

# WIRELESS BROADBAND FAQ'S

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## What is wireless broadband?

Wireless broadband is an ultra-reliable and affordable alternative to T1s and has similar characteristics and bandwidth to fiber. Wireless broadband uses radio frequencies to transmit data over the air at speeds up to 1.5Gbps.

## Who uses wireless broadband?

Grid4's wireless network is powered by Cambium Networks, a division of Motorola that has been providing wireless solutions for decades. The exact technology Grid4 has deployed in its wireless network was used by FEMA to deliver Internet to first responders in the aftermath of hurricane Katrina and is currently used by all of the branches of the US military, the FBI, the DEA, the National Park Service and the Dept. of Homeland Security to deliver wireless Internet for their operations.

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## How does the technology work?

Simply, a subscriber radio mounted on a customer rooftop communicates back to Grid4's PoP (Point of Presence) site. The voice & Internet traffic is transmitted wirelessly via a secure radio frequency between the PoP site and customer locations.

## Can we deliver voice services over wireless links?

Yes! All of Grid4's SmartCOMM™ Services can be delivered over wireless links. The latency specification for our radios is 12 ms and the service comes with a full "four 9's" uptime guarantee.

## What is the coverage area?

Currently we can cover most of the eastern side of Oakland County and western Macomb County.

## Is it affected by the weather?

Grid4's Wireless Broadband services operate in different frequencies than satellite tv and WIFI and are not affected by the weather the same way satellite and WIFI can be affected by heavy rain and fog.

## Is it secure & reliable?

All wireless services are delivered over secure & private dedicated circuits and are guaranteed by Grid4's service level agreement (SLA) and guarantees 99.99% uptime. All traffic across the network is encrypted for maximum security.

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## When is it available for installation?

Wireless service is available today and can be installed in as soon as 7-10 business days. We can install faster because we don't have to rely on AT&T for circuit installation. Prior to installation, we will send a tech out to do a site survey to confirm installation details.

\*\*Port-overs of existing voice services from another carrier may push back the installation date due to the scheduling of that carrier.\*\*