



Clearwater Internet



How long is the contract for Wildblue?

Your contract period is a minimum of 12 months. After that the contract continues on a month by month basis until it is cancelled.

How will I be billed for WildBlue?

Your WildBlue service will be billed on your Clearwater Power Company electric bill. The service is billed in advance. So the first bill will include the pro-rated balance of this month's service, and the full amount of next month's service.

Where will the WildBlue satellite dish be installed?

A standard installation includes a satellite dish mounted on a southern facing wall, dual coax cable run of less than 100' entering the structure from an outside wall. Installation does not include roof mounts, wall fishes, or attic crawls. The particular details of your installation will be discussed with you on site prior to installation.

Who Do I Call When I Have A Problem?

You just call our friendly customer care agents. We'll have a person you can talk to for technical support, 24 hours a day, 7 days a week at 1- 888-228-0689 (toll free). If you have a billing question just call 1-888-743-1501, Monday – Thursday from 7:00 a.m. to 5:30 p.m.

Q. What does WildBlue cost?

A. The equipment cost \$299 upfront. There is a \$100 discount for Clearwater Power Members bringing the cost down to \$199. The monthly Internet Service Provider fee is either \$49.95, \$69.95 or \$79.95 depending on what package you choose. See table below.

<u>Value Pak</u>	<u>Select Pak</u>	<u>Pro Pak</u>
49.95/Month	69.95/Month	79.95/Month
Up to 512Kbps downstream	Up to 1.0Mbps downstream	Up to 1.5Mbps downstream
128 Kbps upstream	200 Kbps upstream	256 Kbps upstream
5 Email addresses	5 Email addresses	10 Email addresses
10MB per Email address	10MB per Email address	15MB per Email address
10MB of Web space	10MB of Web space	20MB of Web space
FAP threshold limits	FAP threshold limits	FAP threshold limits
<i>7500 MB Download</i>	<i>12000 MB Download</i>	<i>17000 MB Download</i>
<i>2300 MB Upload</i>	<i>3000 MB Upload</i>	<i>5000 MB Upload</i>

Minimum System Requirements

To receive the Service, your computer must meet the following system requirements:

System Type	Operating System	Processor	Memory (RAM)	Free Disk Space	Ethernet Connection
Windows	2000, XP, Vista	300 MHz or faster	128MB	100 MB	Yes
Macintosh	OS9, OS10.2	300 MHz or	128MB	100 MB	Yes

Q. Why should I get WildBlue?

A. WildBlue provides access to the Internet at much higher speeds than dial-up access: up to 1.5 Mbps which is more than 30 times faster than dial-up. A whole new world of content will open up to you with your broadband connection. And with WildBlue, you get an "always on" connection which means no dialing-in or other delays to get high-speed access to the Internet.

Q. How hard is it to use?

A. Not hard at all. Once we professionally install your WildBlue system, you are ready to surf the Internet. You can use your same web-browser, go to the same sites, use your email, etc. just like you always have...but a lot faster! And it's always on so no more dialing-in delays, or getting "bumped off."

Q. Can I get WildBlue service in a mobile vehicle like an RV or boat?

A. Not at this time. WildBlue service was designed for stationary locations like homes and small businesses. We do not offer broadband service for mobile vehicles at this time.

Q. Do you offer a limited warranty on the equipment?

A. Yes. You will receive a 90 day labor/12 months parts limited warranty on all equipment at no charge when you become a customer. View our one-year limited warranty at http://www.wildblue.com/legal/limited_warranty.jsp

Q. What is a fair access policy (FAP), and how does it benefit me?

A. FAP is the way WildBlue customer service monitors the total amount of data transferred. This protects you from other people using more than their share and slowing down your service.

Q. Does sending and receiving email affect my usage total?

A. Yes, any traffic transferred through your WildBlue service is counted in your usage total.

Q. Does dial-up affect my usage total?

A. No, only traffic transferred through your WildBlue service is counted in your usage total.

Q. How are users notified of the FAP policy?

A. When WildBlue identifies a Customer that has reached 80% of the 30-day rolling period usage threshold for their level of service, an email notice is sent stating they are approaching the limit. If the customer were to pass the threshold after a warning has been issued, then WildBlue will slow the service in accordance with the Fair Access Policy (FAP).

Q. How do FAP levels relate to the "speed" of the WildBlue Service?

A. The FAP Levels indicate the amount of usage any account may have within a 30-day rolling period and the speed indicates an "up to" amount at which that usage may occur. If the usage limit is exceeded within the 30-day rolling period, the speed is reduced until the usage limit is again under the 30-day threshold.

Q. How does the 30 day rolling calendar work?

A. Based on an analysis of typical customers, we have set a rolling 30-day limit on data usage per customer, called a Usage Threshold. For each service plan, the Usage Thresholds are significantly above the amount of data that is used by a typical customer. Every day, your upload and download data usage is measured ("Actual Usage") to determine if your total Actual Usage, as aggregated over the previous 30 days ("Usage Total"), exceeds the Usage Threshold for the service plan that you selected.

Q. I only use my WildBlue service casually. How could my service have used all that bandwidth?

A. Unfortunately, since we are not monitoring the content, we have no way of telling you how this is occurring.

Common causes of high usage are:

- Use of a webcam
- Downloading full length movies
- Downloading large quantities of music files or full software applications.
- It is also possible that your computer is compromised and is being used maliciously. Trojan viruses, Windows vulnerabilities or unsecured wireless connections can allow unauthorized access to your network and should be investigated as a possible source

Q. Where can I download free virus protection software?

A. WildBlue does not provide anti-virus software, but the link below offers a popular free anti-software package.

http://www.download.com/AVG-Anti-Virus-Free-Edition/3000-2239_4-10746390.html?tag=lst-0-1

USAGE CHART EXAMPLE

- The following is an example of the usage chart.

Usage Chart

