



# OBITCO High Speed Internet FAQ

*OBITCO is extremely pleased to announce a partnership with RevGen Networks to provide High Speed Internet.*

*All Internet items are generally available in-store for same day pickup!*

## How does your High-Speed Internet service work?

In utilization of a very special contract with RevGen, we have the ability to offer Internet access utilizing 4G and LTE towers through our **URBAN Plan** (utilizing T-Mobile) and **RURAL Plan** (utilizing AT&T),.

## What is the breakdown of pricing?

It's really as simple as 1-2-3. Pick your plan, pick your router, and pick any optional features you'd like to add. We can get you setup in store in a matter of minutes. Or if you're not local, we'll be happy to program it for you and ship the device to your home for a flat-rate \$9.99 shipping fee!

### Step 1 – Pick Your Plan!

- Our **URBAN Plan** (utilizing T-Mobile) runs **\$109.99/month** (plus a one-time \$49.99 SIM card/activation)
- Our **RURAL Plan** (utilizing AT&T) runs **\$129.99/month** (plus a one-time \$49.99 SIM card/activation)

### Step 2 – Pick Your Router!

We carry two different LTE Wireless Routers in-stock:

- **W3 WiFi Router:** This router includes WiFi for true plug-and-play utilization and works with both plans! This unit also includes a single Ethernet port for **\$259.99** (plus any applicable tax)
- **Bring Your Own Device:** Have a pre-existing LTE device? No problem! We can get you setup with an activated SIM for the service selected!

### Step 3 – Pick Your Optional Features

- **Router Protection Plan - \$4.99/month:** Want peace of mind? RevGen offers a router protection plan! This plan provides complete warranty coverage for your router. For more information, please see an OBITCO GEEK or review more information online at: <http://www.obitco.com/routerplan.html>
- **TotalSECURE - \$14.99/month:** TotalSECURE managed solutions is technology made easy that helps you setup, use, protect and enjoy your networked devices. Combining industry leading software and world class support we created a customized TotalSECURE solution for everyone.

## Is there a contract required?

The absolute beauty? There is **NO CONTRACT REQUIRED!** Service is utilized **month-to-month** with autopayment setup.

## What Internet speed should I expect?

While speeds cannot be guaranteed, the speeds of our plans (at 4G LTE) depend entirely on how close you are to the cell towers in your area, as well as proper modem placement inside your home/business. Speed can vary between 1MBps for those furthest away from towers, up to 75MBps for those closer to towers.

## 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!

## 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!

## 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.

## What if I decide to cancel my service within the first 14-days?

*Make sure you SAVE YOUR ORIGINAL BOX AND ALL CONTENTS.* Bring in, or ship, your router back into OBITCO, and we'll help you take care of the rest. Routers are subject to a \$75 restocking fee – SIM Card/Activation is non-refundable. We can assist with cancelling your RevGen service, which will provide a service refund less \$25 cancellation within the 14-day window.

## Can I use this for streaming services?

Absolutely! Internet service is available for normal home usage, including 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! See more info at <http://www.obitco.com/fairuse.html>

## I'm ready to order – How do I get started?

It's super simple and easy! Just visit our store location at **1855 Valley Road, Berkeley Springs, WV 25411** or call us at **(304) 867-4811** to get setup! If you're not local, it's **no problem!** We can program the router and ship it to you for a flat-rate \$9.99 shipping fee!