



## Wireless Internet FAQ's

### Tell me about the technology. What is wireless Internet?

We offer Fiber-fed Fixed Wireless LTE or 5G Internet in many areas that have often been overlooked by the cable companies. Our wireless product differs from cable, satellite, fiber, mobile, or DSL (phone line). There are no wires that are attached from somewhere off-site to your structure. Fixed wireless Internet is received at your location wirelessly from a vertical structure within a few miles from your home or business.

Fixed wireless should not be confused with WiFi, where bandwidth is shared on a “one to many” basis, typically in a “hotspot”. Rather, fixed wireless Internet locks in a secure signal between two points, the tower, and your individual home or business.

Because both endpoints are in fixed locations, we are able to lock in a signal, rather than trying to find a moving target the way mobile wireless technology works. In comparison to satellite Internet, because the fixed wireless signal travels just a few miles from a terrestrial tower, its latency (ping time) is typically faster than satellite Internet. It is also less impacted by weather, making for a better customer experience than satellite.

Note that with fixed wireless Internet, the strength and dependability of the Internet service depend heavily on the signal from the radio to the tower. Coverage for wireless Internet depends on the signal between your home/business and a fixed tower location. Feasibility is determined on a case-by-case basis, depending on distance, topography, foliage, and network capacity.

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### What can I expect at the time of installation?

You can expect a trained installation technician to arrive and begin a site survey in order to determine the best location to attach an antenna/radio, typically on the top or side of your structure. The technician will keep you informed as to the installation location, and will then install both outside equipment and inside WiFi router. They will then leave you with your WiFi name & password to integrate with all of your home devices. We plan for standard installations to take up to two hours, and someone age 18 or older must be present at the time of installation.

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## Are there any installation charges?

There is a onetime standard installation fee of \$99 for residential customers, and for businesses, the one-time standard installation fee is \$199. Non-standard installation rates vary.

## Is the service really unlimited?

We provide unlimited usage to all of our customers. No throttling or caps. Please refer to our Acceptable Use Policy for further details.

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## What equipment will I need?

Our technician will have everything needed. Inside, we will provide a WiFi router, and outside, we will mount a small junction box and then mount one of our antennas in the optimal location selected by you and our technician.

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## What key factors determine my Internet experience?

In one word: Location, Location, Location. This is true in two aspects.

First, your signal strength from the tower will determine the overall health of your Internet, impacting bandwidth, speed, latency, etc. Our technician will work with you to place our antenna in the optimal location of your property, but the overall health of your Internet will still be impacted by distance from the tower, topography, foliage, and network capacity.

Second, and what many people overlook, is the location of your WiFi router within your home. WiFi coverage is impacted by several factors, such as multiple floors, wall thickness & composition, mirrors, and complex floor plans. If you want to know if your WiFi router is the culprit for a negative Internet experience, plug a network or Ethernet cable directly from your computer to your router and run a speedtest. If this speed test result is much better than speed tests done via mobile devices around the home, then you know you have a WiFi issue.

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## Can Point Broadband's wireless service handle streaming and/or gaming?

We do have many customers who have the capability to stream movies/shows (Netflix, Hulu, etc.) or do console gaming. However, this is not something that we guarantee to our wireless customers. This will be based on what service plan you have and how strong your service levels are. Your latency or ping level will be based on how strong your connection is to our tower and will also depend on the type of equipment you are running.

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## What kind of Internet Support do you offer to your customers?

Our Technical Support Team is available 24 hours a day, 7 days a week at 844-407-6868.

Our Customer Service Professionals are available 8-8 Mon-Tues, 8:00-7:00 Wed-Fri, & 8:00-5:00 Sat.

In addition, we have a Contact Form (<https://point-broadband.com/contact/>), which automatically creates a case in our queue for a call back in regards to your questions.

Our response time, in most cases, is no more than 24 hours, depending on volume.