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2625 North Clark Street  
Suite 401  
Chicago, IL 60614  
Phone: 773.294.7374  
E-mail: [info@roamfreesolutions.com](mailto:info@roamfreesolutions.com)

## Frequently Asked Questions

**Q: How much will it cost to add a Roam Free Network to my building?**

A: There are many factors that can affect initial setup cost. If the building is heavily constructed, the wireless signal may not propagate well, requiring additional radios. Building codes may require low voltage cabling to run in conduit. Systems can start as low as \$5000 for a building with 50 apartments. We will be happy to provide a detailed estimate for installation on your property.

**Q: Does my property need network cabling for a Roam Free Network to be installed?**

A: If you have cabling already installed (Cat5 or better), chances are we can use what you have. A network infrastructure is necessary to create a Roam Free Network in your building. If you do not have any cables run in your property, we can provide an electrician to install the necessary cabling and conduit or work with a contractor that you prefer.

**Q: Are there any ongoing costs after the network is installed?**

A: Roam Free Solutions (RFS) fully supports all equipment it purchases on your behalf and all installed networks. Monthly and/or annual maintenance fees are standard as part of the RFS service contract. These fees include equipment replacement, training and management support, warranty claims support, etc.

**Q: What guarantees do you offer?**

A: RFS has always focused on providing the best possible network for our customers. The equipment we install is guaranteed for the warranty life provided by the manufacturer. We work closely with our suppliers and install some of the best systems on the market. If something should fail while you are under a RFS service contract, there will be no charge for the service call. If the equipment should fail while under warranty, the device in question will be replaced at no charge.



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**Q: How will our tenants or network users gain access to the Internet?**

A: Our wireless networks are “open” and visible – meaning they can be discovered by searching for an available WiFi network. Virtually all computers with wireless adapters can (when in range) find and join our networks. When residents or guests open their web browser, they are automatically redirected to a “welcome” page introducing them to your property’s network. Residents will be asked to enter their username and password. If you have subscribed to our credit card acceptance system, guests can provide payment through a secure server for access to the Internet. Our system is similar to those in use in hotels and coffee shops. Once guests are authenticated on the gateway, they do not have to log in again. The system will remember them when they return.

**Q: Can Roam Free Solutions set up computers in my office or home?**

A: Yes. Roam Free Solutions is more than just a consulting firm. We offer a suite of services from network design and installation to hardware setup and software implementation. Our technicians are experienced with most popular software productivity and accounting programs and we can recommend a solution that best fits your budget. We can provide parental controls for Internet access to protect your children from the Internet’s darker side. We can also provide computer training at your convenience – both in person and virtually. Call us for details!