



| Use plan for:                        | Family Plan     | Entertainment        | Uncle Sam        |
|--------------------------------------|-----------------|----------------------|------------------|
| Web Browsing                         | ✓               | ✓                    | ✓                |
| E-Mail                               | ✓               | ✓                    | ✓                |
| Facebook                             | ✓               | ✓                    | ✓                |
| You Tube                             | ✓               | ✓                    | ✓                |
| Shopping                             | ✓               | ✓                    | ✓                |
| Skype                                | ✓               | ✓                    | ✓                |
| Online Education                     | ✓               | ✓                    | ✓                |
| Whole-House WiFi <sup>1</sup>        | ✓               | ✓                    | ✓                |
| VOIP (Vonage, Ooma, etc.)            | Not Supported   | Not Supported        | Not Supported    |
| VPN (Virtual Private Network)        | Not Recommended | ✓                    | ✓                |
| Netflix <sup>2</sup>                 | Not Recommended | High Definition 720p | Multiple Screens |
| Online Gaming                        | Not Supported   | ✓                    | ✓                |
| Download Speed                       | 2               | 5.0                  | 10               |
| Upload Speed                         | 1.5             | 2                    | 2.5              |
| Monthly Internet Fee                 | \$69            | \$99                 | \$129            |
| Monthly Fee with phone               | \$109           | \$129                | \$159            |
| Internet Installation <sup>3,4</sup> | \$250           | \$250                | \$250            |
| Phone Installation                   | \$50            | \$50                 | \$50             |

1. All plans include a wireless B/G/N router at no additional cost, if configured as part of initial installation. Customers may choose to retain their existing WiFi router. ShoreWaves wireless routers requested after service installation are available for a one-time fee of \$60.
2. A separate Netflix subscription is required, in addition to ShoreWaves Internet service. Subscribe at [www.Netflix.com](http://www.Netflix.com). A single high definition Netflix stream requires speed of 2.5 or higher.
3. Standard installation includes mounting on the house or attached structures. Mounting in the yard or a detached structure is available for an additional one-time fee of \$50 will be assessed at the time of installation regardless of if cable can be buried at the time of installation or not. Some very hard to reach areas may incur additional installation charges.
4. All installation fees and the first Monthly Fee will be billed when installation is complete and are due upon receipt. Monthly, quarterly, semi-annual, and annual payment plans are available.

**Call 906-523-9370**  
**For installation or with questions**

# Common Questions About ShoreWaves Internet Service



Does ShoreWaves provide service in my area?

Give us your address and we will look it up. Or browse to [www.shorewaves.net](http://www.shorewaves.net) and check the current coverage area map. If your location is not on the map today, be sure to call us and we will put you into our network planning database.

How much power does the ShoreWaves equipment use?

The outdoor equipment uses about 4 watts, around the clock when turned on. In a 30 day month, that is a total of about 3 Kilowatts. UPPCO rates at the time of this writing are about \$0.20 per Kilowatt hour, for a monthly cost of about 60 cents.

Will Vonage telephone service (or Magic Jack or any of those others we see on TV) work with ShoreWaves Internet?

Maybe, but we do not offer any technical support if you try. Instead try our ShoreWaves brand telephone service, which we fully support.

Will my VPN (Virtual Private Network) connection to the office work on ShoreWaves.

It should, if you subscribe to a ShoreWaves plan designed for it. We recommend at least the Entertainment Package.

How does ShoreWaves Internet service compare to my satellite service from HughesNet (or Exede)?

- 1) Results appear much faster when you click a button or press the "Enter" key
- 2) Your VPN connection to the office will work reliably
- 3) Netflix and other video streaming will work well, and without limits!
- 5) You can use it for online gaming
- 6) No satellite dish (or anything else) to clean in the winter

Does weather affect ShoreWaves service?

Customers report their ShoreWaves Internet keeps running when Dish TV and satellite internet fails. Extremely still and foggy days sometimes affect ShoreWaves customers in fringe areas.

How many PCs, tablets, smart phones, gaming consoles, and other Internet devices can I connect to my ShoreWaves service?

As many as you want! Just remember that each device uses up some of the speed you have purchased. If you will be watching NetFlix in one room while gaming in the room next door and running a web conference in the home office, our lowest priced plan is not for you. Call ShoreWaves customer service at 906-523-9370 and tell us what you need your ShoreWaves service to do. We will recommend a plan that matches your needs.

What devices can I stream video on?

While many devices such as smart TVs, phones, tablets, and gaming consoles have streaming capabilities, we have found that streaming works much better when using devices specifically designed for video streaming. We sell the Roku Streaming Stick. It is consistently rated as the overall best streaming appliance available.

## Add On ShoreWaves Telephone Service

Most ShoreWaves Internet customers can switch their landline phone service from ATT or Charter to ShoreWaves.

- Keep your existing phone and number
- Additional \$50 telephone service installation fee applies.

### **All residential phone plans include:**

- |   |   |
|---|---|
| * Unlimited calling to the continental USA and most of Canada | * Call forwarding   |
| * Caller ID with Caller Name                                  | * White pages directory listing (unlisted available)  |
| * Caller Name   | * "Winter Storage" rates available  |
| * Call Waiting  | * UPS 2.5 hour back up recommended for ALL phone installations available through ShoreWaves for \$88 + tax and applicable installation charges. |
| * 3-way calling   |   |

**Installation Discounts For Active Military and Veterans**