



Product Guide

HIGH SPEED INTERNET

What is High Speed Internet?

High Speed Internet helps you choose quality broadband services provided by one of our premier partners: AT&T, Time Warner Cable, CenturyLink, Cox, EarthLink, Comcast and many more.

Selling High Speed Internet:

With 245 million people in the United States using the internet as of 2009, internet service is a commodity that almost every person and business uses on a daily basis and relies on to be fast and dependable. When selling internet service, remind the customer that High Speed Internet helps to find the best coverage and prices in the area, and inform them of the ease of switching providers. Stress that internet service today is a necessity, but paying extra for it is not.

Ask the customer...

- “Do you currently have trouble with your internet speed or connection?”
- “Have you ever price-shopped internet service in your area?”
- “Would you like to compare prices for internet providers available to you?”
- “Do you think you are paying too much for your internet service?”

Features and Benefits:

- Incredibly fast: Fastest, most reliable Internet speeds available for your home.
- Affordable: Don't break the bank—find the best deals in your area.
- Easy to Order: Complete online ordering and information all in one place.

Advantages:

- The largest selection of Internet providers
- Access to the fastest DSL, Broadband, and Fiber Optic speeds on the market today
- The comfort of knowing you are getting the lowest prices
- The ability to view the best offers available in your area all in one place



Sign-up:

- Go to your personal website and select Internet
- Enter your address in the blank fields available and select the offer button.
- Review plan details such as
 - Speeds
 - Promo and Post promo pricing
 - Features included
 - Installation fees, if any
- Complete the order options
- Enter contact information. Please make sure information is accurate

*All orders include a confirmation email recapping the order and the installation steps.

HIGH SPEED INTERNET FAQ:

Q: Do I need to purchase a modem?

A: Your high speed internet provider generally will provide your modem, but if you prefer, you may also purchase your own. You must purchase a modem that is compatible with their system, so requesting their specifications before purchasing would be essential.

Q: Do I need a new computer?

A: Purchasing a new computer is seldom necessary, particularly if you are already connected via dialup services. However, the operating system on your computer can limit your browsing capabilities.

Q: What does DSL mean?

A: DSL stands for Digital Subscriber Line. The term is used to describe using a telephone line to access high speed. This type of service is usually provided through a company that also provides local telephone services.

Q: Can I get cable Internet without cable TV?

A: Provided that you have access to cable services at your location.



Q: Which is faster DSL, cable or Fiber Optics?

A: When comparing the three, Fiber Optics will always win. Neither DSL nor Cable will reach the speeds provided by Fiber Optics. If you are only looking to browse the web, Cable and DSL will provide you with more than enough speed.

Q: Can more than one computer be connected?

A: The simple answer is, yes, you can connect more than one computer through your high-speed Internet connection. You will be required to purchase a router so that you are able to connect two or more computers to your Internet modem.

Q: Do I need a telephone line?

A: If you are connecting using DSL then you will need to have a telephone line, as this is how DSL is delivered. Cable Internet will not require you to have a telephone line.

Q: Do I need to install special software?

A: No, special software is not needed to access the Internet over a high-speed connection.

Q: Will it make my computer run faster?

A: The overall performance of your computer will not be affected by having high-speed Internet. The only software that should be affected is your Internet browser, as it should run faster depending on what Internet speeds you are paying for.

Q: What is broadband?

A: Broadband is the generic industry term for any high speed internet access whether it is from cable, satellite or phone line (DSL). Broadband is always a relative term, understood according to its context. The wider (or broader) the bandwidth, the greater the information-carrying capacity. For example, some providers offer broadband up to 50MBPS which allows for much greater capacity than say a 7MBPS connection.

Broadband comes in a few different ways:

- **DSL** or (Digital Subscriber Line) is a family of technologies that provides digital data transmission over the wires of a local telephone network. Consumers can have DSL without a phone line, often called standalone DSL and speeds can be up to 50MBPS with some providers.
- **Cable** Internet access (often called simply cable Internet) is a form of broadband Internet access that uses the cable television (CATV) infrastructure. Cable, sometimes a shared connection, could slow down when many people in a neighborhood are online at once. Speeds can also be up to 50MBPS with some providers.

Note: Customers are encouraged to obtain (lease/purchase) a new modem when enrolling for



new internet service. Customer provided equipment is not eligible for technical support by the providers. To ensure the best online & product experience obtaining a new modem that is built specifically to work with the selected provider is strongly encouraged.

Q: How fast is Broadband Internet?

A: The speed of the Internet connection varies depending on the type of service and other factors. With DSL, the maximum speed possible depends on the distance between the user and the Central Office. Generally, a user can expect speeds that are around 50 times faster than they experience with a dial-up connection. Both cable and DSL providers have products capable of providing speeds up to 50MBPS in many areas.

Q: I looked up service for broadband in the ordering platform and it says service is not available, but when I look at the carrier web site service is available – what is happening?

A: On occasion, the service is determined to be “unconfirmed” or not available. This happens to customers who reside within the Carrier Footprint but exact serviceability cannot be determined. For example, new neighborhoods are typically established and services sold to the new residents directly by the provider. In this case, the addresses in new construction areas may not appear in our platform for 1-2 months.

Q: I called the service provider and they could not find the order. What should I do?

A: Please call the number directed on the order ~~confirmation page~~ (same number on the order confirmation email). Many of the service providers use multiple call centers. These call centers have different systems and some may not have access to view orders submitted through a different sales channel. Often times the call centers cannot view pending orders for a minimum of 24-48 hours.

Q: The faster internet speeds appear to be quite expensive. Why not just go with whatever is cheaper?

A: This is a great example of why it is important to ask open-ended customers to sell to what the customer needs and not just on price. For a household with multiple people and many devices that connect to the internet (laptops, DVRs, iPads, tablets, smartphones, etc.) a slow connection speed will prove frustrating and unproductive. A faster speed can actually save the household money by allowing users to stream/watch shows & movies online vs. paying for movie theatre tickets.

Q: I've heard of an internet offering through fiber optic. Do we offer this product, or have plans to include it in the 5LINX® High Speed Internet offering?

A: High Speed Internet does offer AT&T U-Verse. AT&T has decided to make use of their existing fiber optic infrastructure and the existing copper wiring between their field



equipment and the residence, which is known as fiber-to-the-node (FTTN). Fiber products are generally more expensive than standard DSL/Cable but offer faster speeds and more advanced features.

Q: Can I cancel my order?

A: If you decide to cancel an order, you will need to contact the service provider directly using the information on your confirmation page.