



WildBlue Frequently Asked Questions

If I move can I take my WildBlue equipment with me and have it re-installed?

Yes, the cost to relocate a WildBlue system will be determined on a case by case basis with a minimum charge of \$200. Contact our office to discuss the specific details of your relocation.

Can I upgrade my service plan?

Yes, there are several levels of service, all using the same small satellite dish and modem that connects the satellite dish to your PC or Macintosh computer. The following chart lists the current packages and pricing:

	Value Pak	Select Pak	Pro Pak
Key Features			
Price*	\$49.95 per month	\$69.95 per month	\$79.95 per month
Download Speed	up to 512Kbps	up to 1.0Mbps	up to 1.5Mbps
Upload Speed	up to 128Kbps	up to 200Kbps	up to 256Kbps
Email Addresses	5 email addresses	5 email addresses	10 email addresses
Spam Filtering	Included	Included	Included
Web Space	10MB	10MB	20MB
Dial-up Access	N/A	N/A	Included
24/7 Tech Support	Included	Included	Included

Can I purchase an Extended Service Agreement?

Yes. Until recently South Central Power only offered our Extended Service Agreement (\$4.95/mo.) to WildBlue subscribers who signed up for this service within the first 30 days of a new installation. This program is designed to repair or replace equipment after the factory 90 day parts and labor and 12 month parts only warranty has expired.

We are pleased to announce that this program will now be offered as a “buy-in” option for any existing WildBlue subscriber. The program requires the subscriber to pay the \$4.95/mo. cost for however many months the service has been installed and have the \$4.95/mo. added to the monthly billing from that point on. Under the Extended Service plan, South Central Power will replace or repair equipment failures due to “Wear and Tear” only. Equipment failures due to weather, accident or similar causes are not covered. The plan will not become effective for 30 days after sign up (Please see the **“WildBlue Product Warranty, Extended Service Plan and Cost of Repair”** page in the WildBlue section at www.southcentralpower.com).

If you want to participate in the Extended Service Plan program, please contact your local office and ask to speak with a member of our WildBlue Team.