Lake Country Satellite

ELITE exede internet DEALER

434-374-8558

1874 Daniels Road Boydton, VA 23917

434-374-8558   www.LakeCountrySat.com
                      info@lakecountrysat.com

Wireless $150   Pole Mount $50
Trenching is on a case by case basis $2-4 per foot.

Important Account Information

Thank you for choosing us as your LOCAL satellite provider. We are an Elite Dealer and provide our own technical support *on the hardware that we installed*. Should you ever need service or just have a question regarding *the equipment we installed*, call us. Please note, *we do not provide* any technical support for viruses or other computer programs/ problems as this is not our technical expertise. We recommend Jack Stebbins at Electronics Etc. in Clarksville 434-374-2069 for any computer repairs or cleaning in the Buggs Island Lake area or Bill Duckett with Mobile Computer Services 252-586-9862 in the Lake Gaston/Lawrenceville area.

Technical Support   434-374-8558

(*Just a reminder this is a 24 Month Contract we are paid by ViaSat for your basic installation, if you fail to keep your contract with them there is a $15/month cancellation fee they will charge you for each month left in your contract. However, none of that money comes to us and we are subject to being charged back, for the money paid to us on your behalf to do the installation at your residence. We must collect any money charged back to us directly from you, this fee currently is $160. The way to avoid this is to keep current on your payments and let us know if there is a problem. We can't fix what we don't know about. We want to provide you with the best possible service and keep you as a customer for life. Also please note they do not send paper bills, the billing is automatically charged to the payment source you provided each month, your first month is prorated and may be slightly higher, billing will occur the same time each month around your data reset date. The service plan is free for the first 3 months and is then billed at $5.99/month, you may cancel at any time.*)

To access your Exede account to view data usage, account & billing information, or to change any contact or billing information go to: my.exede.net Usage Info: myesvt.exede.net (this site is new and is a beta test).

Your data reset and billing will be on the_____ monthly

User Name:_____
(This user name is only to access your Exede account to view your bill, check data usage, and to check your Exede email, if you choose to use it.)

Password:_____PW Reset Answers: Exede2016
(This password is only to access the above and has nothing to do with your wireless.

Wi-Fi Key/Wireless Password:_____
(We do not provide support on any wireless equipment or devices not purchased from us) *(Enter this key/password into your device when prompted to logon to your home network. If it asks you for a pin, click the link that asks you to enter a key instead. We use a key system and not a pin system for better security.) DO NOT PRESS THE RESET BUTTON ON YOUR ROUTER, doing so may render your wireless router inoperable.*
Virus Protection: Must be installed on each computer connected. If you do not have one we recommend Microsoft Security Essentials, just go to **http://windows.microsoft.com/en-us/windows/security-essentials-download** Or you can log into your Exede account and subscribe to ours for a low fee.

Modems work best when plugged directly into the wall. They have a built in surge protector in the power supply.
Modem Status and signal strength can be seen by typing the following into your browser: 192.168.100.1

Modem Reset Procedures: ALWAYS do this before giving us a call if you are having a problem. Unplug the power from the modem; unplug the power from your wireless router (if applicable), wait 3 minutes, plug modem back in and wait approximately 4 minutes for the lights to all cycle back

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866-273-4426   info@lakecountrysat.com

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through and come on one at a time, plug wireless router back in (if applicable), wait approximately 1 minute for the wireless router to come back online. Close any browsers you had open, wait 10 seconds, and then try opening a browser window. You should be back online at this point.

Billing questions or changes can be done online or by calling 866-945-3258. In the event you cannot reach us for technical support they are open 24 Hours, but always try us first.

Important Account Information

Exede Voice Login Instructions: https://exedevoice.amp2.alianza.com

User Name:_____

Password:_____

Please take a moment and help us grow our business and get the word out about Exede and our company, by visiting our web site www.lakecountrysat.com and click like on our Facebook Page and post a review for us.

You can also tell your friends and co-workers about us and earn **$25** when they subscribe to one of our services! We will send you a check approximately 90 days after your friend is activated.

We offer great TV service through DISH and DIRECTV at reasonable prices with plans to fit everyone's budget.

We also offer great **phone service** through **Exede Voice & Ring Central**. For businesses we offer a cloud based phone system with all the bells and whistles at an affordable price.

David & Beverly Varner, owners of Lake Country Satellite, would like you to know about their charity work to help impoverished children in Guatemala, His Hands International and Christmas Shoes for Guatemala. They collect new tennis shoes and distribute to needy children in Guatemala.

Donations can be mailed to His Hands International 1874 Daniels Road Boydton, VA 23917. More information can be found at their web site: www.hishands.org