

Surf | **Broadband
Solutions**

Connect Further, Faster.

INTERNET ENTERTAINMENT GUIDE

February 2020

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Surf Air Wireless Locations

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COAL CITY, ILLINOIS

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ELKHART, INDIANA

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INTRODUCTION

For so many years, consumers have had to choose between high-priced cable or satellite companies for their entertainment needs. Consumers were forced to pay high prices and deal with tiresome customer service. Now, thankfully, there is a new service option for the customer to choose for their video entertainment. This new option for our video entertainment is available to us over the internet. The industry term for this new service is called “Over the Top” (OTT) or “streaming”. These video streaming services enable you to cut your cable or satellite cord and save money in the process. The best thing is that streaming services allow consumers to still access many of their favorite shows and channels.

In the early days of video streaming services, your choice was simple: Netflix. Now there are so many options that it is hard to decipher which one is the best. If you watch a lot of programs or movies and you're hoping to cut back on, or cut off, your traditional pay-TV service, internet streaming services may be the best deal. They offer an all-you-can-watch buffet of streaming content, often at a price well below what most of us spend each month for our traditional pay TV service.

What can you stream? You can stream almost anything: movies, television shows, original series, kids' shows, news, sports, music, and more. Easy access to 500,000+ movies and TV episodes across thousands of paid or free channels, including Netflix, Prime Video, Hulu, Pandora, PBS KIDS, and more. Many services have free channels which are ad-supported. Other pay services, like Netflix and Prime Video, do not have any commercials at all.

WHAT IS WIRELESS INTERNET?

Wireless Internet is not dial-up, DSL, cable, or satellite, but a different way to serve you with fast and reliable Internet service. By being a Wireless Internet Service Provider (WISP), Surf Air Wireless is able to provide service to areas that otherwise may not be serviceable. It all starts with high speed Internet transmitting a wireless signal from one of our tower sites to a small dish at your location. From there, a cable is routed from the dish to your router and you are then are connected to the Internet! Some customers like to wire directly in to their router, while others like to take advantage of a Wi-Fi connection and broadcast their signal inside their location. Our goal is to make the installation procedure as simple as possible.

REQUIRED EQUIPMENT

In order to stream video to your TV, you must have two things: 1) a high-speed internet service with a home wireless router, and 2) a device to convert the internet stream to your TV. This device is called a streaming media player. The streaming media player brings content on the internet (shows, movies, and even music) to your TV. The player requires minimal setup and connects to the internet the same way a laptop does. Streaming media players incorporate an operating system that allows users to access and manage internet streaming content. Visually, your home set up could look something like this.



WHAT IS FIBER?

The Average-Joe explanation:

Traditionally, the internet connection coming into your house is delivered by electrical signals traveling along a copper wire of some kind, like a phone or cable line. Rather than copper, a fiber optic cable is made out of thin, glass wires, and instead of an electrical signal, internet data is delivered with light signals. Because light travels faster than electricity, an internet connection delivered via fiber will get data from your house out to the rest of the world faster than a traditional DSL or cable connection can.

Once you've decided to step into the speedy world of fiber, you still need to figure out how much bandwidth makes sense for your home -- a 50 Mbps, 100 Mbps, or 200 Mbps connection. For the longest time, most of our household bandwidth needs have been pretty minor. You really only need 1-2 Mbps to seamlessly browse the internet. And 3-5 Mbps covers HD video streaming and online gaming needs. So a family of four with each member watching an HD movie on separate screens at the same time only adds up to about 20 Mbps needed to keep everyone happy.

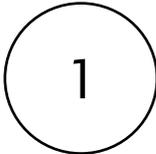
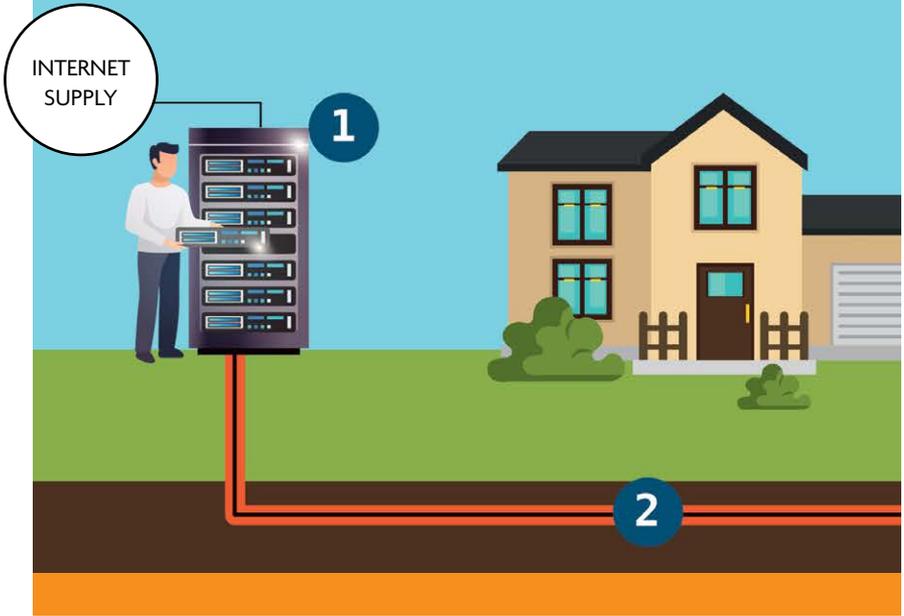
But then 4K video quality entered the arena of streamable services competing for bandwidth in your home, and at a whopping 25 Mbps per device streaming 4K, those 100 Mbps and 200 Mbps packages start to make a lot more sense.

Those higher bandwidth packages mean you can download large files faster, too, which is good news for gamers who don't want to wait hours and hours to get the latest releases in an era where video games can be 50 Gigabytes or more.

At the end of the day, you'll need to consider all of the competing internet needs for your household to pick the fiber package that makes the most sense for you.

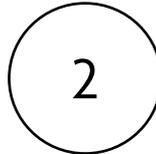
Our customer service reps are happy to help you think through all those variables, and you won't have any surprises in your monthly bill, as we lock in your pricing for the first two years.

FIBER CONNECTION



CONTROL CABINET

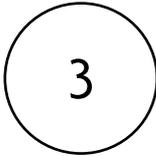
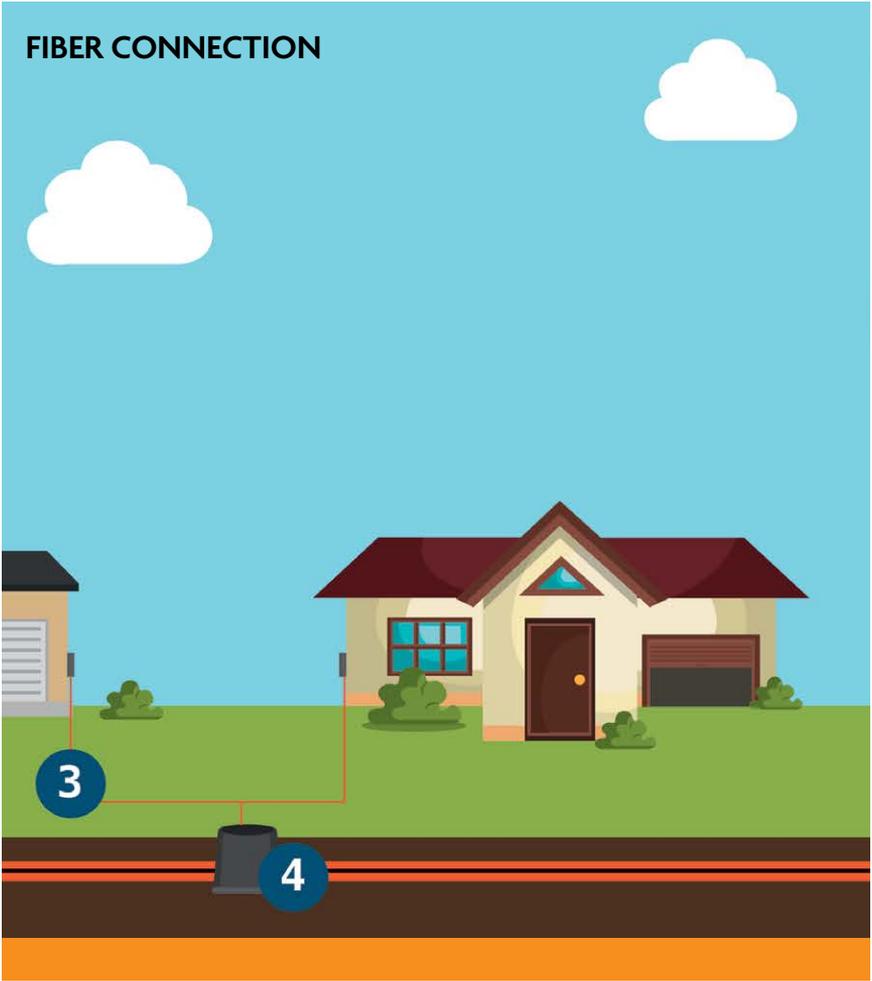
The control cabinet distributes the Internet supply from a nearby source to the surrounding area.



CONDUIT

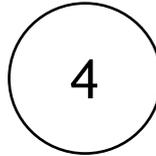
The orange casing that gets buried. The conduit protects the fiber connection underground.

FIBER CONNECTION



FIBER CABLE

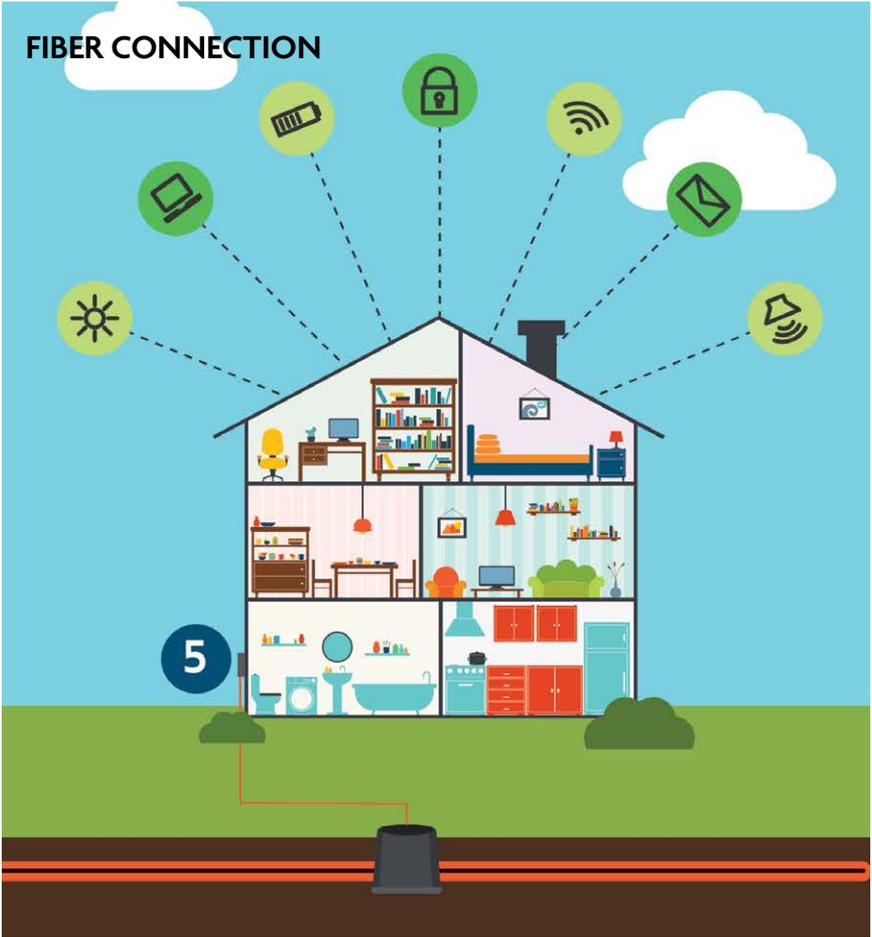
The fiber cable is a line that runs to the home/business. It serves as the direct source of Internet for that building.



HAND HOLE

A plastic barrel that is buried in a discreet spot on the customer's property. The fiber cable is spooled inside to be redistributed to nearby locations.

FIBER CONNECTION



5

OPTICAL NETWORK TERMINAL

The terminal is a box mounted outside where the fiber will come in.*

**Can also be a special purpose router in the customer's home/business.*

REQUIRED INTERNET BANDWIDTH

Internet for the residential consumer is classified as “broadband”. This is a general term used to describe the delivery of internet to you, the end user, that is “shared” with other users in your area. This is the same whether the internet service is delivered using DSL, cable, satellite, mobile wireless, or fixed wireless. Internet service consists of “download”, which is content being delivered to you and “upload”, which is content you are sending into the internet. Since most users are “downloading” content to their personal device, such as a laptop, smartphone, or a streaming media player, all broadband providers configure their service to provide more capacity, or speed, going to the consumer and very little coming from the consumer and going into the internet. When you are sending information into the internet, this is known as “upload”. Therefore, internet providers will typically advertise their download speeds, which is what you need to be concerned with when watching entertainment over the internet.

Before you acquire a service allowing you to get entertainment from the Internet, a few important concepts will help you understand what service level you need.

1. Speed (or bandwidth). Internet service has now become a utility, like water or electricity. The water and electricity coming into your house has a maximum capacity, which has been “sized” to match your home’s appliances. It is the same with the internet. Internet providers state this capacity in speed, which is measured in “bits per second” or bps. You may see it stated as 3 Million bits per second, or 3 Mbps. As internet usage has increased, you may see advertisements for 10 Mbps, 25 Mbps, or even 100 Mbps. These advertised speeds are all download speeds. They may also be advertised as “bandwidth”.

2. Internet Usage and Devices. When you get email or do a simple internet search for information, you are only on the internet for a very short time, probably less than a minute. So, you really do not need a high-speed internet plan to perform these actions. However, when you are streaming a YouTube video clip, a movie, or a television show, you are constantly using your internet service for the entire time you are viewing the content. A good rule of thumb to remember for internet usage for streaming is as follows:

3 Mbps per device for Standard Definition (SD)

5 Mbps per device for High Definition (HD)

24 Mbps per device for 4K (Ultra HD)

So, if you have 3Mbps DSL service, and are watching a movie on a standard definition TV, you are consuming all of your allocated internet for the entire time you are viewing the movie. This is ok if you are the only one at home at this time. However, if someone else in the house wants to use the internet, there is no bandwidth left for them. If you have a 5 Mbps service, then one of you can watch a movie while the other person uses the internet for other purposes, like Facebook.

Therefore, you need to have an internet speed plan that meets the needs of your entire household. If you have four people in the house who are all trying to watch streaming video at the same time, on HD televisions, you may need a 20 Mbps service plan. Can you get by with a smaller plan? Probably, but you may experience buffering or other delays while using the internet.

3. Internet of Things. Many new items for the home are now using the internet to improve our lives, similar to when electricity was developed and expanded to everyone's house in the 1940's. When electricity was available in the home, items like refrigerators, fans, and toasters became standard items as they improved our lives. The same is happening with the internet. A new era of internet-enabled items are showing up everywhere. Items like thermostats, doorbells, cameras, and yes, refrigerators, can now be connected to your home internet service to improve your life.

These internet enabled items are referred to as the "Internet of Things" (IoT). You may already have some IoT devices and do not even realize it. What you must understand is that each of these devices are also using your internet service for communication to the outside world. Therefore, when you are deciding on the internet service plan for your home, you need to count these devices as well. While certain items, such as thermostats, use very little of your bandwidth, other items, such as cameras, may use a lot of your bandwidth. For estimation purposes, count each IoT device as needing 1 Mb of bandwidth, except for the surveillance cameras. Since cameras are "streaming" video, you will need to

COSTS

When using the internet for your entertainment, you can consider the following costs:

1. Hardware Purchase: A streaming media player will only work with one TV at a time. However, this is a one-time purchase cost (\$30 to \$40, as noted above with the three most popular players) and not a monthly cost. If you have a Smart TV, you may not need to purchase a separate player.

2. Streaming Service: The streaming service you subscribe to will have a monthly cost (most are under \$40). Typically, you will be able to share this service across all of the streaming media players in your house. This monthly cost is usually far less expensive than traditional pay TV services. However, you may need to subscribe to more than one service to get all the content you want to watch. For instance, some shows and movies are only on Netflix and not on Hulu (and vice versa). If you want certain shows, but they are not all available on one service, then you would need to purchase each service separately (and have a monthly cost for each service).

3. Internet Service: If you only have a basic internet service plan, you may need to upgrade to a higher cost plan. Remember to consider how many users in your household will be using the internet at the same time. You will want to have enough internet service so everyone can surf and stream and not experience any delays.

STREAMING MEDIA PLAYERS

There are many streaming media players on the market. Most players use the HDMI port on the TV to work. This HDMI port is commonly found on newer model televisions. Some TVs even have a streaming media player built-in that can connect to your home WIFI router. These are called “Smart TVs”. However, they typically only allow access to a limited number of streaming services. If you have a Smart TV, and want something besides what is built-in, you will need to purchase a stand-alone streaming media player.

Below is an overview of the three most popular players due to their product variety, options, and built-in capabilities for most popular streaming content providers. All of these units have the popular applications, like Netflix, already built in. Important to note is that you will need a player for each television where you want to watch internet entertainment content.

1. Roku

The Roku company produces a wide range of players and even has a model that will connect to older TVs using RCA cables as well as a model for the new 4K video content. Prices start around \$30 each for the basic model. Roku has also partnered with the major TV manufacturers, like LG, Vizio, and Sony, to build their device directly into some newer model TVs. Additionally, Roku has free video content built into their player. For additional information, go to www.roku.com.

2. Amazon Fire Stick

The mighty Amazon company has their own version of a streaming media player called the Fire Stick. Currently, the Fire Stick models require a TV with an HDMI port and prices start around \$40 each. However, this device is also integrated with Amazon's Alexa “virtual assistant”, so you can use your voice to control some Fire Stick functions. Additionally, the player features free content if you have an Amazon Prime account.

For additional information, go to www.amazon.com/firestick.

3. Google Chromecast

Chromecast is a streaming media player developed by Google. Currently, there is only one model and it requires an HDMI port on your TV. Prices start around \$35 each. However, this device is also integrated with Google's Home “virtual assistant”, so you can use your voice to control some Chromecast functions. Additionally, Google provides free content; however you will need a laptop or smartphone with a Google account.

For additional information, go to www.google.com/chromecast.

OUR RECOMMENDATIONS

If you are just getting started with video streaming, we recommend the following:

1. Hardware: Purchase the Roku streaming player. Their wide variety of models, prices, and features is what makes them our choice. You can get started with their basic unit, the Express, for a one-time payment of about \$30. If you have an older TV that does not have an HDMI port, the Express+ has both HDMI and RCA outputs and costs about \$35.

2. Streaming services: There are many services to choose from for your entertainment needs. A key question to ask yourself is “what do I regularly watch”? You will want to pick a service or two that will provide your entertainment needs.

On the next few pages, we have listed the most popular services for you to consider, summarized their content, provided the process to sign up with them, and discussed the benefits and drawbacks as we see them.

Recommended streaming services:



- Netflix
- YouTube TV



- Hulu
- Amazon Prime Video
- Hulu + Live TV



- Philo
- Sling TV
- ESPN+



- Pluto TV

NEW STREAMING SERVICES

Apple TV+

- \$4.99/month after a 7-day free trial, 1 year included with any new Apple device purchase
- All original programming exclusive to Apple TV+
- Account can be shared by up to 6 family members
- 4K HDR and Dolby Atmos
- No ads



Disney+

- \$6.99/month, or \$69.99/year for just Disney+
- A number of exclusive shows from Disney, Marvel, and Star Wars
- Can stream all other Disney, Marvel, Star Wars, and National Geographic programs and films and shows (ex. Sound of Music, all seasons of The Simpsons). There will also be a number of 21st Century Fox films
- Unlimited downloading of shows/films to watch when offline
- No ads



Disney+/Hulu/ESPN

- \$12.99/month for access to all three streaming services
- Hulu access is the normal tier that includes ads



NETFLIX PRICES

PLAN	PRICE PER MONTH	NUMBER OF SCREENS AT ONCE	RESOLUTION
Basic (streaming)	\$8.99	1	SD
Standard (streaming)	\$12.99	2	HD
Premium (streaming)	\$15.99	4	HD + Ultra HD

How to sign up:

1. Go to www.netflix.com
2. Click "Join Free for a Month"
3. Click on a payment plan. After your free month is up, you'll have access to one of three plans
4. Click "Continue"
5. Type in an email address
6. Type in a password
7. Click "Register"
8. Enter your payment information



Why Netflix?

Netflix is the king of streaming platforms with many different movies and shows to watch. They have many popular shows, and also create content, both shows and movies, that are not available anywhere else! However, Netflix typically will not upload TV shows onto their platform until the following season of the show. So, you may not be able to watch the latest episode of this season's hot TV series until next year. But you will be able to binge watch all the seasons of an older popular TV series you may have missed.

HULU PRICES



PLAN	PRICE PER MONTH
Regular	\$5.99
Hulu No Ads	\$11.99

How to sign up:

1. Go to Hulu.com/welcome
2. Click on "Start Your Free Trial"
3. Select the plan that meets your TV needs: Hulu or Hulu (No Ads)
4. Create your account by entering your email, password, and personal information
5. Add your billing information and select "Submit". If eligible, you won't be charged during your free trial.
6. You're all set! Sign in with any supported device, personalize your recommendations, and start watching Hulu. For a list of supported devices, go to <https://help.hulu.com/en-us/supported-devices> .

Why Hulu?

If you are looking to cut the cable cord, look no further. Hulu is mainly known for their extensive library of TV shows, although it does offer some movies. The great thing about Hulu is that with TV shows, they are available on the platform typically within a day of airing. Another great thing about Hulu is that they offer a variety of add-ons with their service. So if you are looking to cut the cable cord, but still would like channels like HBO, Cinemax, Showtime, and Starz; they are available to you on this platform.

HULU + LIVE TV PRICES

PLAN	PRICE PER MONTH
Hulu + Live TV	\$54.99
Hulu (No Ads) + Live TV	\$60.99

How to sign up:

1. Go to **signup.Hulu.com**
2. Log in with your regular Hulu email and password
3. Select “Manage my Account”
4. If you aren’t automatically redirected to the Add-Ons page, select “Manage” next to Add-Ons in the Subscriptions section
5. Toggle the Hulu with Live TV switch on

Why Hulu + Live TV?

With this service you are able to access all of Hulu’s shows and movies and are able to access some of your favorite channels. The channels include A&E, Boomerang, Bravo, BTN, Cartoon Network, CBS Sports Network, CNBC, CNN, CNNi, Disney, Disney Junior, Disney XD, E!, ESPN, ESPN2, ESPNEWS, ESPN-U, Food Network, Fox Business, Fox News, FreeForm, FS1, FS2, FX, FXM, FXX, Golf, HGTV, HLN, Lifetime. This enables you to cut costs, and still be able to watch your favorite sports team or favorite show at time of airing.

SLING TV PRICES

PLAN	PRICE PER MONTH
Sling Orange	\$30
Sling Blue	\$30
Sling Orange & Blue	\$45

Sling Orange: \$25 for the first month.

22 channels, including ESPN and Disney (but not Fox or NBC channels).

Limited to one simultaneous stream at a time.

Sling Blue: \$15 for the first month.

35 channels, including Fox and NBC channels (but not ESPN or Disney channels).

Up to three simultaneous streams at a time.

Sling Orange and Sling Blue: \$25 for the first month.

Sign up for both services and save \$10 per month.



Why Sling TV?

Sling TV is a service that allows subscribers to watch a collection of live and on-demand TV channels on their TV’s, computers, tablets or phones. This is live TV, just like cable or satellite TV service, except it’s streamed over the internet. You do not need a Dish subscription (or a satellite dish) to get Sling TV. The limitation with Sling Orange is that you are only able to stream one device at a time. So if you choose Sling Orange, only one TV, phone, tablet, or PC will be able to stream it at a time.

SLING TV CHANNELS

CHANNEL	SLING ORANGE	SLING BLUE
A&E	Orange	Blue
AMC	Orange	Blue
AXS TV	Orange	Blue
AMC	Orange	Blue
AXS TV	Orange	Blue
BBC America	Orange	Blue
BET	Black	Blue
Bloomberg TV	Orange	Blue
Bravo	Black	Blue
Cartoon Network/ Adult Swim	Orange	Blue
Cheddar	Orange	Blue
CNN	Orange	Blue
Comedy Central	Orange	Blue
Disney Channel	Orange	Black
El Rey Network	Black	Blue
EPIX Drive-In	Orange	Blue
ESPN	Orange	Black
ESPN 2	Orange	Black
ESPN 3	Orange	Black
Flama	Orange	Blue
Food Network	Orange	Blue
Fox	Black	Blue
Fox Regional Sports	Black	Blue
Fox Sports 1	Black	Blue
Fox Sports 2	Black	Blue

CHANNEL	SLING ORANGE	SLING BLUE
Freeform	Orange	Black
FX	Black	Blue
FXX	Black	Blue
Galavision	Orange	Blue
HGTV	Orange	Blue
History	Orange	Blue
IFC	Orange	Blue
Lifetime	Orange	Blue
Local Now	Orange	Blue
Nat Geo Wild	Black	Blue
National Geographic	Black	Blue
NBC	Black	Blue
NBC Regional Sports	Black	Blue
NBC Sports Network	Black	Blue
Newsy	Orange	Blue
NFL Network	Black	Blue
Nick Jr.	Black	Blue
Syfy	Black	Blue
TBS	Orange	Blue
TNT	Orange	Blue
Travel Channel	Orange	Blue
Tribeca Shortlist	Orange	Black
USA Network	Black	Blue
Viceland	Orange	Blue

ESPN+ PRICES

PLAN	PRICE PER MONTH
ESPN+	\$4.99

How to sign up:

1. Go to www.espn.com
2. Look for the profile icon on the right-hand side of the screen
3. Click the icon
4. Click on "Log In"
5. Sign in with an existing account on the top section of the window or create one on the bottom section



Why ESPN+?

This streaming service would be great with a Netflix or Hulu account. You are able to have all your TV shows and movies, and at the same time be able to catch live sporting events. ESPN is one of the main leaders in sports broadcasting, and this service gives you access to many different games across many different sports.

YOUTUBE TV PRICES

PLAN	PRICE PER MONTH
YouTube TV	\$49.99

How to sign up:

YouTube is a Google service, so that means that YouTube TV also falls under Google's support umbrella. If you don't have a Google account, just click the "Create account" button on the bottom and follow the instructions.



1. Go to tv.youtube.com
2. Click the "Try it for Free" button
3. You will be asked to sign into your google account. If you don't have a Google account, just click the "Create account" button on the bottom and follow the instructions.
4. Sign into your Google account
5. Select your location
6. Check out the channels
7. Add extra networks (optional)
8. Confirm your purchase

Why YouTube TV?

YouTube TV can be a cable replacement as it offers live TV to your phone, tablet and streaming device without a costly cable subscription and contract. YouTube TV now includes more than 60 channels plus content from the YouTube Originals channel. This is one of the best options if you are looking to cut the cable cord and still have access to your favorite channels. The individual channels vary by region, so you will need to go to their web site and enter your zip code to see which channels are available for you. Here is a link to their web site: tv.youtube.com/welcome/start/

AMAZON PRIME VIDEO

PLAN	PRICE PER MONTH
Amazon Prime Video	\$12.99

How to sign up:

1. Go to **www.Amazon.com**
2. Sign into your account
3. Select the profile icon in the banner at the top of the page
4. Scroll down and select Prime membership
5. Tap or click "Start your free trial"



Why Amazon Prime?

Amazon Prime is a paid subscription service offered by Amazon that gives users access to services that would otherwise be unavailable, or cost extra, to the typical Amazon customer. This includes unlimited, free two-day shipping on many items purchased from their online store. You also get access to the company's growing selection of streaming TV shows and movies.

PHILO PRICES

PLAN	PRICE PER MONTH
58 Channel Package	\$20.00

How to sign up:

1. Go to **www.philo.com**
2. Type in mobile phone number
3. Receive free 7 day trial
4. If you like the service, you will be prompted to enter payment information.



Why Philo?

This service is really great for those who want to cut the cable cord. Obviously, this isn't the streaming service for news junkies or sports fanatics, but if you aren't interested in these topics, this may work fine for you.

58 Channel package:

- A&E
- AMC
- American Heroes
- Animal Planet
- Aspire
- AXS TV
- BBC America
- BBC World News
- BET
- BET Her
- Cheddar
- Cheddar Big News
- CMT
- Cooking Channel
- Comedy Central
- Destination America
- Destination Channel
- Discovery
- Discovery Family
- Discovery Life
- DIY Network
- Food Network
- FYI
- Game Show Network
- Hallmark
- Hallmark Drama
- Hallmark Movies & Mysteries
- HGTV
- IFC
- Investigation Discovery
- Law & Crime
- Lifetime
- Lifetime Movies
- Logo
- Motortrend
- MTV
- MTV2
- MTV Classic
- MTV Live
- Nick Toons
- Nickelodeon
- OWN
- Paramount Network
- PeopleTV
- Revolt
- Science Channel
- Sundance TV
- Nick Jr.
- Tastemade
- TeenNick
- History Channel
- TLC
- Travel Channel
- TV Land
- Up TV
- VH-1
- Viceland
- WE TV

PLUTO TV PRICES

PLAN	PRICE PER MONTH
100+ channels. Including channels with news, sports, movies, and more.	FREE

To view the available channels: www.pluto.tv

How to sign up:

1. Go to www.pluto.tv
2. Enter email, password, and birth year
3. Click “Create Free Account”



Why Pluto TV?

Pluto TV is a live TV streaming service and contains commercials, just like regular TV. If you are new to streaming and have a tight budget, this is a great service to help you drop your traditional pay TV service.



FEBRUARY PROMOTIONS

NEW CUSTOMERS:

\$50 off any install on any plan. Wireless or Fiber.

Promotion good Feb. 1 - 28

Cannot be combined with any other offers.

EXISTING CUSTOMERS:

It is award season! Give us an award!

Review us on Google and you will be entered into a drawing for a \$100 Amazon gift card.

Current or existing customers only.

Review on Google must be posted Feb. 1 - 28

Prices are subject to change and service is not available in all areas.



888.274.6381



surfairwireless.com



support@surfairwireless.us