



High-Speed Internet FAQ

1. **How does your High-Speed Internet service work?**

In utilization of a very special contract with blazinghog, we have the ability to offer Internet access utilizing 4G and LTE towers through T-Mobile, with **TRULY UNLIMITED SERVICE**. Our service does **NOT THROTTLE** or have any **DATA CAP**.

2. **How much does it cost?**

The modem costs **\$149.99**, SIM card and activation costs **\$49.99**, and Internet service costs **\$99.99** per month. This places your upfront cost at **\$299.97** (*plus any applicable tax*), with a monthly rate of **\$99.99**.

3. **Is there a contract required?**

No contract required! Service is utilized **month-to-month** with autopayment setup on a **Visa** or **Mastercard**.

4. **Will my monthly 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?**

While speeds cannot be guaranteed, nationwide averages of Internet speed factors between **5Mbps 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. **The nationwide average download is 27.8MBps!**

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 programing and setup!**

9. **What if I'm not sure what type of signal I will have?**

Do you currently have **T-Mobile** as your cellular provider? If **YES** and you have good service (*i.e.* 2 bars or more on LTE), **you're all set!** If not? No problem! OBITCO has two options that can assist with your setup:

- 1) **Over the phone**, OBITCO can provide a tower coverage report to confirm your location to the closest T-Mobile tower, and factor if you're coverage is sufficient for connectivity. This service is offered at **NO ADDITIONAL FEE**.
- 2) **If you'd like us to visit your home**, OBITCO can provide complete a full site-survey at your home, as well as confirm which tower connection would be best suited for your location! This service is available for a **NON-REFUNDABLE FEE of \$89.00**.

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.

15. **What if I'm moving or vacationing?**

That's the **BEST** part! You can easily take our service practically **ANYWHERE** you go! Vacationing in the RV? Take our modem with you! Moving out of state? Take our modem with you! As long as you have signal, you'll have Internet service!

16. **I'm ready to order – How do I get started?**

It's super simple and easy! Just give us a call at **(304) 867-4811, Option #3**, and one of our Internet specialists can get you all taken care of!