

Equipment Information

There are a few different pieces of equipment that our installers can use at your home. We want to provide you with the most reliable Internet signal that is possible. In the event that we cannot provide the Home Premium speed, we may suggest Home Basic as an option. Please inform our installer if this is acceptable to you.

Antennas are shown in order of preference:



Bare Radio: Used only with line-of-sight to the tower and short distances (less than 2 miles)



Radio + 10.5" diameter Stinger: Used for 2-5 mile line-of-sight service



Radio + 18" Reflector Dish: Used in line-of-sight at distances greater than 5 miles or when obstructions are present



Radio + 16" square Panel: Used in non-line-of-sight applications. May be limited to Home Basic service



Radio + 3ft Yaggie: Used for non-line-of-sight connections. Limited to Home Basic service



Radio + 6ft Yaggie: Long range or significant obstructions. Limited to Home Basic service.



Power Supply: Important piece of equipment that must remain plugged
Without this, you will not have a connection, nor can we diagnose any problems



Ground Block / Surge Suppressor: Helps to ensure the safety of your computer
Usually mounted at the location where our cable enters your home
Please make sure the box stays closed and free of water