



# Reliance Connects With You

## Wi-Fi vs. Wired Connection

*What's the difference and how does it work?*

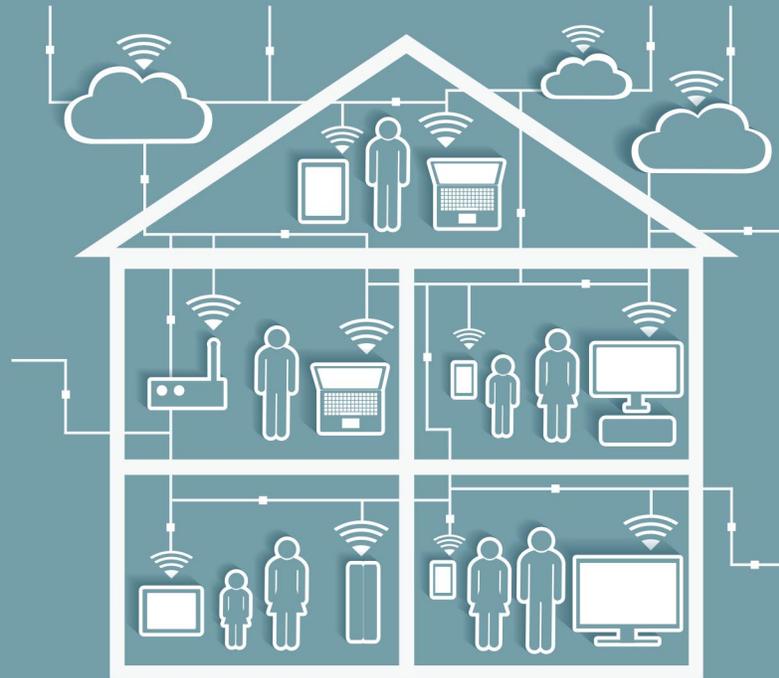
We get questions about this all the time. What's Wi-Fi and is that the same as my Internet. What about my home computer? How is it connected?

Let's start with Wi-Fi. There is a difference between Wi-Fi and a Wired Connection. Wi-Fi is the technology that converts the Internet service that comes into your house on a wired connection to a wireless connection. This is done using a device called a wireless router, that router then broadcasts the internet signal to the devices in your home. If it's isn't connected with a wire, then it is connected with Wi-Fi.

Ok so now you know what a Wi-Fi connection is, let's talk about a wired connection. This is a physical connection to our Internet. The Internet comes into your home usually through a phone jack in the wall. That phone line cord goes to our router. From there you have another cord (usually a yellow Ethernet cable) that goes from our router to your device. These devices are not using Wi-Fi, but instead a direct connection with a wire to the Internet. This is the best type of connection. However, we recognize that most devices and users want to use Wi-Fi.

Now that you know the differences between these connections to the Internet, let's talk about how we use these two types of service. Using Wi-Fi is easy and convenient and works best for smaller handheld devices like cell phones, tablets and laptops and other devices you want to use throughout your home. On the other hand, stationary devices like home office computers (desktop or towers), Smart TV's and even some home audio systems (like Sonos) may work better with a wired connection (Ethernet).

In addition to the router, the wireless device has its own set of limitations. Much like a sports car is quicker than a sedan, some devices perform faster than others. For example, the latest Galaxy phone will typically surf faster than your old \$100 tablet because the phone has better hardware.



To help with this Reliance Connects is now offering a Managed Wi-Fi Solution starting for around \$8 a month. Our team will deploy a state-of-the-art dual band AC router with a modern profile that will cover an average sized home. Need more coverage? We can easily add a mesh unit for a few dollars more. Managed Wi-Fi from Reliance Connects is backed by our friendly and helpful technicians, professional remote assistance and a 7 day a week tech support team.

**Find out more at**  
**<https://relianceconnects.com/mywifi/>**  
**or call us at 503.630.4213.**

## What Our Customers Say....

We'moon Homestead wrote, "Andrea in tech was very patient, articulate, and educational. I felt confident about the new router."

Jackie wrote, "Thank you Amanda, simply painless!"

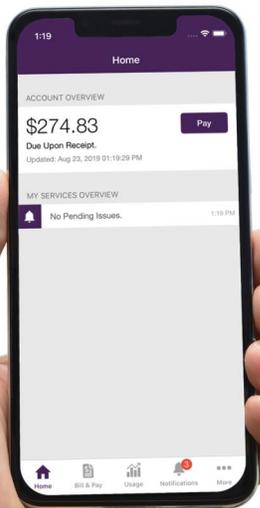
Barbara J. wrote, "Theresa is a very good person and I enjoyed my time with her."

Gary J. on Day Hill called in to say that our crew (construction crew) up there is doing a fantastic job! He said that everything looks better than it did before they got there! He is also very happy with the work they did on his property. He's a happy customer!

Leo D. said that Travis and Mitch were both just amazing. They exceeded his expectations, went above and beyond and he was very impressed! They explained everything well and in detail.

Jennifer said her brother is hard to please (an 18 year old gamer) She passed along his thanks to Theresa. He picked up one of our premium routers. He said his new modem is 🔥 and has helped his gaming speeds.

CUSTOMER  
TESTIMONIALS



## New Look. New Experience. Same SmartHub.

Look for a refreshed and enhanced new mobile app this fall!

Reliance Connects SmartHub online and mobile app provides a lot of features that help you manage your account, from billing and payment info to detailed account information. It's a great tool to help you access your account information on the go or online.

Coming soon Reliance Connects will be rolling out a new upgrade for the SmartHub mobile application that will help you get to the features you need quickly and efficiently. You'll notice the mobile app will have a fresh, new look. When you open the app, you'll be able to see your account details right up front or can contact us with the click of a button right from the home screen.

This new user experience makes it easy for us to communicate important information with you when you. Billing, payment and other features will be available with one click of a button in a new condensed bottom menu. We hope these app updates will help provide a more user-friendly and efficient experience. All the features you love about SmartHub now will still be available, just with a refreshed look and an enhanced user experience.



## Watch Your Favorite Local Sports Teams on EZVideo

With more local sports channels than other providers, EZVideo keeps you in the action this upcoming sports season. Don't miss your Ducks and Beavers games on PAC-12 National and PAC-12 Oregon. Get Blazer games on NBC Sports NW, Mariner's games on ROOT Sports and Seahawks games on KPTV (FOX) and now offering the NFL Network just in time for football season! All these sports channels are available on our mid-tier and don't require the purchase of an additional sports package.

**Want even more football? Get the NFL Network in our top tier just in time for football season! Call us - In Estacada 503.630.4213 or In Corbett 503.695.2202 or stop by your local office to find out more!**

Your provider of today's technology—with a hometown touch.

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