

Some Frequently Asked Questions About Wireless Internet Access

What is "Wireless Internet Access"?

Wireless Internet access is a form of high speed, or Broadband Internet access, that uses a radio frequency instead of phone or cable lines. Gulf Islands Wireless Networks Ltd. is providing high-speed cost effective solutions for Internet access via wireless, **NO PHONE LINES NEEDED!** There is no need to worry about slow downloads, busy signals, or disconnections anymore, with Wireless Internet your computer is always on the Internet.

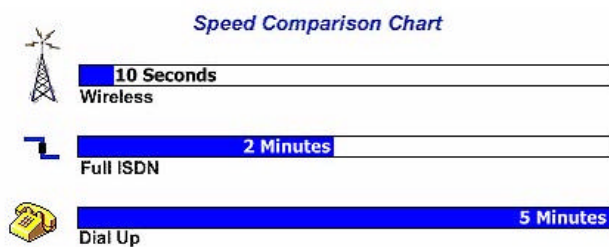
What equipment is needed?

The customer will need a receive radio, a network capable computer, the antenna and the cable running to it. Battery backup is also highly recommended, and surge devices should be used with all computers and their various connections.

How fast is Wireless Internet?

A wireless Internet connection's speed allows the customer to connect at speeds anywhere from 1Mbps all the way up to 11Mbps.

Download Comparison Chart 2 MB file at full download speed



How secure is the signal?

We think it's secure enough for most uses. The equipment was designed by an Israeli outfit for use in tank-to-tank, and tank to HQ, real-time communication for telemetry and computer communication. The nature of wireless makes it very difficult to intercept. Each unit is programmable to use different frequencies in the spectrum. If this is not enough security, encryption can be used to further secure the signal at the radio level. Gulf Islands Wireless can also provide secure wireless connectivity in the licensed 3.5 GHz band. In addition,

more robust encryption boxes can be positioned at each end of the link to further protect the signal.

Will I have to learn anything new to use this system?

If you already know how to use a Web browser you will find our system totally transparent. You are always online. You click on your browser icon, and you are online with no delay- no waiting for a free line or a connection.

What are some benefits to having fast Internet access?

Many times you might find yourself sitting on your computer waiting up to 5 minutes just for one home page to load. Most of the time is because it is "Content Rich," meaning it has many pictures and active moving things, sometimes even sound. This makes it very hard for a slow modem connection to process so much information. As the Internet evolves, so will "content." People are finding new ways to express themselves through "content rich pages," leaving modem users frustrated because they have to wait for the pages to load. With fast Wireless Internet access, there is no need to wait. You can play real time videos, make Internet phone calls without breaking up, play your favorite MP3 in real time, watch live video streams, send and receive files at blazing speeds, and best of all, general browsing is more enjoyable.

What does the equipment look like?

The antennas range in size from a flat panel 7.5" x 11" x 3.5" (approx. size of a VCR tape), to an 11" x 14" long round pole, to a 24" x 36" grilled directional unit. They are all very lightweight and are no more difficult to install than a Dish TV or DirecTV dish. The cables used for exterior mounting come in set lengths, but can be ordered longer, and sometime shorter depending on the application. The cables are 1/2" and 3/4" in diameter, with the connectors being slightly larger. The cable is fairly stiff and should not be bent too sharply. LMR-500 and LMR-400 are the two most common cable types.

Do I need a phone line?

NO! A phone line is not needed. The Wireless Internet connection is bi-directional, meaning your unit will send and receive information, making it a complete solution for Internet connectivity.

Is this like Cable modems or ADSL?

Cable Modems and ADSL are all dependent on physical wires, and a middleman (i.e. phone/cable company). With Wireless Internet access you are dealing with no wires, but directly with the ISP.

Is Internet access unlimited?

With Wireless Internet access your computer is always connected. There are no time limits or restrictions of how long you can use it. Your computer is connected 24 hours a day 7 days a week 364 1/4 days a year.

Is this the same as "satellite" Internet?

No! Wireless Internet is bi-directional unlike many satellite solutions, where you download via the dish antenna, but you are also connected by phone line to the Internet for uploading information. This wireless solution eliminates the need for any dedicated phone lines, and therefore reduces your costs, while providing data rates much higher than cable modems, ISDN or satellite.

Can I run servers on this connection?

Yes. Clients wishing to run servers over a wireless link will need to pay for that ability. The running of servers of any kind is prohibited in the basic wireless access plan.

Will I still need my phone modem?

NO, Wireless Internet connections do not require a phone modem.

How long will it take to install?

Installation can take as little as 1 hour to complete. More complex installations may take longer. Each location and installation will be specific to its own needs and obstacles.

Can I get Busy Signals?

NO, you always have an Internet connection 24 hours a day, 7 days a week 364 1/4 days a year. A wireless connection requires no phone line making it impossible to get a busy signal.

What about lightening protection?

Lightening arrestors are available for the external antenna units. Further measures are recommended to protect your entire system. A surge arrestor is available for the Ethernet connections, as well as power and phone connections. We highly recommend they be used.

Is it available in my area?

A site inspection will need to be performed for almost all potential customers to evaluate the ability to use wireless at your location. If you know where our access points are, and you can see one, then you should be able to get a working signal. A site survey must be done prior to installing any wireless hardware.

What is the downside with wireless Internet?

Wireless Internet connections require direct radio line of sight. As a general rule, if you cannot get a direct radio line of sight from your location to an access point, you can't get wireless access. In some instances you might be able to see one of our access points in the winter but in the summer when the leaves come out you're connection will be lost. Installation costs, can vary greatly (depending on location) but can be justified by saving in recurring telephone costs, increase in speed and reliability.

How does this access method compare to Cable and/or DSL?

As with any Internet connection your provider is sharing access (bandwidth) with all of it's customers, so your most limiting factor is the amount of bandwidth the ISP has available. Cable and DSL charge enticingly low rates for what they call "high speed access," which might seem like a good thing, but charging so little means there is not enough money coming in to provide the bandwidth needed for your customers, so typically you will find your connection slows drastically when other people are using it heavily. You seldom actually get the speed they boast you will. You get what you pay for. You'll realize this to be true as more and more cable and DSL providers are putting speed controls on the customers. Cable and DSL are not available in most area in the Southern Gulf Islands, and probably won't be in the foreseeable future. DSL has a major limitation - Distance. DSL slows down the further away from the Telco CO your connection is, and doesn't work at all if you are more than 18,000 feet away (About 3 to 4 miles) from the Telco's switch.