

The BLUE LIGHTNING Connection

<<<Bringing you more than a phone and Internet connection>>>

Volume 7 - Issue 4

BLUE PLAN COULD BE A GOOD OPTION

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Since its inception, Blue Lightning has endeavored to offer our customers the best internet experience possible. One such feature is our Blue Plan, tailored for new customers as well as existing customers who may have an older router and are needing an upgrade but may not have the resources to purchase a new one outright.

The Blue Plan includes premiere home Wi-Fi connectivity, wiring maintenance and equipment replacement. Internet subscribers with the Blue Plan receive a Calix GigaCenter router that delivers a strong Wi-Fi signal at blazing fast speeds. The Blue Plan also includes a maintenance plan to ensure the inside wiring and jacks in your home that run your phone and internet service will stay in proper working condition. Your Blue Lightning provided internet equipment is also covered. If issues arise with the equipment, we will troubleshoot it and repair or replace it for free. All this for only \$10 per month (two year agreement required). However, now through September 2020 Blue Lightning is waiving the \$10 per month fee for the first six months.

The GigaCenter dual-band wireless router, that is provided to our internet subscribers with the Blue Plan, provides outstanding Wi-Fi range and performance throughout your home. This powerful router sends data over two different radio frequencies and dedicates bandwidth across the separate Wi-Fi networks to avoid interference and support higher upload speeds.

Also, in the event that your Blue Lightning provided internet equipment experiences issues, you can rest assured that our technical support team will walk you through the troubleshooting process, and if your issue can't be resolved over the phone, we'll arrange for a professional technician to come to your home during normal business hours to fix or replace the equipment.



SEE BLUE PLAN, PG 3.

Did You Know? - Internet Speed vs Bandwidth

It's not unusual for internet users to get internet speed and bandwidth confused. While "bandwidth" and "internet speed" are often used interchangeably, they actually refer to two different aspects of internet service.

Internet speed is the measure of how fast information is transferred, while bandwidth refers to the capacity of an individual internet connection. So if your internet connection has a bandwidth of 5 Mbps, your speed would only be that fast if it's operating at full capacity.

Think of internet speed like water pressure: it's all about how much volume is moving in a given amount of time. (With water pressure, it's technically about how much volume is moving in a given amount of space, but for practical purposes, this analogy holds up.)

The volume of data transferred through a connection in a given amount of time is that connection's internet speed. For example, you could technically wash your hair with water barely trickling out of the showerhead, but having enough pressure to quickly rinse the shampoo out makes all the difference.

As far as internet speed goes, you could technically stream a video by watching one or two frames at a time and then waiting for it to buffer for a few minutes, but nobody wants to do that.

A faster internet speed will make everything you do online a smoother experience.

Several factors can slow your internet speed from reaching its full bandwidth, but a connection's bandwidth will always cap how fast

it can transmit information over the internet.

This is why internet service providers list their internet services with speeds "up to" a given speed. They aren't really advertising the speeds of their services; they're advertising the bandwidth of their connections by informing you of the highest speed those connections are capable of transmitting.

Fiber internet is the fastest widely available internet technology. It uses fiber-optic cables, which are capable of transmitting large amounts of information quickly.



The above article is excerpted from "The Consumers Guide to Internet Speed" by Rebecca Lee Armstrong and John Dilley, HighSpeedInternet.com.

Editor's Note: Blue Lightning's internet service is fiber-optic, as referenced above.

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If you are not subscribed to the Blue Plan, the cost for a professional technician to troubleshoot and repair wiring, jacks or other issues related to your Blue Lightning services at your home, including wireless router replacement, could come out of your pocket.

What does it cover?

If you experience problems with your phone or internet service - such as static on the phone line or failure of your Blue Lightning provided router - the Blue Plan will cover the charge for a professional technician to come to your home (four hours per year). After an evaluation, the technician will repair any issues caused by wiring, jacks, Internet service or your Blue Lightning provided wireless router.

What doesn't it cover?

Installation of new jacks; Repair of telephones, televisions or computers and all peripheral devices; Business Telephone Systems, such as a key system or PBX; Business networking; Skitter TV equipment or service issues; Remote control batteries or battery replacement; Wireless router not provided by Blue Lightning; Customer-caused issues, such as pets chewing on wires, accidentally cutting a wire during a home remodel, etc.

With the fees for the first six months of the two year agreement waived, now is the perfect time to enhance your Blue Lightning experience. For more information or to sign up for the Blue Plan, call us at (970) 483-7343 or visit our website getbluelightning.com.

REMINDER TO BLUE LIGHTNING CUSTOMERS

Blue Lightning/Wiggins Telephone Association was one of over 750 providers to sign the FCC's Pledge to Keep America Connected through June 30, 2020. As part of the pledge, Blue Lightning agreed to:

1. Not terminate service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic;
2. Waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic.

To this point, no Blue Lightning customer has been disconnected due to non-payment, nor have any late payment fees been imposed.

The Pledge to Keep America Connected expired

on June 30. Blue Lightning has returned to normal billing and disconnect procedures. Please note the pledge applied to those whose service would have been disconnected for non-payment under normal circumstances, and any past due amounts accrued during the pledge are in no manner being waived.

Blue Lightning strongly encourages customers with past due balances to please make an attempt to bring your account current as soon as possible to avoid being disconnected. We are willing to work out a manageable payment arrangement to ease the burden on one's financial situation.

Payments and payment arrangements can be made by calling Customer Service at (970) 483-7343.



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