



How our broadband works

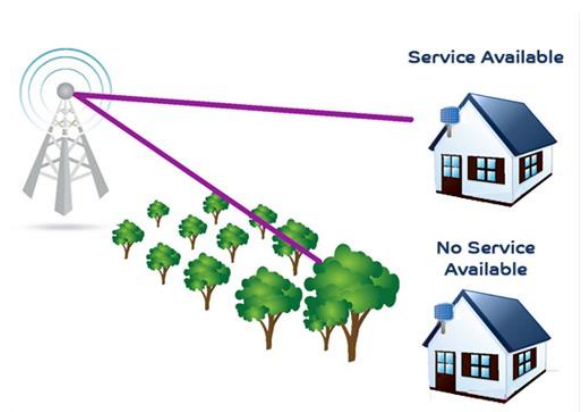
Fastcom provides broadband through a wireless transmission received on an antenna and transmitted via a cable to one computer, laptop or router in your home

The installation of fastcom broadband involves our engineers attaching a small antenna to your home and running a cable to carry the internet service from the antenna into your home. Please read what this process involves in our [Standard Installation Policy](#).

The antenna on your roof or building will receive a signal from one of our many base station transmitters. These base station transmitters are linked to each other wirelessly or by fibre optic cable

A number of factors determine if the fastcom service can be delivered to your address. These factors include:

- **Line of site (LOS)** - Line of sight is critical to our service. The transmitter we install on your premises must have straight line of site to our transmitter base station
- **Distance** – Distance from the transmitter station can result in slower speeds or loss of signal
- **Local obstructions** – Trees, mountains and other natural obstacles can result in loss of service



The diagram to the right shows an example of how the equipment is wired up

Do you want to enable your broadband on multiple devices, Laptops, Tablets, Smart TVs etc..?

If you wish to make your home wireless, then you will require a wireless router. . This is not part of the fastcom service but you can purchase one of these from our office at any time.

*** Please remember that internal wireless networks are neither part of our service or supported by our technical support help desk**

