

RURAL INZONE - FREQUENTLY ASKED QUESTIONS

Q: How long does it take to get the service?

A: We aim to have your system installed 10-21 working days from receipt of a sales agreement.

Q: What is Broadband?

A: Broadband is any connection speed over 256 kbps.

Q: Can I get the service at my location?

A: So far we have not found a situation where you can't get satellite internet. Because our satellite is on a steep angle it can cover just about anywhere in the country. In general if you face north, look to the sky at a 40 degree angle and there are no obstructions, you will be able to be connected.

Q: Can I run more than one PC?

A: Yes, you may need some additional hardware to accomplish this. We have some sites running more than 10 PC's on their network!

Q: Can I keep my existing email address?

A: Yes – you may have to make some changes on your mail account. In some cases this will incur a service fee from your mail provider.

Q: Will I get an email address?

A: Yes you can host up to 2 email addresses on your account.

Q: Can I use internet voice (VoIP)?

A: Customers are beginning to use VoIP on the rural service and we are planning to roll out VoIP in the near future. If your requirements are more immediate call us on 0800 satellite for further advice.

Q: Can I use video conferencing?

A: Video conferencing is currently used by several Rural Inzone users. The quality of the conference is dependant on many factors including the size of your plan.

Q: Can I connect to my remote work server?

A: This is a case by case situation and depends on the connection method and type. For example applications running over Citrix may be used. IP Sec, VPN's and SSL also work successfully. You can also use terminal services over the connection.

Q: Can I run EFTPOS?

A: At this stage we are in the process of testing EFTPOS facilities

Q: Can I use monitoring alarms and security cameras through my connection?

A: In both cases the answer is yes. As long as the systems used by the monitoring station are compatible.

Q: What happens if I move?

A: The satellite dish and modem can be moved from premises to premises, this will involve a technician visit and costs will be charged on a case by case basis.

Q: How does the weather effect the service?

A: Our experience shows that there is little or no effect from rain or dense cloud. In extreme conditions you may experience a short term loss of signal until conditions become less severe. Effects from solar flares, storms or sun outages are extremely rare however you may experience short outages twice a year over equinox time.

Q: Is there any hazard from radiation from the satellite dish?

A: All equipment and operational activities comply with New Zealand standards. We also ensure the dish is mounted to avoid signal contact with humans or livestock.