



Internet for Central & Southern Oregon

Information for Referral Agents

Bend / Central Oregon

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Getting Started with Webformix

If you choose to be a referral agent with Webformix, we ask that you call the sales department and provide basic information about your clients such as address and phone number, and internet connection needs. This is also in your best interest, as clients often don't remember to mention who sent them.

After receiving your call, we check to see if the location would be able to get service. We then reach out to the client after reviewing their location. Typically a free site survey is necessary to verify the connection as we are a wireless internet provider. Our service works best when there are few/no obstructions between the equipment we mount, and our transmitters on various communication towers in the area.

The client does not need to be home for us to accomplish the site survey test, we just need access to the property (outside only). Additional equipment could be necessary depending on the structure and client needs. Clients do need to have a router that is compatible with ethernet cables. 2-in-1 modem-routers will not be compatible with our cables and equipment.

If we are able to provide service after the site survey verification, fees are due at the time of install. The best form of payment at the time of install is by cash or check as anytime we process a card it accrues an additional 3% fee for the client. **Once a new client makes it out of their 30-day money-back guarantee period, you will receive a \$100.00 check.**

Residential Install Fees	Commercial Install Fees
\$100.00 installation (Tree installation is extra)	Starts at \$300.00 installation
\$50.00 refundable equipment deposit (no equipment purchase or rental fees)	\$50.00 refundable equipment deposit (no equipment purchase or rental fees)
\$60 - \$112 for the first month of service	\$60 - \$112 for the first month of service
\$75.00 router, if needed	\$75.00 router, if needed
\$10.00 surge protector, if needed	\$10.00 surge protector, if needed
Optional VOIP Add-On \$25/mo, \$35 Port Fee	Optional VOIP Add-On \$25/mo, \$35 Port Fee
Optional Static IP Add-On \$10/mo	Optional Static IP Add-On \$10/mo

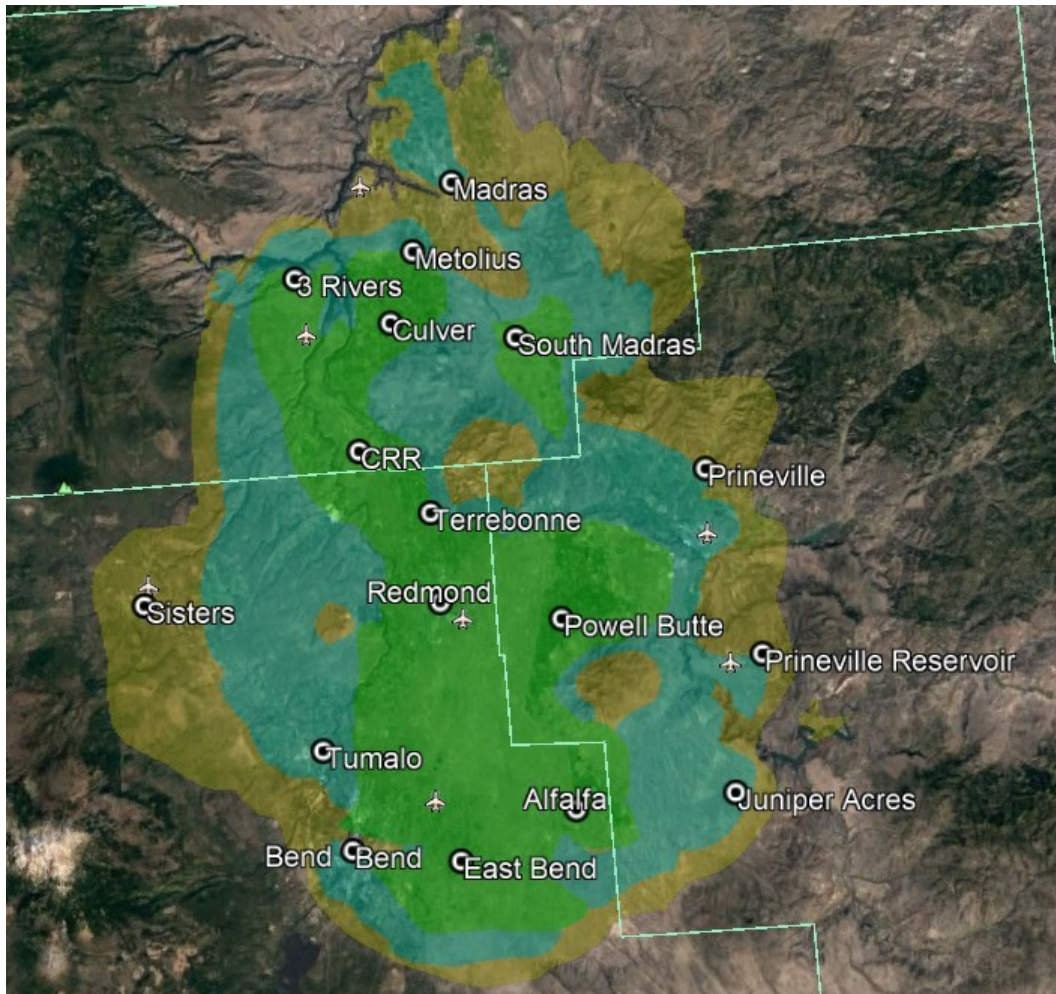
Service Areas

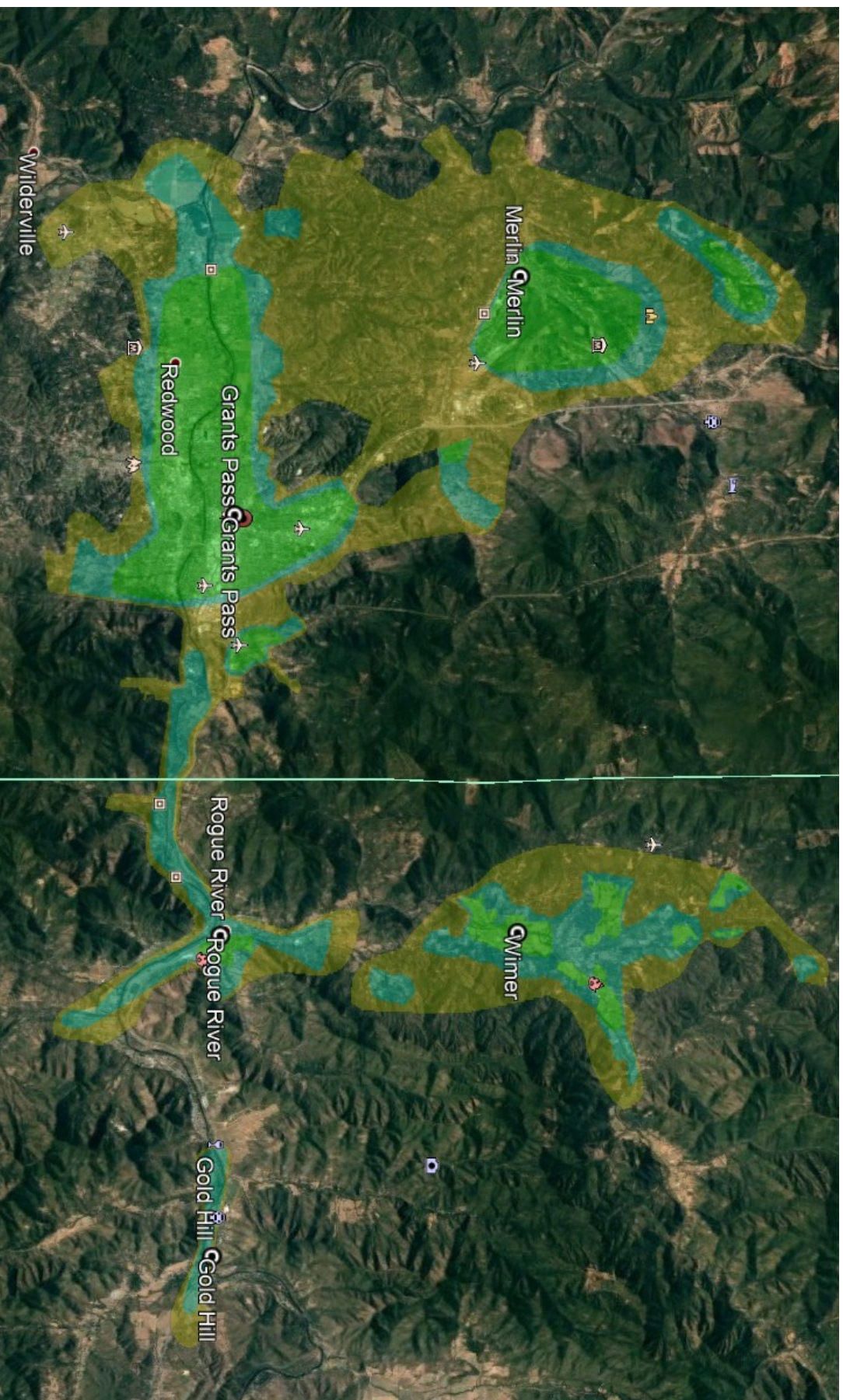
Central Oregon

Alfalpa
Bend
Crooked River
Ranch Culver
Madras
Powell Butte
Redmond
Sisters
Terrebonne
Three Rivers - Lake Billy Chinook
Tumalo

Southern Oregon

Grants Pass
Merlin
Rogue River
Hugo
Wimer





Reasons to Choose Webformix

- Locally owned and operated
- Highest-rated internet provider in Central and Southern Oregon
- Hand-crafted client support by local employees
- No data caps, contracts, credit checks, equipment rentals, or hidden fees
- Unlocked Speeds every night from midnight to 8 am
- Change your service plan at any time
- 30-day money-back guarantee
- 30-day vacation mode option for \$10/mo
- Refer-A-Friend Program
- 10-year clients get a 10% discount on monthly service fees

The Installation Process

We provide a line of sight, point to point link between equipment we mount to the home, and transmitters we have on various radio towers in the area. In order to receive quality service, we need a clear, open line of sight between these two pieces of equipment. The equipment is a radio antenna “dish” that we place on the roof and a small power supply that gets plugged into the router and surge protector inside. The cable is run from the dish to the inside by drilling through an exterior wall.

We can perform a free site survey to ensure we can provide a quality connection at the client's home prior to installation. There is no charge for this, and the client doesn't even have to be home. We just need permission to hop up on the roof if the client is not there. The client (or a responsible person over 18) does need to be home at the time of installation.

The final overall speeds seen are based heavily on 1) distance to our transmitter and 2) quality of line of sight to the transmitter. Speeds can vary from location to location. If signal tests indicate unacceptable speed ranges at the site, we do not install our service. Putting in a bad connection doesn't serve anyone well in the long run! Please keep in mind that estimated speeds are not guarantees, just what is expected in most cases. What is required to achieve those expectations depends on the exact address being serviced. In each case, Webformix can provide additional upload allocation if necessary.

Webformix Internet Service Plans

Choose YOUR Plan	Basic Tier	Value Tier	Pro Tier
Price per Month	\$60	\$81	\$112
Installation*	\$100	\$100	\$100
Equipment Deposit**	\$50	\$50	\$50
Download Speed	18 Mbps	30 Mbps	50 Mbps
Upload Speed	3 Mbps	5 Mbps	5 Mbps
VOIP Compatible	X	X	X
<p>All speeds are best-effort service estimates and indicate the maximum speeds to be expected for a given service tier. Available bandwidth and transfer rates may vary based on network usage and individual connection performance.</p> <p>Custom speeds may be available in select locations, call for availability.</p> <p>*Installation cost does not include a router or associated configuration. Webformix does not require the use of a specific wireless router. Customers are welcome to provide their own as long as they are comfortable setting it up, putting a password on it, and keeping the firmware up to date. We do offer routers for purchase (\$75) that include set up, router support, and a 1- year warranty (1-year free replacement; We provide replacements at cost after 1 year for current customers).</p> <p>We require our equipment to be plugged into a surge protector (not just a power strip). This may be provided by the customer or purchased from Webformix at the time of installation for \$10.</p> <p>**Equipment deposit refundable at end of service if the equipment is returned in working condition at the time of scheduled equipment pick up.</p>			
Add-On Options		Add-On Price	
VOIP Option		\$25 per month	
Static IP Option		\$10 per month	
Extra Upload Speed		\$5 per 1 Mbps per month	

Webformix WiFiber* Internet Service Plans

Over the past year, we have been working diligently to fortify our network infrastructure and increase our capacity to meet growing demands. We understand that faster speeds are required to work, play, and browse these days. We are committed to providing the best possible internet experience available, which is why we are rolling out much faster tiers in select locations. We're calling this new breed of service "WiFiber".

***WiFiber is currently only available in select areas of Bend, Redmond, and Grants Pass,** and requires a free site survey to determine availability. We are still very early in the unveiling of these new service tiers, so expect to see WiFiber available in more locations in the future!

Choose YOUR Plan	Tier 1	Tier 2	Tier 3
Price per Month	\$50	\$75	\$100
Installation**	\$100	\$100	\$100
Equipment Deposit***	\$50	\$50	\$50
Download Speed	25 Mbps	50 Mbps	100 Mbps
Upload Speed	5 Mbps	10 Mbps	20 Mbps
VOIP Compatible	X	X	X

All speeds are best-effort service estimates and indicate the maximum speeds to be expected for a given service tier. Available bandwidth and transfer rates may vary based on network usage and individual connection performance.

***WiFiber is available in select locations only. Call for details on service availability.**

****Installation cost does not include a router or associated configuration. Webformix does not require the use of a specific wireless router. Customers are welcome to provide their own as long as they are comfortable setting it up, putting a password on it, and keeping the firmware up to date. We do offer routers for purchase (\$75) that include set up, router support, and a 1- year warranty (1- year free replacement; We provide replacements at cost after 1 year for current customers).**

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