utilized for web hosting or illegal activities, including torrenting. Ultimately, if you're not purposely abusing the service, you'll be fine!
14. **What if I decide to cancel my service within the first month?** Make sure you **SAVE YOUR ORIGINAL BOX AND ALL CONTENTS**. Simply contact **blazinghog** to go through standard troubleshooting steps (as often times it's a simple solution). If you're still unhappy with the service, you can return the modem with the box and all contents, and the RMA number provided by **blazinghog** within 30 days of purchase for an equipment refund of \$149.99.