

NAT ADDRESS FACT SHEET

Your installation is one of the most secure installations that can provide you. Your computer is behind a Network Address Translation (NAT) firewall at our routers. This means, the computers on your network cannot be directly accessed from the outside world. This will provide significant protection for your system.

In this configuration, your computer is given a “private” address that only internal computers on the WisperTel network see. The WisperTel wireless network only passes traffic when invited by a computer on your network. This means that hackers cannot directly attack your computer from off-network.

This, however, does not mean that you are completely safe. You can still be accessed from the WisperTel internal network and some viruses can give unscrupulous hackers access to even NAT computers. We suggest firewall hardware or software.

Personal Firewalls and Other Hardware

With NAT protection from the world, you do not have to have these pieces of software, but a hardware or software firewall on your computer or internal network will offer complete protection. Suggested software firewalls include *Tiny Personal Firewall* or *Zone Alarm Professional*. If you are using multiple computers, a DSL/Cable router is the easiest method of protecting your network and computers from attack. A list of approved, DSL/Cable Routers is available in the SUPPORT section of the WisperTel Website.

Virus Protection

Virus protection, while not required, is strongly recommended. Software companies' www.symantec.com and www.mcafee.com are two excellent providers of anti-virus protection software. Either would work well.

Non-Routable or NAT IP Address Ramifications

You will probably never experience any difficulties with any internet connectivity in this configuration. You're protected from outside computer attacks except by virus.

The only known issue is that VPN's (virtual private networks) do not always work correctly in this configuration and will require a Static IP Address and possibly additional hardware to protect yourself. Although we can provide you with the IP address and the connectivity, due to the myriad of VPN platforms used, support will have to come from your VPN or support help desk.

If you need assistance with any of these issues, firewalls or installation of network devices, please e-mail support@wispertel.net or call WisperTel support at (303) 670-8400.

Router Configuration

Installation of Routers can be a daunting task for even a professional. In the case of DSL/Cable Routers the graphical configuration utilities attempt to make this task easy, but improper configuration will not only not work correctly, but you run the risk of negatively affecting the WisperTel network.

If you need installation assistance, please contact us. If you are simply adding an additional computer to an already existing network, it's generally not necessary to notify us. If you don't know whether your addition will affect the network, please contact us at support@wispertel.net.

Subscriber Specific IP Address Information

Your subscriber device should be configured as “DHCP” which will allow your device to receive it's IP address automatically. Your PC should be configured to “Obtain IP Address Automatically” as well as “Obtain DNS Servers Automatically”.

If for some reason this does not work, contact WisperTel support at (303) 670-8400 and we will help you with your connectivity.