

F.A.Q. (Updated December 15 2022)

1) How will the installer know where to put my hook up?

The Internet Project Committee (IPC) will install the antenna on your home for best internet reception and when you arrive in the Park, it will install the connection to your computer in your chosen location.

2) Where do I pay my bill?

The Palm Resaca Park office will collect fees for the service.

3) What is the bandwidth offered?

The IPC offers 40Mbps download and 10Mbps upload.

4) Will we need to put the service “on vacation”.

No, you only pay for the internet service you use. A special price is offered if you want service for your off season for cameras/thermostat for remote monitoring.

5) Can I use my own router?

Yes, but you are responsible for setting up your own router.

6) Does this guarantee Wi-Fi throughout the Park?

No. The IPC service delivers internet to your antenna which connects by a cable either directly to your computer or to a router in your home. The router broadcasts a Wi-Fi signal in your home to serve devices registered to that router.

7) Will I be able to get a signal at the Thomas Center?

The Rec committee will decide how to use its service at the Center. The IPC will recommend that no Park service be offered in common areas.

8) Who will install the equipment and service it after I sign up and pay?

The IPC will install and maintain the antenna and the cable connection for your computer or router. You are responsible for hooking up a router and configuring it for your devices.

9) What happens when I sell my home?

You will own the antenna and the Power Over Ethernet (POE) connector and determine its disposition. The service will cease and the new owner\share holder will have to apply for service.

10) What is the advantage of Park internet service?

bandwidth for your IP devices and IP phones

bandwidth for IP TV and its services

low cost and low-cost maintenance

local service

immediate connection on arrival

local IPC for problem solving

Park Marketing and attraction

Camera surveillance of common areas (security)

11) Do you offer telephone service with this package?

The IPC does not provide telephone service. There is enough bandwidth on this service for you to use an I.P. phone such as MajicJack, Vonage or other such service

12) Do you offer TV with this service?

No however many subscriber are using a variety of IP TV packages such as Apple TV or various types of Android boxes.

13) How do I renew my service for a following year?

Provide clear instructions to the office as to when it should be available and how long.

14) What if the service never meets my expectations

The IPC will turn off your internet connection and refund your installation costs if it determines your service has not met the standards offered throughout the Park. As well, if your service requires an inordinate amount of volunteer resources or you continue to express dissatisfaction that the IPC cannot resolve, the IPC will discontinue support, turn off your antenna and request you to move to another vender. It will refund your installation costs and remove your antenna if you desire. Another antenna will not be installed in the future.