

# aeromax FAQ

## Frequently Asked Questions

### About the WiMAX service of aeromax

**1** I live on the country and have serious problems with my phone line. Will WiMAX be a solution to all these problems?  
Of course! The WiMAX service of aeromax can be the solution in two different ways:

**a** It can supplement your existing phone line, for example with a high-quality and secure broadband Internet connection.  
**b** But it also can completely replace your phone line, so not only offering you Internet connection as described in point a., but also the phone service.

**2** Where I live (rural area) there is no Internet. Could I have an Internet connection by WiMAX?

Sure! The WiMAX service of aeromax is predestinated to cover rural areas. The first phase of deployment covers the rural areas of Elche, Crevillente, Albaterra, Catral, Almoradí and many more.

**3** What is revolutionary in the WiMAX service of aeromax?

The revolution in the WiMAX service of aeromax is that with the monthly recurrent charge you get an Internet access with bandwidth of 256 kbps bidirectional (download = upload, four (4) times the speed and quality of ISDN) as 24h flatrate, totally free of costs.

**4** Will the phone tariffs of aeromax be competitive?

The tariffs applied to the WiMAX service will be absolutely competitive with the prices of the other phone providers offering similar services and products. And, as a special clue, the calls between aeromax clients (no matter the area they are living in within the aeromax network coverage zone) will be free of costs: 0,0 ct/min without any connection charges.

**5** The WiMAX connections are secure?

The equipment used by aeromax for their WiMAX service supports both security features WEP and AES, every one with different keys. In this way there are not only high security standards while surfing on Internet, but also in your telephone conversations (a security aspect which does not exist on conventional telephone conversations using the traditional pair of copper).

**6** Who will provide the equipment?

The equipment used for the WiMAX service of aeromax you need will be put at your disposal during the whole period of contract that you subscribed with the operator aeromax. You do not need to program them or worry about how to get them in another place, just connect your computer to the Ethernet port and start to surf on the web. Plug and Play. Once you do not want the WiMAX service anymore, the equipment will be returned to aeromax and you will receive the whole security payment delivered at the beginning of the contract.

**7** Can I make phone calls and surf on Internet at the same time?

Like on ISDN and ADSL lines, one of the main characteristics of the WiMAX service of aeromax is that you can make phone calls and surf on Internet at the same time. So, the answer is a clear: Yes!

**8** How can I apply for the WiMAX service of aeromax?

You can apply for the WiMAX service of aeromax through our webpage, sending us the application form by postal mail or through one of our authorized partners, which can be found within the section "Support" on our homepage.

**9** Can I install the WiMAX equipment by myself, or do I need a technician?

The outdoor unit (antenna) is easy to install, because it indicates the client the strength of the received signal by LEDs). So you do not need to call a technician to install the antenna on the building / on the roof. But there is of course the possibility that an authorized technician installs all the equipment, paying a small additional cost.

**10** For which type of clients is the WiMAX service of aeromax of interest?

The WiMAX service of aeromax is very interesting for the following clients:

- Residential clients who enjoy the standard products of aeromax
- Small and middle sized companies who enjoy aeromax's standard products or special solutions created according to their special needs
- Big companies who enjoy special solutions created according to their special needs

**11** What do I need to be able to use the Internet connection of the WiMAX service of aeromax?

To be able to surf on Internet using WiMAX service of aeromax you need a desktop computer or laptop with, at least, these requirements:

- Ethernet interface with RJ45 connector
- TCP/IP protocol



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Inside your house you need alternating current of 230V, where the indoor unit will be connected to. Then, the computer will be connected via a CAT 5 network cable with RJ45 connectors to the indoor unit. All necessary equipment (outdoor unit (antenna), indoor unit and PoE) are included in the installation package of aeromax.

**12 Can I also connect a computer with Linux or an Apple Macintosh?**

There are no limitations with the existing operating systems on the market. Each operating system having the ability to handle a Ethernet connections and the TCP/IP protocol, will work perfectly with the WiMAX service of aeromax, so even every computer with Linux/UNIX and of course the Apple Macintosh.

**13 What do I need to make phone calls with the WiMAX service of aeromax?**

To make phone calls, you just need a standard phone, which can be found in every supermarket or electronics shop, if you don't have one yet. Inside your house you need alternating current of 230V, where the indoor unit will be connected to. Then, a standard telephone cable connects your phone to the phone-adapter connected to the indoor unit. All necessary equipment (outdoor unit (antenna), indoor unit, PoE and phoneadapter) are included in the installation package of aeromax.

**14 What can I do if my area is not covered by the WiMAX service of aeromax yet?**

If the WiMAX service of aeromax is not available in your area yet, your town council can contact us under the special eMail address [ayto@aeromax](mailto:ayto@aeromax) to request a study for a possible deployment of network in your area.

### About WiMAX

**1 What is WiMAX?**

WiMAX (Worldwide Interoperability for Microwave Acces) is a standard of wireless data transmission (802.16), designed to be used in metropolitan areas (MAN Metropolitan Area Network) or in the countryside, offering concurrent Internet access and phone services within 30-50 km and at speeds between 50-70 mbps.

**2 What is the difference between WiMAX, Wi-Fi, ADSL, ...?**

While ADSL uses the traditional phone cable (pair of copper), and it is limited to a maximum distance of about 4 kilometers with an asynchronous data transfer structure, Wi-Fi and WiMAX transmit data by microwaves. Wi-Fi (working in the frequency of 2.4 GHz) covers with its „air-technology“ distances about 200 - 400 meters, whereas WiMAX (working in the frequencies 3.5 GHz and 5 GHz) has been specially developed and designed to cover long distances and areas with a radius of about 30 - 50 kilometers. WiMAX, in comparison to Wi-Fi, offers a quality control of the transmitted data (QoS Quality of Service). For this reason WiMAX is predetermined to offer broadband Internet at synchronous speeds (upload speed = download speed) of high quality, high-standard phone services, also in areas where the incumbent operator does not reach to the customer. Nevertheless, WiMAX is never going to be a substitute for ADSL or cable services, but a very good alternative, which perhaps has more advantages and quality than the traditional services by cable.

**3 Is WiMAX the "competition" to Wi-Fi?**

WiMAX and Wi-Fi will have in the future a coexistence, each technology with its very particular applications: for example, WiMAX is designed to deliver the signal from the base station of aeromax towards the client, and Wi-Fi for the distribution of this signal (Internet) in the house of the client. Also, WiMAX is prepared to "illuminate" big areas ("Hot-Zones"), whereas Wi-Fi is only prepared to a restricted illumination of very limited and small areas ("Hot-Spots").

**4 What is the difference between WiMAX and UMTS/3G?**

With WiMAX there has been developed and publicated a very special standard (contrary to the UMTS technology) for the transport of IP services so that it is predetermined to the secure, fast and estable transport of data.

**5 Can I use WiMAX even if I don't have a telephone line?**

As the WiMAX service does not use the physical medium "pair of copper", of course it can be used even if you do not have a phone line installed in your house.

**6 What offers WiMAX to me?**

The WiMAX service of aeromax supplies both narrowband Internet access (384 kbps download and 256 kbps upload) and broadband Internet connection (from 1 mbps download and 384 kbps upload) and phone services. Future services provided will be: TV, video on demand (WiMAX is also predetermined to support high-quality video as a basic technological aspect), systems of surveillance and monitoring and everything what can be done through a data network; not liable to any cable.

**7 What companies are involved in development of WiMAX?**

There are about 200 vendors all over the world, involved in the development of the WiMAX technology. Some of them are big and well known companies, like Airspan, Alcatel, Alvarion, ApertonetWORKS, Cisco, Ericsson, Fujitsu, Huawei, Intel, LG, Lucent, Motorola, Nokia, Samsung and Siemens. A list of all the members is found on the homepage of the [wimaxforum](http://www.wimaxforum.org) (www.wimaxforum.org).

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