

What is a Wifi Cloud?

Our Wifi Cloud network provides a robust, broadband-strength internet signal to you wherever you roam. We have Wifi base stations all over town that connect and seamlessly hand-off to each other, much like cell phone towers do. So you can enjoy a strong, unfettered, uninterrupted Wifi signal on your laptop or mobile device throughout our Wifi Cloud coverage area.

Do I qualify for WiFi Service?

Anyone with a wifi-capable device can log onto our wifi network. Free Wifi Cloud access is offered exclusively to CTC broadband internet customers and CWC cellular data customers. If you are not yet a customer, you can easily buy Wifi Cloud access for a low daily, weekly, or monthly rate or become a CTC high-speed internet customer and experience the best customer service in town! Landline is required for high-speed internet account. You can also test out our service by selecting the "Free 20 minutes daily" tab from the login page.

I am not yet a CTC high-speed internet customer. Can I access the WiFi Cloud?

Yes. In addition to free access for CTC high-speed internet and cellular data customers, our Wifi cloud access is also available for purchase. See the rate grid below for our daily, weekly and monthly rates:

<u>Wifi Cloud Rates</u>	
With CTC DSL account	FREE!
Daily	\$7
Weekly	\$30
Monthly	\$60

What are the minimum system requirements for CTC.net WiFi?

You can connect to CTC's Wifi Cloud from any WiFi enabled device such as a mobile computer (e.g. PC, Mac), mobile phone (e.g. iPhone®, Android, Windows Phone), tablet (e.g. iPad®) and other devices such as iTouch®, Kindle, Nook, etc. The web-based login process of CTC's Wifi Cloud requires that your default browser be configured to allow persistent cookies and have all of its updates done. In the case of a laptop or computer, it may also need to have an up to date antivirus.

How do I connect to CTC's Wifi Cloud?

1. On your wifi-capable device (laptop, smartphone tablet, etc), locate your Wifi Settings menu.
2. Select **CordovaTelPublicWifi** or one of our other CTC or CWC Wifi networks, and connect (it will appear unlocked).
3. A login page will pop up on your device. If it doesn't, open your browser and attempt to surf, and that should cause the login page to open.
4. If you are an existing CTC internet or CWC data customer, select the "**I'm already a CTC broadband subscriber**" tab and login with your CTC internet/CWC data credentials **FREE OF CHARGE**. If you're **already a Wifi subscriber**, select that tab.
5. If you would like to purchase wifi, choose the "**I want to be a wifi subscriber**" tab and fill in your registration and payment information.
6. Accept the Terms & Conditions, and you're done!



What if I forgot my Username or Password?

If you are a CTC high-speed internet customer using the system's free access, just call CTC at 424-2345 and we can look it up for you. If you are purchasing WiFi, we can look up your username or reset your password, but we cannot retrieve your old password.

Where can I access to the Wifi Cloud?

Wifi Cloud access is available to anyone within CTC's Wifi coverage area. We offer coverage all over downtown Cordova, in the new and old harbor, at the ferry terminal, at 12 mile airport, Mt Eyak Ski Area, Cordova Community Medical Center and many other high traffic areas of town. Call for details. Looking for the same kind of mobile broadband service on the water and beyond our Wifi Cloud coverage? Check out our **WiMAX** mobile broadband solutions!

I'm having trouble connecting to the WiFi. What do I do?

Here are some Wifi troubleshooting tips. Have you tried to:

- Open a browser on your device and enter a website url or search term (this may direct you to login)
- Turn your device off and back on
- On a mobile device like smartphone or tablet, turn off your Cellular Data
- Disconnect or "forget" all CTC/CWC networks, and then try again to connect

If you're still experiencing a problem, during business hours you may call our office at 424-2345 or stop in to see us at 611 2nd Street in Cordova and experience our *world-class customer service!* We're here to help!

Is the WiFi Cloud secure?

CTC is committed to making your WiFi experience as fast, fun and safe as possible. Whenever you login, we help protect the privacy and safety of your login and password by providing 128-bit encryption on the sign in page. This is the same standard used by thousands of online banking and financial services sites around the world to protect your critical transactions. However, for the most secure online experience possible, be safe and smart.

- Use a firewall and an anti-virus program
- Turn off file sharing when using your computer or mobile device on a network, at home, or on the road
- Keep your anti-virus programs up to date, and perform regular system scans to detect any problems early

How long can I stay connected to WiFi?

Wifi Cloud Time Allotments

With CTC high-speed internet account	<i>As long and often as you like!</i>
Purchasing Wifi without a CTC high-speed internet account	<i>1 day, 1 week, or 1 month from time of purchase (depending on your purchased package)</i>
Using the free access without a CTC high-speed internet account	<i>20 minutes, every 24 hours</i>

Can I use my WiFi account on more than one device simultaneously?

With CTC high-speed internet account	Yes
Purchasing Wifi without a CTC high-speed internet account	No
Using the free access without a CTC high-speed internet account	No
With CWC data plan	No

Thank you for your interest in CTC's Wifi Cloud! Cordova Telephone Cooperative is the first internet provider in south-central Alaska to provide this emerging technology!

