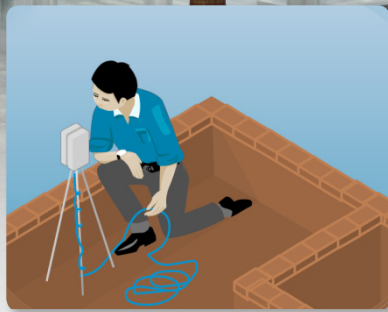
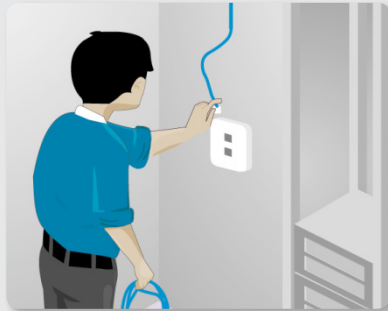


Wireless Internet

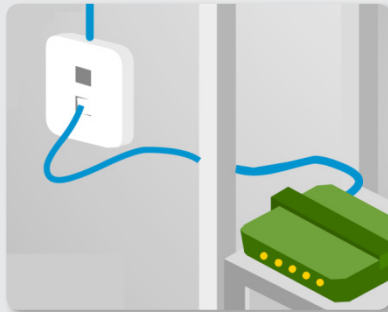
An installation guide for customers



TelePacific installs the rooftop equipment.



Next, we install an outdoor wall jack in your server room or telecom closet.

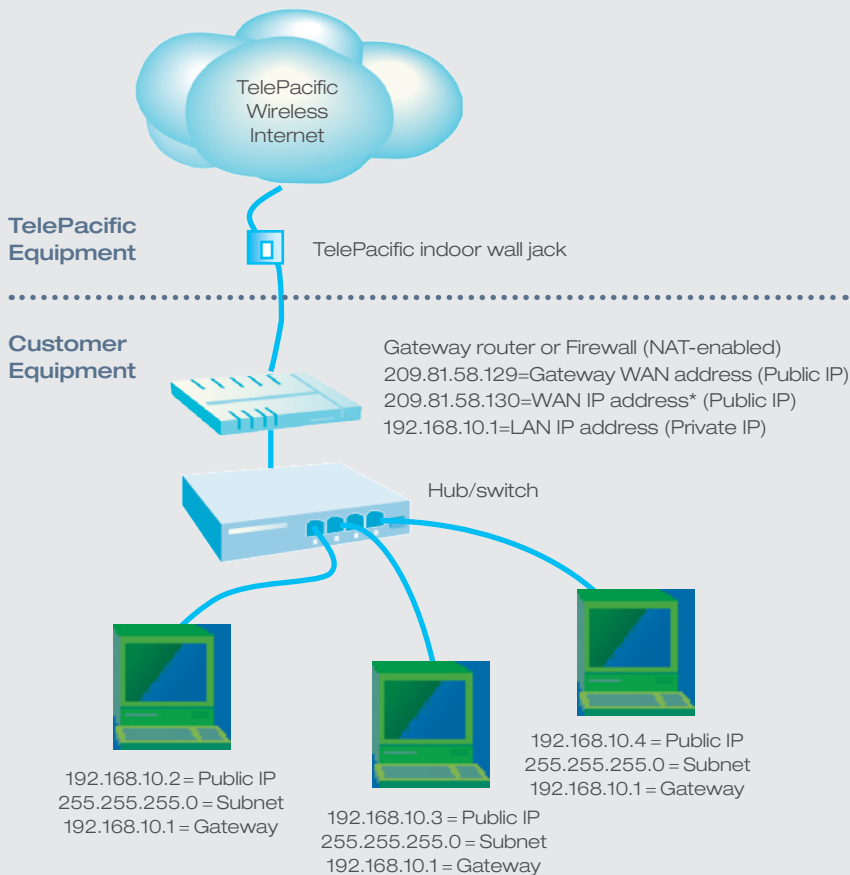


Then you connect your network to TelePacific wireless Internet service!

Thank you for your interest in TelePacific's wireless business Internet service! This guide lets you know what to expect once you decide to order our reliable, high-speed Internet service.

- **Arrange For Roof Access** During the installation process, we will install a high-grade radio (subscriber unit) on your roof. Be sure to work with your landlord or property manager ahead of time to arrange for roof access on your installation date and to get permission to have our technicians install the equipment on the roof.
- **Installation Scheduling** Once your order is submitted, you will be contacted by one of our project engineers to schedule the installation appointment. We will work with you and your building owner to answer any questions regarding the installation process and equipment.
- **Installation Day** During your installation appointment, one of our technicians will verify that we have a clear line of sight to one of our local wireless base stations. Next, we will install a subscriber unit on your rooftop. We then run a standard outdoor-rated Cat 5 cable from the subscriber unit, through an existing roof penetration, into your telecom closet or server room. There, the technician will install an indoor wall jack that includes a standard RJ45 Ethernet port. Our technician will verify that your service is fully functional and will provide you with a Circuit Certification form that includes your billing start date, your IP addresses, and our DNS server information.

Option 1: Basic Internet Services Setup with NAT



Advantages:

- Simple setup
- Added firewall protection (depending on the router or firewall you implement)
- Doesn't waste public IP address space

Disadvantages:

- Requires a router or firewall device
- Requires some technical expertise
- Most customers assign the first usable public static IP as their WAN address

Example of customer IP information provided by TelePacific

209.81.58.129 (Gateway WAN address)

209.81.58.130-34 (Usable public IPs)

255.255.255.248 (Subnet mask)

These IPs are examples only. Your public IPs will be provided to you by TelePacific.

■ **Billing** Your first statement will be sent to you within a few business days of service installation. It will include any applicable setup fees, your first full-month's service fee, and pro-rated charges for the period between your billing start date and the first statement. Subsequent invoices will include only the monthly fee plus any additional services you may purchase along the way.

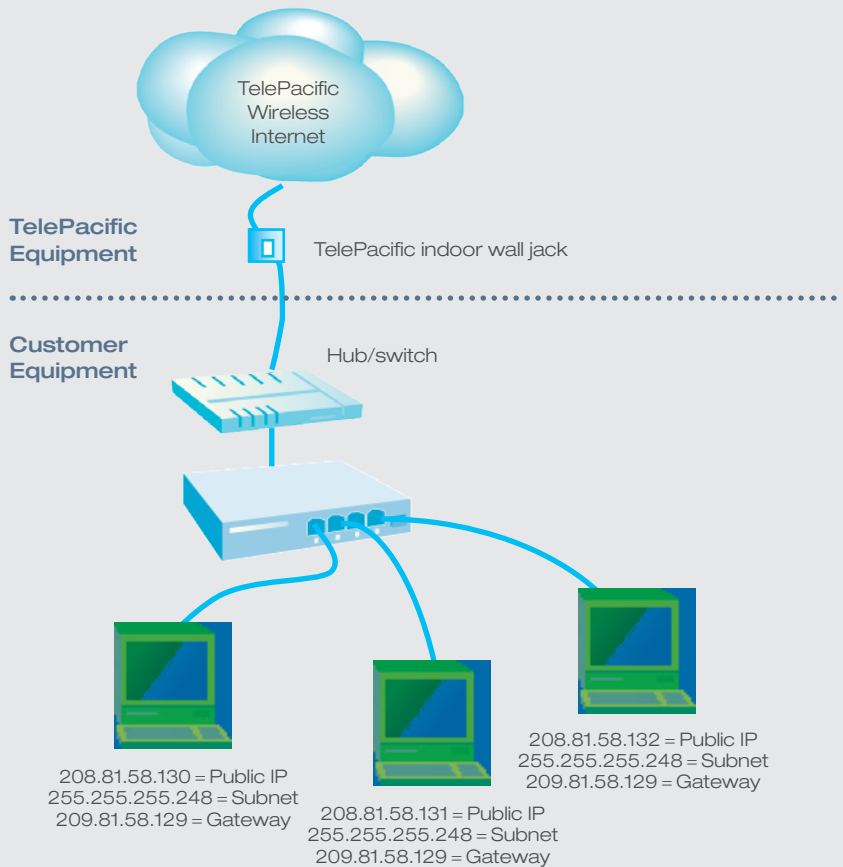
■ **Customer Support** Your TelePacific wireless Internet service comes with 24x7 access to our customer support team. Our support team can assist you with service issues, upgrading your speed, buying bandwidth on demand, or purchasing additional IP addresses.

■ **Using The Service** Once the service is installed, you will connect your local network to our network interface device (NID), the indoor wall jack that our technicians installed in your telecom closet or server room. There are a number of ways you can connect your network to TelePacific's wireless Internet service. Two of the most common ways are outlined below.

Option 1. Basic Internet Services Setup with NAT (hub and router)

In this setup, you add a router between the network interface device (NID) and the hub. You configure your router to do network address translation (NAT), which converts private IP addresses (which you assign) to public static IP addresses (which TelePacific assigns). This method is ideal when the number of computers requiring Internet access exceeds the number of public IP addresses assigned to you by TelePacific.

Option 2: Basic Internet Services Setup (hub only)



Option 2. Basic Internet Services Setup (hub only)

With this setup, you directly connect the NID to your hub with an Ethernet cable. You then manually assign each computer a public IP address from the usable public static IPs that TelePacific assigns to you. Please note that the number of computers requiring Internet access cannot exceed the number of public IP addresses assigned to you by TelePacific.

Advantages:

- Simple setup, little technical expertise required

Disadvantages:

- The number of public IPs you have determines the total number of PCs or servers that can have Internet access
- Without a router or firewall, you have little or no protection from the public Internet against hack attempts or other malicious activity

Example of customer IP information provided by TelePacific

209.81.58.129 (Gateway WAN address)

209.81.58.130-34 (Usable public IPs)

255.255.255.248 (Subnet mask)

These IPs are examples only. Your public IPs will be provided to you by TelePacific.