



CloudWyze Internet

FAQ

CloudWyze, Inc. will begin offering a new wireless Internet Service to businesses in Wilmington and the Cape Fear region beginning in January, 2015. CloudWyze Internet is a dedicated high speed Internet service that will eventually be available throughout the Cape Fear, enabling expansion of businesses that require faster and more stable Internet access than traditional cable and DSL offers.

This new offering makes CloudWyze a WISP: wireless Internet service provider. A WISP provides dedicated Internet service to businesses via a wireless network. CloudWyze technology is made up of proprietary equipment that is installed on towers using a Fixed Wireless system.

What is Fixed Wireless?



CloudWyze uses a fixed wireless system to connect two fixed locations, whether that is from building to building or tower to tower, with a wireless link. The signal is then sent directly to the subscriber business. This is a significantly more cost-effective and secure alternative to leasing fiber or installing cables between the buildings.

The [point-to-point](#) signal transmissions occur through the air over a terrestrial microwave platform rather than through copper or optical fiber; therefore, fixed wireless does not require satellite feeds or local telephone service.

CloudWyze Internet is different from traditional WISP offerings in that our fixed wireless is providing underserved businesses – instead of remote regions – with the highest levels of reliability.

Why is CloudWyze Internet a Better Solution?

There are really three primary reasons that the CloudWyze Internet is a better solution for many businesses that what is currently available:

1. **More Reliable:** Cable and DSL products do not offer the reliability of fiber. Yet the more reliable fiber-based Internet is not readily available in all locations. When it is available, it is often too expensive for small businesses.
CloudWyze Internet offers companies of all sizes a dedicated “HOV” lane to the internet, assuring consistently fast access even during peak traffic times. And because it is wireless, no lines can be ‘cut’ when construction begins down the road.
2. **Faster Install:** Given that our service is delivered wirelessly, CloudWyze Internet can be ‘turned on’ in hours or days instead of months. Because we are no longer at the mercy of the large service provider, we have greater control over the timeline for our customers and



can prioritize accordingly.

Dedicated Internet Access (DIA) can often be installed by cable or phone companies, yet usually they must dig trenches and run fiber optic or copper cable to your building, which can take 60 – 90 days—or more.

3. Less Expensive: Dedicated Internet from cable or phone providers can be very expensive. When you move your business to the Cloud, you should be sure that your Internet access is always available to connect you to that Cloud. Other Service Level Agreement options (as opposed to Best Effort) can cost 2-3 times as much as CloudWyze Internet.

What is the difference between Dedicated Internet Access and Best Effort?

Best Effort Internet describes a network service with no guarantee that data is delivered, nor that a particular quality of service level or priority is assured. This level of Internet is delivered via a shared line, where the company offering the service promises to give you their best effort to deliver Internet service up to a particular rate.

For instance, if you purchase a 20Mbps best-effort plan, they will work very hard to get you service *up to* 20Mbps. You share with your neighbors the same uplink to your Internet Service Provider (ISP), and as such, your upstream link fluctuates with the traffic your neighbors push over that same stream.

Dedicated Internet: Think of Internet Access as a freeway, and the number of lanes the bandwidth. If you have an eight lane freeway, that's pretty big – you'd think there would be no traffic problem with that. But think of all the 8 lane freeways in the cities with the worst traffic (LA, Atlanta, etc.). It's all about usage.

With Dedicated Internet, you essentially get your own lane on the freeway. CloudWyze Internet offers companies of all sizes a dedicated "HOV" lane to the internet, assuring consistently fast access even during peak traffic times. This is extremely important for companies that require Internet access in order for their employees to be successful.

How do I know which Internet service I need?

If you rely heavily on the Internet to run your business, you likely need (and deserve) the reliability that dedicated Internet offers you.

The easiest way to find out is to call CloudWyze. We will provide an analysis for you based on your needs for security, access, and reliability – and of course budget.

How secure is CloudWyze Internet?

CloudWyze Internet is the most secure last mile Internet access available. Point-to-point connections utilizing microwave transmission are regularly used by telecommunication engineers in the US Military



on the battlefields. This is the same proprietary and encrypted connection with which CloudWyze covers Wilmington, allowing our customers to access their data on the web with confidence.

Why is only part of Wilmington serviced by your WISP?

As they say, you have to start somewhere! We fully intend to 'light up' the Cape Fear region where there is business density. In fact, we have additional areas that are currently being serviced by our first implementation, offering the same great service in a smaller 'footprint' than the towers we are now introducing. We offer the outstanding dedicated Internet to regions on the eastern business sections of Wilmington as well as downtown Wilmington, areas surrounding Barclay Commons, and in Leland's business district.

Can I Buy CloudWyze Internet for my Home?

As of now, CloudWyze Internet is for business. Some businesses that operate out of the house may also benefit from our dedicated Internet.

If we hear that there is enough interest in a residential offering, we'll address that demand. Please, let us know if this is of interest to you.

When will the rest of Cape Fear be "lit up"?

CloudWyze will continue to expand throughout the region, and anticipates having the majority of the Cape Fear business centers within its WISP delivery area by the end of 2016. We build based on demand, so give us a call at 910-795-1000 to let us know if you would like service in a particular area.

Call today to learn more:

910-795-1000

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