

Frequently Asked Questions about Warwick Broadband Service

What can I expect when the installer arrives at my home?

The installer will first attempt to find the location on your property that will give you the best internet connection. If there is more than one possibility, the installer will ask which site you prefer. If the installer cannot locate an adequate signal on your property, the installation will not proceed. As we gather more data on unserved areas in town, we will start planning for additional equipment, so we may be able to provide you with service in the future.

If a strong enough signal is found, you will be asked to sign a waiver of liability, and the installation can proceed. The installer will create a temporary connection to your equipment to test the compatibility of your equipment with the network connection. If this works, the installer will permanently install your subscriber module, ground it, and connect it to your computer equipment.

Once an internet connection is established on your computer and demonstrated to you, you will be asked to sign off on the installation. The installer will present you with a bill that includes installation and service through the end of the month. If the installer can demonstrate an internet connection on the installer's laptop, but cannot connect on your equipment, you will have the choice of signing off on the connection and agreeing to have your computer serviced, or stopping the installation, in which case there will be no charge to you.

What kind of equipment do I need to have in order receive Warwick Broadband Internet service?

The Motorola Subscriber Module (SM), antenna, mounting brackets, grounding equipment, and cables will all be provided by the installer. You will need to have at least one computer with a wired or wireless network interface. If you have only a wireless network interface, you must also have a wireless router. Most computers come with wired and wireless network interfaces. A network interface looks like a phone jack, only wider.

If you want to connect more than one computer to the internet, you will need a network switch or wireless router. These are available at any store that sells consumer electronics. You use this type of device to create a local area network (LAN) within your house. Your broadband subscriber module will then be plugged in to the switch/router, and your computers will connect to the internet via this device. If you intend to use this method, you should have the switch/router in place and your computers connected to your household network before the installer arrives.

Will I need any special software?

Your computer must be running at least the Windows XP (or equivalent) operating system. Newer operating systems like Vista are also acceptable. You must also have up-to-date antivirus and anti-malware protection. This is much more important when you have a continuously connected broadband service than it is with dial-up. We require this because some viruses and malware can hijack your computer and use it to distribute spam or for other illegal activities without your knowledge or consent. This can affect the entire Warwick Broadband service, slowing down everyone's service.

There are many excellent internet security products available. We recommend AVG or AVAST as anti-virus programs. Both are available as free downloads. The paid versions of these programs offer additional features, but the free versions are adequate. If you subscribe to a paid anti-virus service, you must renew your subscription every year to continue to receive updates. New viruses are being written all the time, and an antivirus program that does not have the latest updates is not effective.

There are also a number of free anti-spyware or anti-malware programs available. Two good products are MalwareBytes and Ad-Aware. If you use the free version of these, be sure to update it and then scan regularly. Neither of these functions can be scheduled to run automatically with the free version.

If you are going to look for your own security software, be sure to use a reputable site such as downloads.com or MajorGeeks.com. There are some viruses that masquerade as security software!

Other than anti-virus and internet security software, you do not need any special software to connect to the internet through Warwick Broadband.

What about email?

Warwick Broadband Service does not provide email services at this time. There are a number of free internet-

based email services on which you can get an account. These include Google (gmail), AOL, and Yahoo. Once you sign up for an email account with this type of provider, you can access your email over the internet or you can use an email “client” program like Thunderbird to receive your email on your computer. Your email provider will have information on how to do this.

What if I have other questions?

Send e-mail to <warwickbroadband@gmail.com> or phone the Warwick Broadband Service support line, 978 724 4506, prepared to leave a message. Either way, be sure to make it clear how to get back to you. Your question will be forwarded to the person best able to answer it. You can expect an answer within 48 hours.