

BellSouth® **FastAccess**®
Business DSL

FastAccess DSL
Multi-User Welcome Guide
(for Router Customers)

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Welcome to BellSouth® FastAccess® Business DSL

Thank you for choosing BellSouth® FastAccess® Business DSL. You'll find it's a very smart investment, because it allows you to get more done in less time. You can now download software and e-mail large files in seconds, rather than minutes, freeing you to concentrate on your business. Suddenly, you're harnessing the full power of the Internet, making e-commerce easier for everyone.

Along with greater speed, you enjoy greater value. With your router, you can hook up multiple computers to one line that delivers high-speed access from a company you can trust to meet your business needs.

This guide also provides you additional computer configuration information should you need to grow your business in the future.

Please contact BellSouth if you have any questions or need assistance with your BellSouth FastAccess Business DSL Service. Many questions can be answered on our Web sites at **fastaccess.com**, **support.fastaccess.com** or **bellsouth.net**. Or, you may call our technical support center at **1-888-321-2DSL (2375)**, then select option 2.

We want you and your business to have a great experience with BellSouth, and our reliable service is one way to see that you do.

Please visit **bellsouth.com** should you be interested in additional business products from BellSouth.

Customer Information Record

Record your FastAccess Internet Service information below:	
USER ID	@bellsouth.net
E-mail Address	@bellsouth.net
Password	
SMTP (Outgoing) Mail Server	
POP3 (Incoming) Mail Server	
NNTP (News) Server	
Static IP Address (if applicable)	
Default Gateway	
Subnet Mask	
DSL Service Telephone Number	1 888 321-2DSL (2375), then select option 2
VPI (Virtual Path Identifier)	8
VCI (Virtual Channel Identifier)	35

Note: You will select your USER ID, e-mail address and password at the time of order or installation.

If your SMTP, Pop3 and NNTP Server information is not provided at the time of your installation, or if you are a self-install customer, follow the steps below:

1. Go to the **Control Panel**.
2. Open your **Mail** folder.
3. Go to **Properties** and the information will be displayed.

Kit Contents

Your FastAccess DSL Kit will contain the following items:

- Cayman 3220-H Router



- FastAccess Installation Wizard CD



- Filter Pack:
(self-install customers only)



1 Wall Filter



4 Deluxe Line Filters

- Splitter (PBX/Key System only)



- This Router Guide
- Terms and Conditions
- Service Agreement
- Return Letter in envelope with Return Label
- Multi-User Fast Start Guide (self-install only)
- Welcome Letter (self-install only)
- 2 Ethernet cables (self-install only)

Step 1

Getting Started

There are a few things that you need to do before you install your BellSouth® FastAccess® Business DSL software:

- A. Verify that your computer meets the system requirements as shown below. When you install your FastAccess Installation Wizard Software CD in Step 3, the software will verify that your computer meets the minimum system requirements. **If your computer does not meet these requirements, your computer will not be compatible with FastAccess Service.** Before installing FastAccess Service, you will need to upgrade your computer to the minimum system requirements. If you choose not to upgrade your computer, please call 1-888-321-2DSL (2375), then select option 2, with questions or for instructions on how to return your self-installation kit. A return label and instructions are included in the kit for your convenience.

Minimum System Requirements:

Operating System	Processor	Memory	Free Disk Space	CD-ROM Space	Network Interface Drive
Windows® XP	Pentium® or Equivalent 300Mhz or faster	128MB	100MB	Yes	Installed 10 BASE-T Ethernet NIC or open PCI slot and installed dial-up modem
Windows® Me™	Pentium® or Equivalent 166Mhz or faster	32MB	50MB	Yes	Installed 10 BASE-T Ethernet NIC or open PCI slot, or a USB port and installed dial-up modem
Windows® 2000 (With Service Pack 1 or higher)	Pentium® or Equivalent 166Mhz or faster	64MB	50MB	Yes	Installed 10 BASE-T Ethernet NIC or open PCI slot, or a USB port and installed dial-up modem
Windows® 98	Pentium® or Equivalent 166Mhz or faster	32MB	50MB	Yes	Installed 10 BASE-T Ethernet NIC or open PCI slot, or a USB port and installed dial-up modem
Windows NT® (Version 4.0 with Service Pack 4 or higher)	Pentium® or Equivalent 133Mhz or faster	32MB	50MB	Yes	Installed 10 BASE-T Ethernet NIC or open PCI slot, or a USB port and installed dial-up modem
Macintosh® (OS 7.6 – 9.1)	Power Mac™ or faster	32MB	50MB	Yes	Open USB port or installed 10 BASE-T Ethernet NIC and installed dial-up modem

What You Will Need:

Your Cayman 3220-H Router is compatible with computers using any operating system and web browser. Each station on your LAN requires a PC with the following features:

Desktop or Laptop System

- 166 MHz Pentium-class processor (or better)
 - Microsoft Windows 98, Windows NT, Windows 2000, ME, XP, or Macintosh operating system
 - CD-ROM drive
 - 4MB free disk space (8MB preferred)
 - 32MB RAM memory (minimum)
 - IP communications capability (typically an internal Network Interface Card)
- B. You must have ordered BellSouth® FastAccess® Business DSL for the BellSouth phone line that you will be using for your modem. If you have not ordered this service, call 1-888-321-2DSL (2375), then select option 2.
- C. You will need your user name and password that you chose when ordering FastAccess Service.
- D. You will need a telephone jack for your modem phone line near your computer. If you would like for BellSouth to install your jack, please call 1-888-321-2DSL (2375), then select option 2, to arrange for professional installation. **(There will be a charge for installation of a jack.)**
- E. If you have a monitored alarm or emergency response system installed in your business, please refer to the "Monitored Alarm Notice" that is included in this guide.
- F. You may need screwdrivers and a pair of pliers.
- G. You may need the Windows operating system CD during installation (Macintosh® users should not need their installation CD's). If you do not have this CD, you will need to contact your PC vendor for details on where your Windows files are stored.

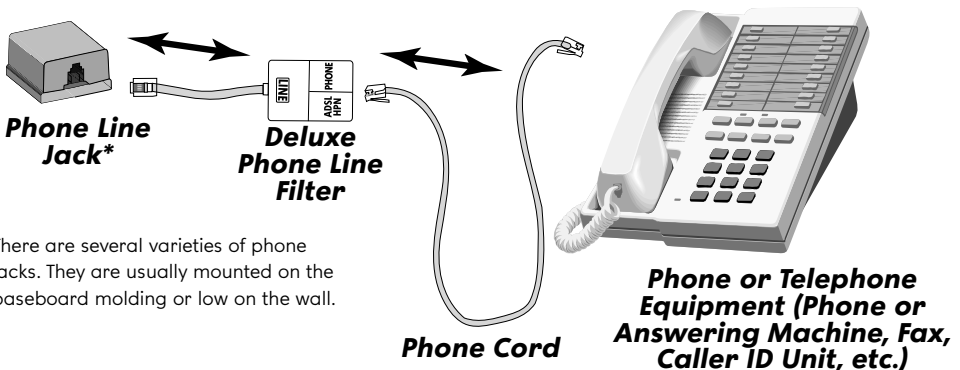
Step 2 (Self-Install only)

Install Filters

Install Splitter for PBX/Key System only (page 8)

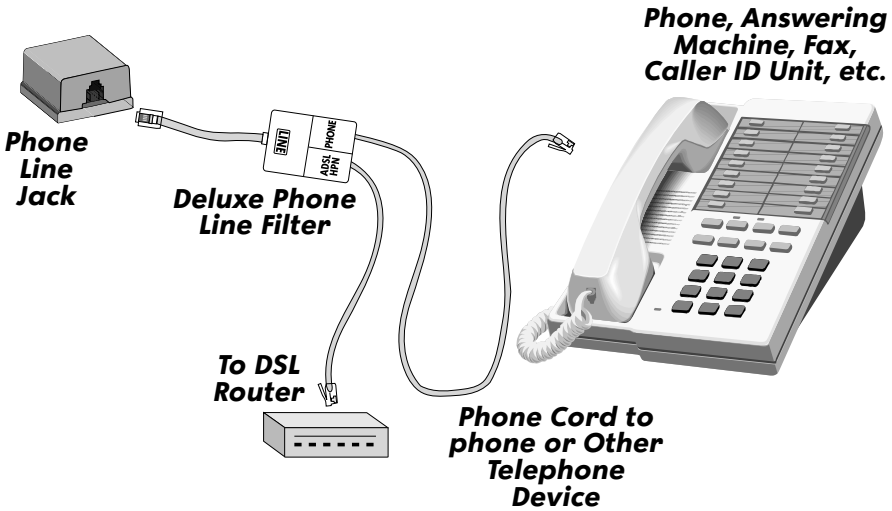
Converting your regular phone line into a high-speed Digital Subscriber Line (DSL) may cause audible noise (high-pitched tones and static) during telephone conversations. To prevent this line noise, you should install a filter for each telephone or other device (answering machine or fax machine) that uses the DSL telephone line. **WARNING: Do not install filters on lines residing within a PBX/Key system, as this may damage your phone equipment. BellSouth will not be held liable for any damages which may occur due to improper installation.**

1. Determine how many telephone jacks in your business connect to the telephone line that provides your DSL connection.
2. If you have more than one phone number, then only place filters in the jacks that share the same telephone number with your DSL line. **Separate or additional lines do not need filters.**
3. Place one filter in every telephone jack that is directly connected to a telephone, answering machine, fax, analog modem, caller ID box or any other phone line devices. Unused jacks do not need a filter.

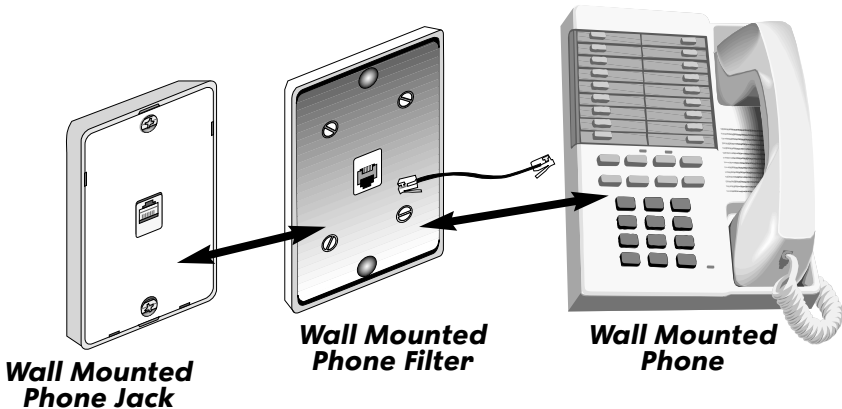


*There are several varieties of phone jacks. They are usually mounted on the baseboard molding or low on the wall.

4. Using the same phone jack for your DSL Router and a telephone device:
Warning: Not for lines residing within a PBX/Key system.
- a. Plug the telephone device into the **"Phone"** jack on the deluxe phone filter as shown below.
 - b. Plug the DSL router into the **"DSL HPN"** jacks on the deluxe phone line filter.



5. If you have a wall mounted phone, install the wall mounted phone filter to the wall jack in the order shown below.



TASK: Installing a Wall-Mount Filter.

6. Check your telephones for a dial tone after installing the filters.

Important: Using more than a total of SIX filters may adversely affect your DSL service.

Splitter Installation

(for DSL lines residing within a PBX/Key System only)

BellSouth will not provide any support for splitter installation. Since your DSL qualified line resides within a PBX/Key system, you will need to have a splitter punched down onto the common block. This may also involve a separate wire pull, and should only be performed by a certified telecommunications technician.

WARNING: Improper installation of a splitter can cause damage to your phone system. BellSouth will not be held liable for any damages which may occur due to improper installation.

- Splitter (1 per kit): Punch down onto the FastAccess line located on the common block.



Step 3

Install Your FastAccess Installation Wizard Software CD and Cayman 3220-H Router

Turn on your computer and wait until all programs have fully loaded. Close all applications including firewall and virus detection packages. Insert the **FastAccess Installation Wizard CD** (Blue CD) and follow the on-screen instructions and prompts to complete your installation of BellSouth® FastAccess® DSL Service. During the Installation Wizard process flow, you will be prompted to stop and install your router before proceeding. Please see router installation instructions below.

Unpacking Your 3220-H Equipment.

When you receive your equipment carton, confirm that you have the necessary components. Remove all the materials from the shipping carton and verify that you have the following:

- Cayman 3220-H Series Router
- Power supply
- Cayman QuickStart and other documentation
- Cayman CD

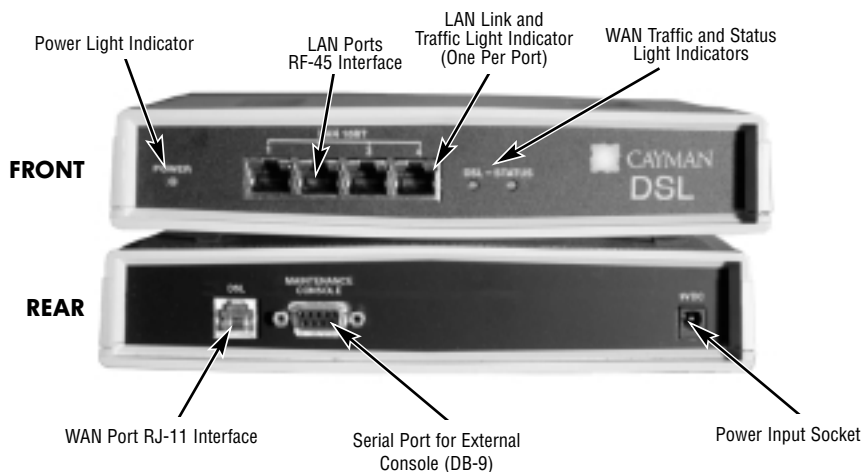


Tour of Your Cayman

Tour of Your Cayman 3320-H Router.

Prior to installing the Cayman router in your network, we recommend that you become familiar with the physical features of the product. The following diagram describes the front and rear panel layouts of the 3220-H unit.

Front and Rear Panel Layout.



Install Your Cayman 3220-H

Hardware Setup Instructions.

TASK: Connect the Power Supply.

1. Apply power to the router and the Local Area Network (LAN computers). Use this sequence:
 - A. Insert the power supply connector into the power socket on the rear panel of the router.
 - B. Plug the power supply module into an appropriate electrical outlet.
 - C. Turn on the electrical outlet. The front panel green Power indicator light comes on.

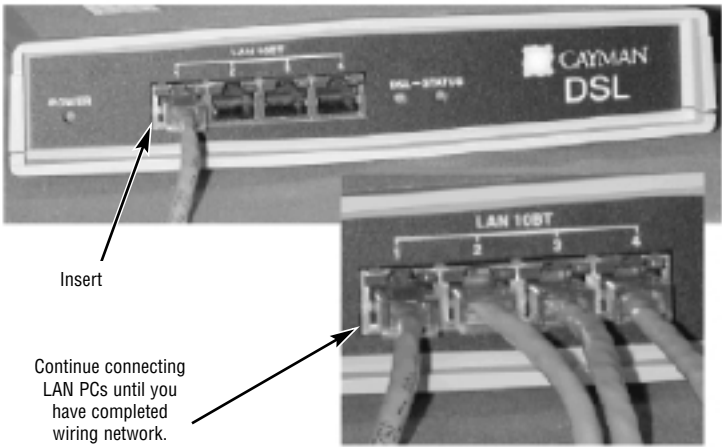


Insert

TASK: Connect LAN Ethernet Devices to Your Cayman Router.

2. Connect your Cayman 3220-H Router to the devices on your LAN Ethernet network (if applicable).

With your LAN computers turned off, connect each one to a hub port on the front of your Cayman 3220-H Router with a twisted-pair Ethernet cable.



Insert

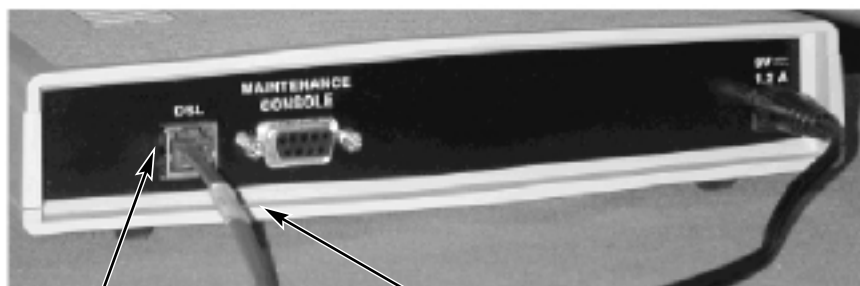
Continue connecting LAN PCs until you have completed wiring network.

Note: Make sure that all your Ethernet Cables are connected to your Computers NIC card.

TASK: Connect Your Cayman Router to Your DSL Network.

3. Connect your Cayman 3220-H Router to your DSL service.

Using the blue DSL data cable, plug the end marked "DSL Modem" into the DSL port on the rear panel of your Cayman 3220-H Router until you feel it lock. Insert the other end of the DSL cable into the telephone jack connected to your DSL service.



Insert

"DSL Modem" End of Blue Cable

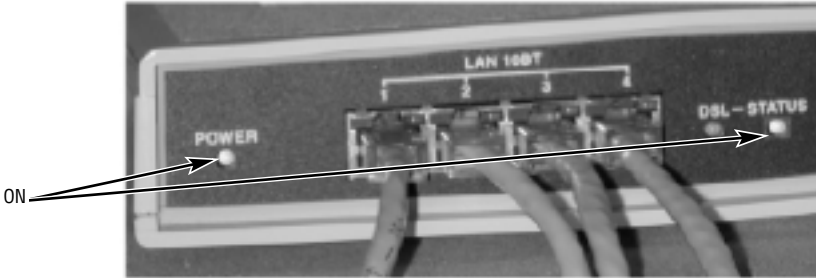
Important: The remaining information on this page is ONLY applicable for lines which DO NOT reside within a PBX/Key System.

- Observe that the Status Light initially blinks and then stays on. This action could take up to 30 seconds.
- If the Status Light does not blink and then stay on, replace the blue DSL data cable with the green data cable. The Status Light should blink and then stay on. This action could take up to 30 seconds.
- If the Status Light does not blink and stay on when you use either of the DSL data cables, contact your BellSouth representative at 1-888-321-2DSL (2375), then select option 2.

TASK: Power and Status LEDs On – DSL Installation is Verified.

4. Verify DSL installation.

Verify that the Power and Status Lights on the front panel of your Cayman 3220-H Router are on.



Important: The remaining information on this page is ONLY applicable for lines which DO NOT reside within a PBX/Key System.

- If your Cayman 3220-H Router shares the telephone jack with another device, you must do the following:
 - A. Install a two-way telephone adapter into the jack, and
 - B. Install a line filter between the two-way adapter and the other device. Review Step 2 of this guide, "Install Your Filters."
- Do NOT install a line filter between your Cayman 3220-H Router and the two-way adapter.

Step 4

Install BellSouth Customized Browser

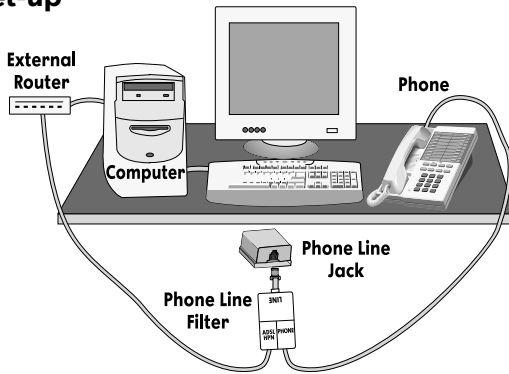
For your convenience BellSouth offers a customized version of Microsoft Internet Explorer. In order to take full advantage of the features of BellSouth® Internet Services, we recommend installing this browser. Installing this version will update all previous versions of Internet Explorer on your computer. If you did not install the BellSouth customized browser during the registration process, please go to **<http://services.bellsouth.net/member/upgrades/>** to download the latest version.

Congratulations! You have completed the installation steps for your FastAccess Service. Please review the remainder of this guide for important information regarding the monitored alarm notice, troubleshooting tips, and your back-up dial account.

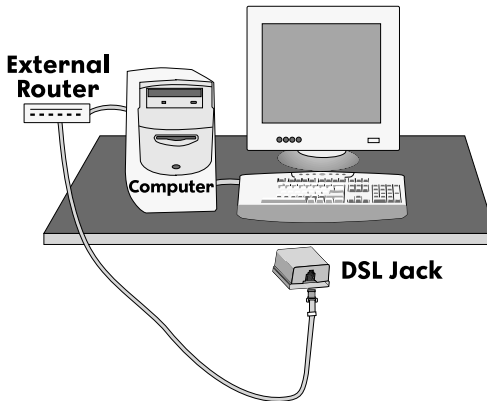
Complete System Setup

For filter installs, the diagram below illustrates an example of how your system should appear after completing the installation steps.

Router set-up



For splitter installs with PBX/Key systems, the diagram below illustrates an example of how your system should appear after completing the installation steps.



Please review the next few pages for important information regarding the monitored alarm notice, troubleshooting tips, and your back-up dial account.

Monitored Alarm Notice

Attention: Customers With A Monitored Alarm Or Emergency Response System

The installation of BellSouth® FastAccess® Business DSL may interfere with the normal operation of a monitored alarm or emergency response system.

1. Immediately after you have completed the installation and testing of your BellSouth FastAccess DSL service, you will need to test your alarm system to ensure proper operation.
2. Your computer must be on and connected to FastAccess DSL service throughout the test.
3. Contact your alarm or emergency response monitoring company and explain that you have installed DSL service at your business and would like to test your alarm system.
4. The monitoring company will provide you with specific instructions to complete this test.
5. During the test you may lose Internet connection or sync. This interruption of service is normal and should be only temporary.
6. When the test is completed, your monitoring company will be able to tell you if the alarm operated correctly.
7. If your monitoring company advises you that the test was successful, your FastAccess DSL installation is completed.
8. If your monitoring company advises you that the test was not successful, please turn your PC modem off and repeat steps 3 through 6. If the alarm test fails in both situations, please contact your alarm company for assistance, as the cause is not the FastAccess installation. If the alarm test fails only when your router is on, immediately contact BellSouth FastAccess Service at 1-888-321-2DSL (2375), then select option 2.
9. Explain to the FastAccess Help Desk Representative that you have installed FastAccess service at your business and you have discovered through testing with your monitoring company that your alarm system is not operating correctly.
10. The BellSouth representative will schedule a priority service appointment to have a BellSouth installer come to your business and resolve the issue.
11. It will be necessary for you to leave your modem off until the BellSouth installer is able to resolve the issue. Unfortunately, you will not have Internet access during the time your modem is turned off.

Note: We recommend periodic testing using the above steps, particularly if changes have been made to your alarm/emergency response system or FastAccess Service.

General Information

BellSouth Contact Information

Web: fastaccess.com, support.fastaccess.com, or bellsouth.net

E-mail: fastaccess@bellsouth.net

Phone: **1-888-321-2DSL (2375)**, then select option 2

Frequently Asked Questions

General FAQs

- 1. What should I do if I am having problems with the router?**
 - If you have not done so already, please download our **Connection Manager** from www.fastaccess.com. An interactive tutorial is included on this site providing instructions on how to use the **Connection Manager**. You can use this tool to troubleshoot and diagnose your DSL connection, in case of temporary service interruption, as well as monitor your e-mail and news servers.
 - Refer to the *Troubleshooting* section of this guide.
 - Go to fastaccess.com. Click on **Business**. Click on **My FastAccess Account**. Click on **Customer Service**. Scroll down under **What's Wrong?**. Click on **Check System Status in your area**. This option allows you to check for system outages in your area.
 - If steps A, B, or C did not solve your problem then call the Help Desk at 1-888-321-2DSL (2375), then select option 2.
- 2. How do I configure additional computers for BellSouth® FastAccess® Business DSL service?**

Refer to the *Installing Additional Computers* section of this guide.
- 3. What should I do if I lose the Cayman CD?**

Visit www.cayman.com and click on *Support*, then click on *Broadband Equipment Support*, then click on *Firmware*. All necessary downloads are located there.

4. **Where can I download the latest modem drivers, client software, tools, and documentation for my BellSouth® FastAccess® Business DSL Service?**

At: <ftp://software:download@ftp.bellsouth.net/fastaccess/readme.html>

There you can download the latest modem drivers, client software, tools, and documentation for your BellSouth FastAccess DSL service.

5. **Which Domain Name Service (DNS), e-mail server, news server, or dial-up phone number is correct for my area?**

Refer to the *Connection Information* section of this guide for this information for your area.

6. **What should I do if I am interested in additional BellSouth services for my business?**

Please visit bellsouth.com or contact a BellSouth Account Representative.

7. **What should I do if I am interested in web hosting services?**

Please visit <http://biz.bellsouth.net/products/hosting>

8. **Where can I get more information on BellSouth FastAccess Business DSL Service?**

Our FastAccess Home Page can be found at the following location: fastaccess.com. Changes to and all information about this service will be updated at this site.

9. **Can I get a static IP address?**

BellSouth FastAccess Business DSL offers static IP addressing to business customers where available. To order call 1-888-868-5061 for more details, or visit us on the web at www.fastaccess.com.

10. **Why would I want a static IP address?**

A static IP address is an Internet Protocol address that remains the same every time a user logs onto the Internet. Because it is a “fixed” address, it is easier for other Internet users to locate and connect to the hosting computer. It potentially enables a user to “host” a Web site, or other type of server connection, such as an e-mail printer or FTP server.

11. **How fast is DSL?**

BellSouth FastAccess DSL Service provides the Internet to you at lightning-fast speeds. FastAccess Service can be up to 50 times faster than 28.8 kbps modems, providing up to 1.5 Megabits per second downstream and up to 256 Kilobits per second upstream. Speeds may vary based on customer's

distance from BellSouth's central office, line conditions, Internet traffic and other factors. Other Business speeds are available.

12. Can I use the phone at the same time I am online with BellSouth® FastAccess® Business DSL Service?

Yes. BellSouth FastAccess Business DSL uses the high frequency spectrum available on your phone line to transmit data. This process does not interfere with the lower frequencies used during voice transmission. As a result, FastAccess customers can use the Internet and talk on the phone or fax at the same time.

Security FAQs

1. Should I password protect my router?

BellSouth recommends you set an administrative password. If you opted not to do this at installation, you may do this by:

1. Going to Cayman home page at <http://192.168.1.254>
2. Enter your BellSouth® Internet Service user name and password.
3. Click on passwords.
4. Select administration level from the password level list.
5. Type your new password in the new password field.
6. Type your new password again in the repeat password field.

Consult your Cayman User Guide on the Cayman CD-ROM for additional information.

2. What should I do if I have forgotten my administrative password for my Cayman 3220-H Router?

Locate the Serial Number (S/N) located on the bottom of the Cayman 3220-H Router and then call technical support at 1-888-321-2DSL (2375), then select option 2.

3. How do I set my router to allow users outside my Local Area Network (LAN) to access my router configuration properties?

- A. Enter <http://192.168.1.254> in the address text box of your Internet Web Browser.
- B. Click on "DSL Port WAN" button.
- C. Click on the "Configure" button.

- D. Scroll down to “Admin. Restrictions” (center of page), and click on the pull-down box. Select “None”.
- E. Click on the “Save” button.
- F. Click the **Restart Cayman-DSL** link.
- G. A prompt will appear asking “Are you sure you want to restart?” Click **Yes**.
- H. To turn Wide Area Network (WAN) access back off, follow steps A–C. For step D: Scroll down to “Admin. Restrictions”. Click on the pull-down box. Select “Admin. Disabled”.

Billing FAQs

1. **Is the BellSouth® FastAccess® Business DSL charge included in my monthly telephone charge?**

No, but it is conveniently located on your BellSouth bill along with your other Telecom services.

2. **How is the billing done for BellSouth FastAccess Business DSL Service?**

On your first BellSouth FastAccess DSL bill, you will be charged the prorated amount from the date the service was registered to the end of the month, along with the charge for the first full month of service.

3. **What is WorldCom Interlata? And is it in addition to my BellSouth FastAccess DSL monthly rate?**

WorldCom is the Global Service Provider (GSP). It is the backbone to the Internet, which enables you to access the global Internet connection.

The GSP charges are included as part of your BellSouth FastAccess DSL monthly charge and will be reflected in your billing detail presentation.

4. **Do I get a discount on BellSouth FastAccess Business DSL Service if I am a BellSouth® Complete Choice® Business customer?**

BellSouth® Complete Choice® for Business customers save \$4.95* off of the monthly BellSouth FastAccess DSL service charge. Visit **fastaccess.com** for more details.

*Prices subject to change.

5. **How long do credits take to appear on my bill?**

Credits can take up to 2 billing cycles (over two months) to appear on your BellSouth telephone bill. This includes discounts for BellSouth® Solutions® plans.

6. **Where will my FastAccess charges appear?**

Your FastAccess charges will appear on the BellSouth® Internet Service portion of your bill.

Please visit the following Web site to view sample bills. The billing samples include an explanation of charges.

www.fastaccess.com/business/blss_sample_bill.jsp

Returns

1. **What type of warranty is available for the Cayman 3220-H Router?**

The Cayman 3220-H Router comes with a one-year warranty. Contact Cayman (now Netopia) at 1-510-814-5000, option 1, to obtain additional information. You may also e-mail Netopia by visiting their web site, Netopia.com, and clicking on the “contact us” tab.

2. **How do I return my router package?**

For your convenience, a UPS label is enclosed in your router package for your return. For complete details see the “How to Return a Router” section in this guide. In order to process your return, you will need to call customer service at 1-888-321-2DSL(2375), then select option 2.

3. **How long do I have to return my router kit?**

You have 60 days from the ship date to return your router kit, and you must return the equipment within 30 days from the date you notify BellSouth of your return.

Troubleshooting

If you have not done so already, please download our **Connection Manager** from **www.fastaccess.tools.com**. An interactive tutorial is included on this site providing instructions on how to use the **Connection Manager**. You can use this tool to troubleshoot and diagnose your DSL connection, in case of temporary service interruption, as well as monitor your e-mail and news servers. Also, please visit **www.support.fastaccess.com** for all of your troubleshooting needs. BellSouth has developed this new, convenient site for you to get answers to commonly asked questions and view step-by-step instructions for resolving your technical problems. In addition, you will also find automated solutions that will solve many of your issues with just a couple of clicks. Please visit this site for any support or troubleshooting questions, as we will continue to add enhancements to maximize your FastAccess online experience.

Problem: The lights are out on my DSL router.

1. Make sure the router is plugged in and all the cables are securely connected.

Problem: My computer monitor is blank.

1. Make sure your computer and monitor are both plugged in and turned on.
2. Make sure your monitor is attached correctly to your computer. Refer to the manufacturer's documentation.
3. Restart your computer.

Problem: My computer is on and the router is functioning normally, but I don't see any Web pages.

1. Make sure the router is correctly connected to your computer or Local Area Network (LAN).
2. Open a Web browser (such as Netscape Navigator or Microsoft Internet Explorer).
3. Make sure you have followed the steps in configuring additional computers in this guide to install the TCP/IP and DHCP protocols and have set up your operating system to connect to the Internet. See the Cayman documentation on the CD-ROM included with your Cayman 3220-H Router.
4. See below if you are running Windows 98/Me.

Problem: My computer is on and the router is functioning normally, but I don't see any Web pages and I'm running Windows 95/98/Me.

1. Click **Start** and then **Run**.
2. Type: winipcfg and click **OK**.

3. Click the pull down menu and select your network card adapter.
4. Select **renew**.
5. Click **OK**.

Problem: When I try to connect to a Web page, my browser sends an error message saying that the Web page is not found.

1. Make sure that you have typed the Web address (URL, or Uniform Resource Locator) correctly.
2. Make sure the router is correctly connected to your computer or LAN.
3. Make sure you have followed the steps in configuring additional computers in this guide to install the TCP/IP and DHCP protocols and have set up your operating system to connect to the Internet. See the Cayman documentation on the CD-ROM included with your Cayman 3220-H Router.
4. Exit from your Web browser and reopen it.
5. Shut down and restart your computer and reopen your Web browser.

If you're still having difficulty, BellSouth technical support is available to help. Simply dial **1-888-321-2DSL (2375)**, then select option 2, to speak to a technical representative.

Setting Up E-Mail Accounts

With BellSouth FastAccess Business DSL, you can have your primary e-mail address plus four additional mailboxes. You can also set up an alias for each mailbox. Additional mailboxes can be purchased separately. Each mailbox has a 5MB size limit.

For more information on e-mail services, visit our Web site at **home.bellsouth.net** then click on **Member Services**.

Setting Up Your Primary E-Mail

Please note that when your professional technician installed your BellSouth FastAccess Business DSL, your e-mail settings were established.

These instructions are provided should you find it necessary to set up or change your e-mail settings *after* your service is installed.

Your e-mail software is the program you use to send and receive e-mail. You will need to configure each of your e-mail accounts within the program to be able to send and receive e-mail. Refer to your e-mail software documentation to set up your mail servers and user information.

If you do not know your incoming mail server (POP) or outgoing mail server (SMTP) information, refer to the *Connection Information* section of this guide or follow these steps:

1. Go to home.bellsouth.net.
2. Click **Member Services**.
3. Click **My Account** and then click **Login Now**.
4. Type your **Login ID** (user name) and **Password** and then click **OK**.
5. Click **Dial-in Sites** option under **Cities**.
6. Click your city and then click **Get Info**. Use the information that appears to set up your e-mail program.

Setting Up Additional E-Mail Addresses

Your BellSouth® FastAccess® Business DSL includes one primary mailbox and four additional mailboxes. To set up an additional mailbox:

1. Go to home.bellsouth.net.
2. Click on **Member Services**.
3. Click **My Account** and then click **Login Now**.
4. Type your **Login ID** (user name) and password and then click **OK**.
5. Select **Additional Mailboxes** option under e-mail.
6. Follow the on-screen instructions to set up a mailbox.

Setting Up an E-Mail Alias

Mailbox aliases are a convenient way for you to have two e-mail addresses for one mailbox. To set up an alias for a mailbox, complete the following steps.

1. Go to home.bellsouth.net.
2. Click on **Member Services**.
3. Click **My Account** and then click **Login Now**. Use the e-mail address and password for the mailbox for which you would like to create an alias.
4. Select **Mailbox Aliases** option under e-mail.
5. Follow the on-screen instructions to set up an alias for that mailbox.

Changing Your Password

1. Go to home.bellsouth.net.
2. Click on **Member Services**.
3. Click **My Account** and then click **Login Now**. Use the e-mail address and password for the mailbox for which you would like to change the password.
4. Select **Change e-mail Password** option under e-mail.
5. Follow the on-screen instructions to change your password for that mailbox.

Setting Up Personal Web Space For Your Business

Your BellSouth® FastAccess® Business DSL also includes 10MB of free personal Web space to build your own business Web page.

To set up your business Web page:

1. Go to www.home.bellsouth.net.
2. Click on **Member Services**.
3. Click **My Account** and then click **Login Now**.
4. Enter **Login ID** (user name) and **Password** and then click **Login**.
5. Select the **Personal Webpages** option under **Account Administration**.
6. During the set-up process, select 10MB Webspace and follow the instructions on the screen.

Internet Security

BellSouth is concerned about your Internet safety. Here are a few helpful tips to help increase your Internet security protection.

Tips to Increase Internet Security Protection

1. Don't leave programs launched and running when you're not using your computer. Close your Internet browser when not actively surfing.
2. Make sure your computer file and printer-sharing functions are turned off. You can do this via the Control Panel on your Windows PC. From the **Start** menu, go to **Settings, Control Panel**, and **Network**.

For Macintosh users, on your Control Panel, go to File Sharing and choose the Start/Stop tab. If File Sharing is "on", then click Stop. Also ensure that "Enable file sharing clients to connect TCP/IP" is unlocked.

3. Be sure to install Internet security hardware/software products to protect your computer.
4. BellSouth recommends you set an administrative password on your Cayman 3220-H Router. Refer to the FAQ in the *Security FAQs* section of this guide to set one. Customers requiring additional security including hardware firewall, anti-virus, and content filtering, may purchase these solutions at www.insight.com/web/static/specials/sonicwall.php.

Internet Access While Traveling

We believe that many BellSouth® FastAccess® Business DSL customers will find BellSouth Internet Service's 800/888 Roaming Service a very useful and affordable feature for Internet usage outside the local dialing area. Roaming service is available to all BellSouth Internet Service customers, regardless of pricing plans, for an additional fee. All roaming charges will be billed separately on your next billing statement. For more information about BellSouth Internet Service's 800/888 Roaming Service, please visit our Roaming Web site at: **home.bellsouth.net**. Click on **Member Services**. Click on **Access Numbers**. Next click on **Roaming** for further instructions.

Details of your service plan, including usage limits, telephone access, or other surcharges that may apply, are provided in the *Service Agreement* section of this guide for BellSouth® Internet Service.

Telephone access fees, including surcharges for 800, 888, and 877 access numbers and local "toll" and long distance charges are extra.

Note: While traveling you will not have access to your BellSouth FastAccess DSL Connection. In most markets, you will be able to access your standard Dial-Up modem connection, using the Dial-Up account included with your FastAccess Service.

List of Phone Numbers for Dial-Up Sites

To locate the list of phone numbers for dial-in sites in your area, please see the *Connection Information* section of this guide, or:

1. Go to **bellsouth.net**.
2. Click next to **Already a Member?**
3. Click on the **Member Services** tab.
4. Log into **Account Info**.
5. Select **Dial-in Sites** option under cities.
6. Select the city where you are located and click **Get Info**.

Installing Additional Computers

If you need to configure additional computers to work with your Cayman 3220-H Router you may need to do as many as 3 steps:

1. Physically hook up the computer to your router or LAN.

Typically this involves connecting an Ethernet cable from your computer's installed NIC card to a Cayman router port.

OR

Connecting an Ethernet cable from your computer's installed NIC card to a port in your LAN, such as a hub or a switch.

2. Set up your computer to support DHCP

DHCP stands for Dynamic Host Configuration Protocol. This section describes setting up DHCP in the following environments:

- Windows XP
- Windows 2000
- Windows 98/Millennium (ME)
- Windows NT
- Macintosh

3. Set up your computer to support TCP/IP and Network Client protocols.

Setting Up DHCP

Windows® XP

Instructions: Windows XP Users (Windows XP Style).

The following instructions assume that you want all devices on your local area network to use IP addresses on your Cayman router's default (192.168.1.254) local area network. If your local area networks using a custom IP scheme, refer to your Cayman user's guide for information on how to change the IP address.

1. Choose **Start > Control Panel**.
2. Click on **Network and Internet Connection**.
3. When the window opens click on **Network Connection**.

4. Then double click on **local area connection** and then click **properties**.
5. When the Protocol window opens, select the **"TCP/IP Protocol"** entry. Click the **Properties option** button.
6. When the Microsoft TCP/IP Properties window appears, ensure that the **"Obtain an IP address automatically"** is selected and **obtain DNS server address** is selected.
7. Verify that all the Search Order fields are empty. If not empty, highlight the entries and click **Remove**.
8. When the fields are empty, click **OK** to close the all windows.

Release and Renew Your IP Address.

1. Choose **Start > Run**.
2. When the Run window opens, enter command in the Open field and click **OK**.
3. When the command prompt window opens, type **ipconfig/release**.
4. When the command prompt window confirms your IP address information is released, type **ipconfig/renew**.

Windows® 2000

Instructions: Windows 2000 Users.

The following instructions assume that you want all devices on your local area network to use IP addresses on your Cayman router's default (192.168.1.254) local area network. If your local area network is using a custom IP scheme, refer to your Cayman user's guide for information on how to change the IP address.

1. Choose **Start > Settings > Control Panel**.
2. Double-click the **Network** icon to open the Network control panel.
3. When the Network panel opens, select the **Protocols** tab.
4. When the Protocol window opens, select the **"TCP/IP Protocol"** entry. Click the **Properties option** button.
5. When the Microsoft TCP/IP Properties window appears, ensure that the **"Obtain an IP address from a DHCP server"** button is selected.
6. When the Microsoft TCP/IP box appears, select **Yes**.
7. Click on the **DNS** tab from the Microsoft TCP/IP Properties window. Verify that all the Search Order fields are empty. If not empty, highlight the entries and click **Remove**.

8. When the fields are empty, click **OK** to close the panel.
9. If you get the following dialog box, click **Yes**.
10. Otherwise, restart your computer.

Release and Renew Your IP Address.

1. Choose **Start > Run**.
2. When the Run window opens, enter command in the Open field and click **OK**.
3. When the command prompt window opens, type **ipconfig/release**.
4. When the command prompt window confirms your IP address information is released, type **ipconfig/renew**.

Your computer acquires new IP address information from your Cayman router.

The new IP address always has the following format:
192.168.1.X
where X can be any number from 1 to 253.

5. Exit the command prompt window.

Windows® 98/Me™

Instructions: Windows 98/ME Users.

The following instructions assume that you want all devices on your local area network to use IP addresses on your Cayman router's default (192.168.1.254) local area network. If your local area network must use another network number, refer to your Cayman User Guide for information on how to change the IP address.

1. Choose **Start > Settings > Control Panel**.
2. Double-click the **Network** icon to open the Network control panel.
3. When the Network window opens, select the **TCP/IP properties** for the network you will be using and click the **Properties** button.
4. When the TCP/IP Properties window opens, click the **IP Address** tab. Click the **Obtain an IP address automatically option** button.
5. Select the **DNS Configuration** tab.
6. Click the **Disable DNS option** button to disable domain name service. Verify that the DNS Server and the Domain Suffix fields are empty (blank). If they are not empty, highlight the entries and click **Remove**.

7. Click the **Router** tab. Verify that the New router and Install router fields are empty (blank). If not empty, highlight the entries and click **Remove**.
8. Click **OK** to close the TCP/IP Properties window.
9. Click **OK** again to close the Network control panel.
10. Restart your computer.

Release and Renew Your IP Address

This procedure is **MANDATORY**. It may take more than one attempt to obtain the new IP address.

1. Choose **Start > Run**.
2. When the Run window opens, enter **winiipcfg** in the Open field and click **OK**.
3. When the IP Configuration window opens, choose the adapter you will be using.
4. Click the **Release** button to release the IP address information currently being used by your computer.
5. Click the **Renew** button to obtain the new IP address information from your Cayman router.

The new IP address always has the following format:

192.168.1.X

where X can be any number from 1 to 253.

6. Click the **OK** button to close the IP Configuration window.

Windows NT®

Instructions: Windows NT Users.

The following instructions assume that you want all devices on your local area network to use IP addresses on your Cayman router's default (192.168.1.254) local area network. If your local area network is using a custom IP scheme, refer to your Cayman user's guide for information on how to change the IP address.

1. Choose **Start > Settings > Control Panel**.
2. Double-click the **Network** icon to open the Network control panel.
3. When the Network panel opens, select the **Protocols** tab.
4. When the Protocol window opens, select the **"TCP/IP Protocol"** entry. Click the **Properties option** button.

5. When the Microsoft TCP/IP Properties window appears, ensure that the **“Obtain an IP address from a DHCP server”** button is selected.
6. When the Microsoft TCP/IP box appears, select **Yes**.
7. Click on the **DNS** tab from the Microsoft TCP/IP Properties window. Verify that all the Search Order fields are empty. If not empty, highlight the entries and click **Remove**.
8. When the fields are empty, click **OK** to close the panel.
9. If you get the following dialog box, click **Yes**.
10. Otherwise, restart your computer.

Release and Renew Your IP Address.

1. Choose **Start > Run**.
2. When the Run window opens, enter command in the Open field and click **OK**.
3. When the command prompt window opens, type **ipconfig/release**.
4. When the command prompt window confirms your IP address information is released, type **ipconfig/renew**.

Your computer acquires new IP address information from your Cayman router.

The new IP address always has the following format:
192.168.1.X
where X can be any number from 1 to 253.

5. Exit the command prompt window.

Macintosh[®]

Instructions: Macintosh Users.

The following instructions assume that you want all devices on your local area network to use IP addresses on your Cayman router’s default (192.168.1.254) local area network. If your local area network is using a custom IP scheme, refer to your Cayman user’s guide for information on how to change the IP address.

1. From the desktop select the Apple pull-down menu. Choose **Control Panels > TCP/IP**.
2. In the TCP/IP panel you will select configuration information for two fields.
3. In the Connect via field, select **Ethernet** from the pull-down menu.

4. In the Configure field, select **Using DHCP Server** from the pull-down menu.
5. Ensure that the DHCP Client ID field is blank (empty) and the information in the Search domains is blank (empty).
6. Close the TCP/IP window

Your Cayman router now has obtained an IP address.

Adding TCP/IP and Network Client

Add TCP/IP and Network Client only if the TCP/IP binding (TCP/IP – 3Com 3C574-TX Fast EtherLink PC Card) does not appear when you set up DHCP. This section describes adding TCP/IP and Network Client in the following environments:

- Windows XP
- Windows 2000
- Windows 98/Millennium (Me)
- Windows NT

Windows® XP

1. Right-click the **Task Bar** and select **Properties**.
2. Click the **Start Menu** tab.
3. Select **Classic Start menu**. Then click **OK**.
4. From the Start menu, open **Setting > Control Panel**.
5. Double-click **Network Connections**.
6. Right-click **Local Area Connection** and select **Properties**.
7. Click on the **Install** button.
8. Select **Protocol**.
9. Click **Add**.
10. Click **Protocol (TCP/IP)**.
11. Click **OK**.
12. Click **Close**.
13. Now return to the Setting Up DHCP section of this guide and go to number 7 under Windows XP.

Windows® 2000

1. From the Start menu, open **Settings/Control Panel**.
2. Open **Network** and **Dial-Up Connections**.
3. Right click on **Local Area Connections** and choose **Properties**.
4. Click on the **Install** button.
5. Select **Protocol**.
6. Click the **Add** button.
7. Click on **Protocol (TCP/IP)**.
8. Click **OK**.
9. Click **Close**.
10. Restart the computer.
11. Now return to the *Setting Up DHCP* section of this guide and go to number 4 under Windows 2000.

Windows® 98/Me™

Use the following procedure: (Typically, you will already have completed steps 1 and 2.)

1. From the Start menu, open **Settings/Control Panel**.
2. Open the **Network Icon**.
3. Click **Add**.
4. Select **Protocol** and click **Add**.
5. Select **Microsoft**.
6. Select **TCP/IP** and click **OK**.
7. To add Network Client, return to the Network Control Panel screen.
8. Click **Add**.
9. Select **Client** and click **Add**.
10. Select **Microsoft**.
11. Select **Client for Microsoft Networks** and click **OK**.
12. Now return to the *Setting Up DHCP* section of this guide and go to number 3 under Windows 98/Me.

Windows NT®

Use the following procedure:

1. From the Start menu, open **Settings/Control Panel**.
2. Open the **Network Icon**.
3. Click **Add**.
4. Select **TCP/IP** and click **OK**.
5. Adding Network Client is not necessary.
6. Now return to the *Setting Up DHCP* section of this guide and go to number 3 under Windows NT.

Set Up: Router Information

Overview

The following information describes how to configure your router should you ever have to reinstall it. Please refer to the Cayman 3220-H CD-ROM for additional information.

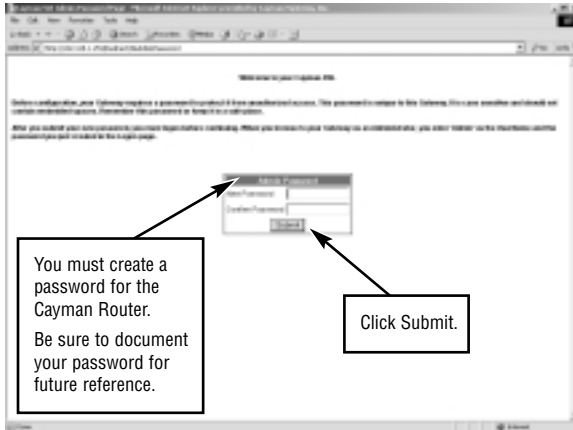
Cayman 3220-H Router

Setup for Dynamic IP Address.

1. The Admin Password screen will appear. The Admin Password screen will allow access to the interface of the router. Create your Router Admin password in the New Password field.

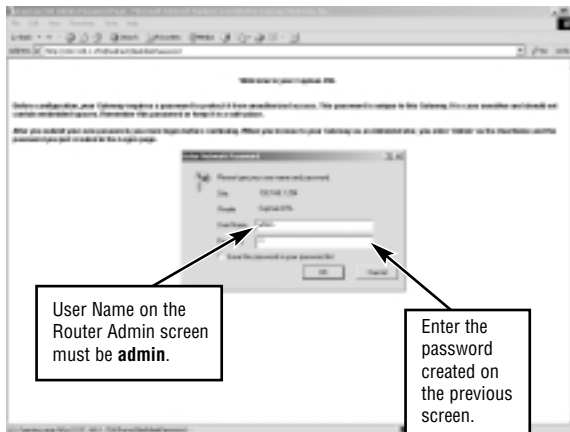
NOTE: If this screen does not appear enter 192.168.1.254 in the address field of your browser.

2. The Admin Password screen will appear and allow access to the interface of the router.



3. Enter the Router Admin password in the New Password field (may be up to 8 characters).
4. Enter the same Router Admin password in the Confirm Password field.
5. Click the Submit button. The Enter Network Password screen will appear.
6. Enter **admin** in the user name field.

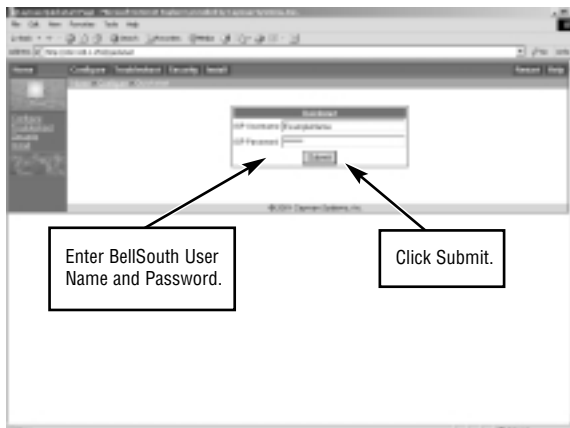
7. Enter your personal password in the Password field. This password will allow access to the router.



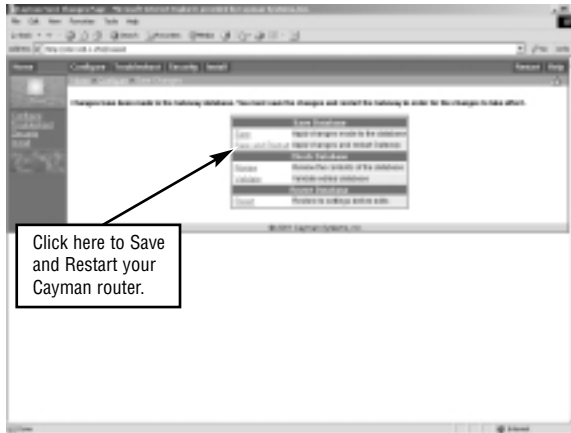
8. Click the OK button. The Cayman Quickstart page will appear.
9. Enter your BellSouth user name and Password.

Ensure that the user name and Password parameters are entered properly. In the future when you request WAN access, your Service Provider will match them with information in their authentication data-base.

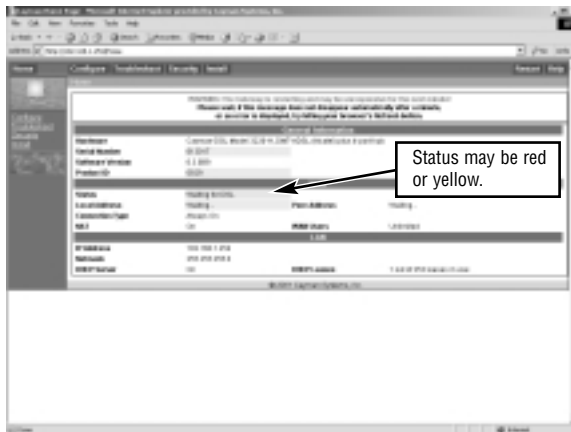
10. Click the Submit button to store your modified configuration in the router memory.



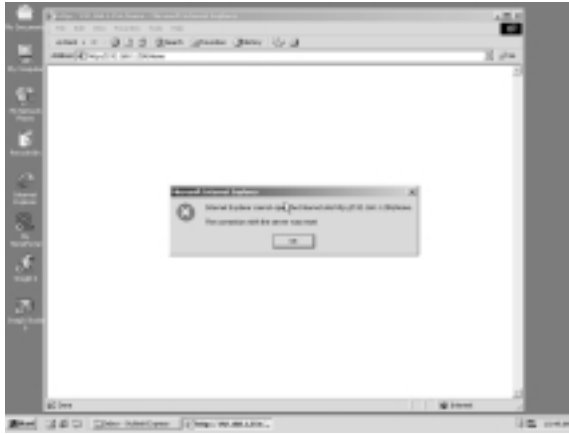
11. Click the Save and Restart tab.



12. Wait until status line turns green. **If this page does not refresh after 1 minute, press the refresh ICON on the browser.**



13. Click **OK** on Microsoft Internet Explorer warning message.
14. Click on **Refresh** tab in the Internet Explorer tool bar.



15. When the status line turns green and reads UP, close the Cayman screen and click on the browser to surf the Internet.

Note: If you surf successfully your installation is complete.



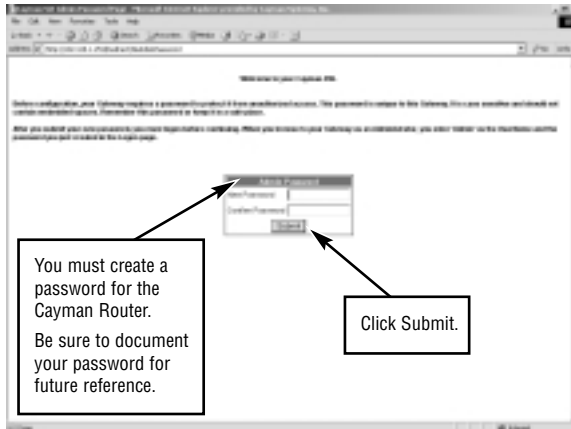
Setup for Static IP Address

Setup for Single Static IP Address.

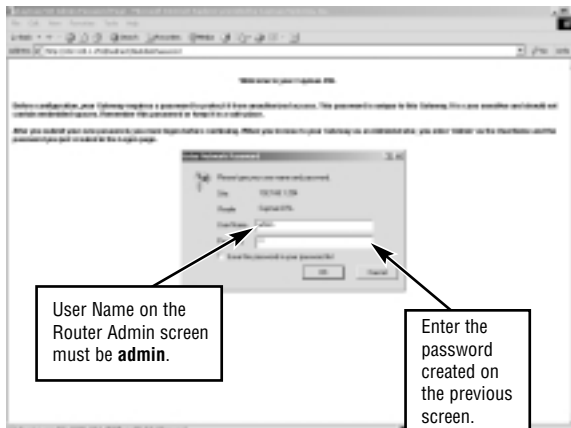
1. The Admin Password screen will appear. The Admin Password screen will allow access to the interface of the router. Enter the Router Admin password in the New Password field.

NOTE: If this screen does not appear enter 192.168.1.254 in the address field of your browser

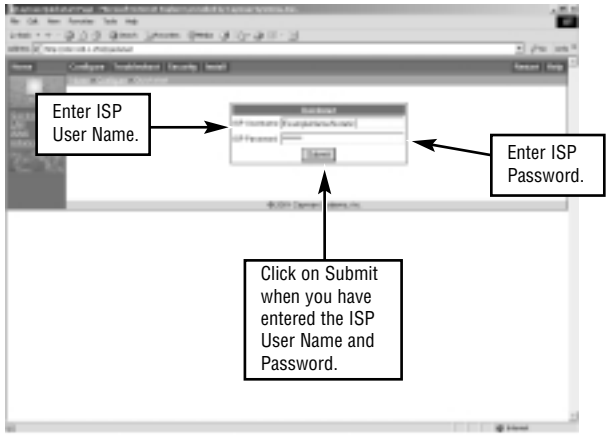
2. Enter the same Router Admin password in the Confirm Password field.
3. Click the Submit button. The Enter Network Password screen will appear.



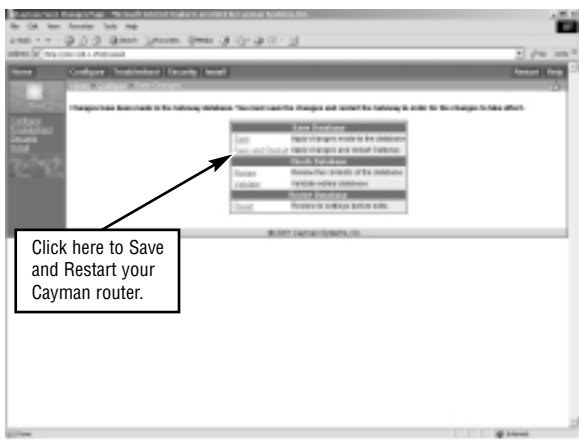
4. Enter **admin** in the user name field.
5. Enter your personal password in the Password field. This password will allow access to the router.
6. Click the OK button. The Cayman Quickstart page will appear.



7. The following screen appears. In the **user name** field, enter your new **ISP user name**, which equals your user name, then a “%” sign, then the word “static” such as: *username%static*
8. In addition, enter your **ISP Password**.
9. Click Submit.



10. Click the Save and Restart tab.



14. When the status line turns green and reads UP, close the Cayman screen and click on the Browser to surf the Internet.

NOTE: If you are installing a single Static IP, you have finished the Cayman installation. If you have ordered multiple Static IP's – please continue.



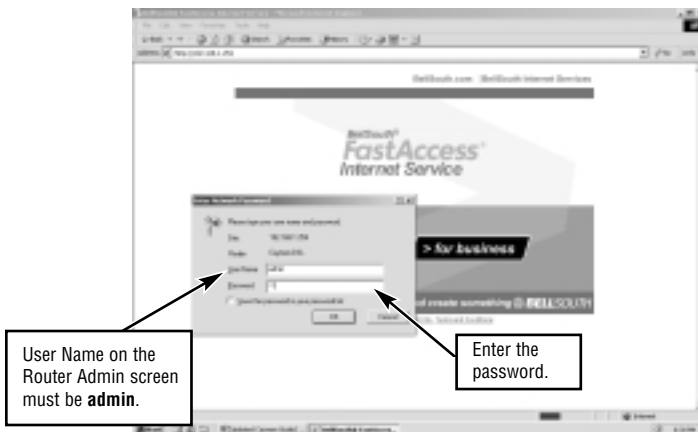
15. For detailed instructions on how to obtain your static IP address(es), go to: **www.support.fastaccess.com**. After obtaining IP address assignment range, bring up the Web interface to the Cayman Router.

16. Launch a web browser (Microsoft Internet Explorer or Netscape Navigator are good examples) and enter the information listed as the default router in the address bar of the browser (example: <http://192.168.1.254>).

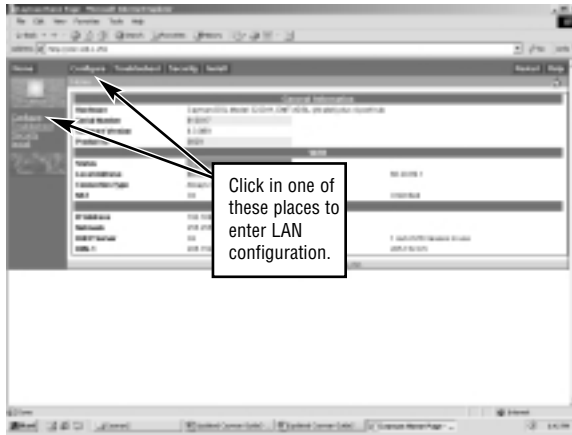
17. Enter **admin** in the user name field.

18. Enter your personal password in the Password field. This password will allow access to the router.

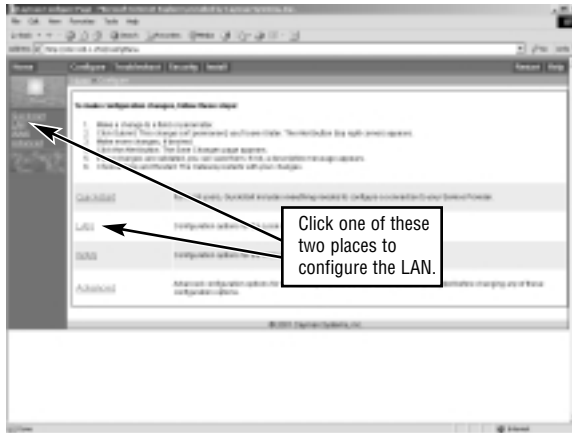
19. Click OK.



20. Click on Configure tab to configure Multiple Static ip's in the router.



21. Click on the LAN tab.



NOTE: This is an example of Static IP addressing that will be used in the following instructions.

The following screen shot demonstrates the configuration that would be needed if you received a subnet that started at IP address 65.80.209.56. It is very important that the subnet configured on the following screen matches EXACTLY the subnet that has been assigned to you and was sent to you in your static IP order activation e-mail.

NOTE: If the subnet addresses you configure in your router do not match the subnet addresses you were assigned, you will experience problems with your static IP service due to routing abnormalities.

The breakdown of the subnet that you have been assigned and how this information should be entered into the following screen (again assuming 65.80.209.56 is the first IP address of the subnet you have received) is shown below:

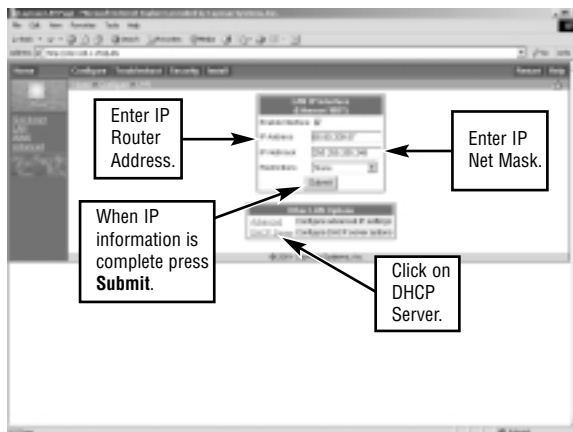
NOTE: Again, this table of IP addresses is for illustrative purposes only. Please use the subnet addresses that you have received instead of this sample address.

IP ADDRESS	NOTES	HOW ROUTER SHOULD BE CONFIGURED
65.80.209.56	Subnet Address – Used for routing tables ONLY.	Not configured in the router.
65.80.209.57	Must be assigned to Router Interface This will be the PC's Default Router.	Enter this IP address in the Local Address field.
65.80.209.58	Can be used for a PC on the network.	Enter this IP address in the Start Address field.
65.80.209.59	Can be used for a PC on the network.	No entry needed on the screen below since captured within the Start and End Address range.
65.80.209.60	Can be used for a PC on the network.	No entry needed on the screen below since captured within the Start and End Address range.
65.80.209.61	Can be used for a PC on the network.	No entry needed on the screen below since captured within the Start and End Address range.
65.80.209.62	Can be used for a PC on the network.	No entry needed on the screen below since captured within the Start and End Address range.
65.80.209.63	Broadcast Address for subnet. Not Assignable to a device on the network.	Enter this IP address in the End Address field.

22. Enter the LAN IP address in the IP Address field.

You must also enter in the IP Netmask field the address 255.255.255.248 and be sure the Enable interface box is checked. To complete subnet configuration, click the Submit button. It is important to enter the correct IP Netmask in order to have use of all of your IP address range.

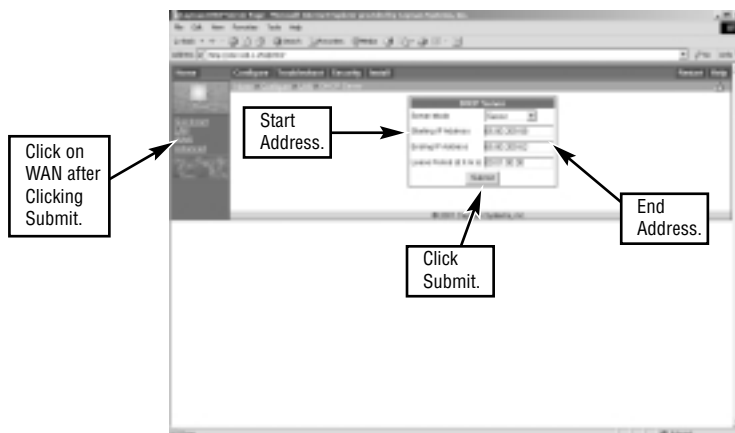
23. After you click the **Submit** button select **DHCP Server** tab on the left side of the screen.



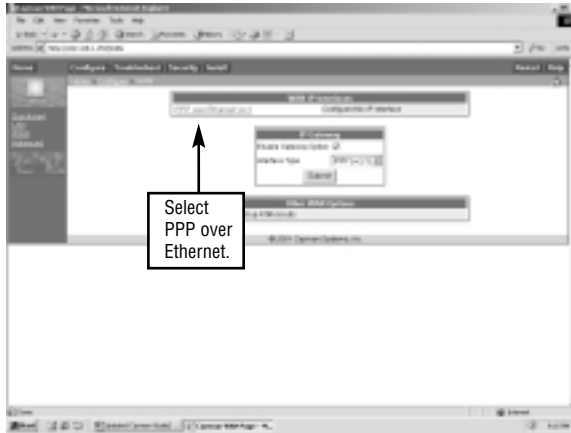
24. Enter the first IP that a PC can use on the LAN in the Starting IP Address field.

Enter the last IP that you designate to be entered in the DHCP pool omitting one (for example 65.80.209.62) or more of the usable IP's that you will designate for the server/servers. By omitting the IP addresses from the DHCP pool, the omitted IP addresses will statically be assigned to the Server/PC in which you configure for that particular IP address.

25. Click **Submit**, then select **WAN**.



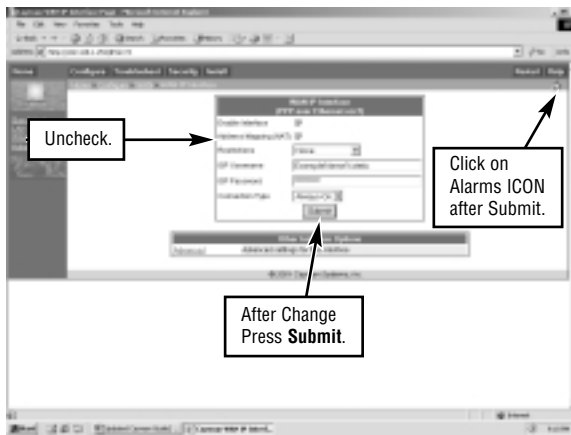
26. Click on the **PPP over Ethernet vcc1** tab.



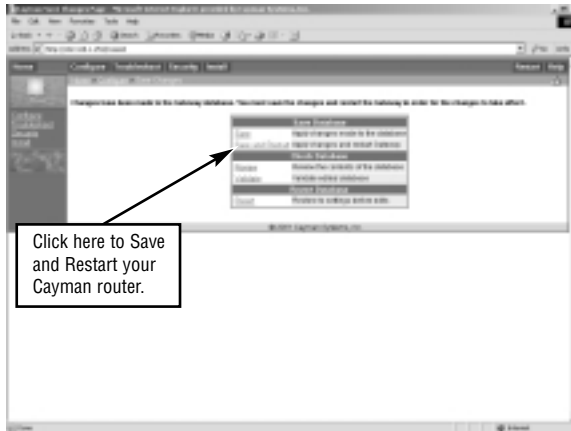
27. Uncheck the Address Mapping (NAT) box.

28. Click the Submit button.

29. Click on Alarms ICON, then the options screen will appear.



30. The Cayman router will restart; when the router restart is complete you may begin surfing.

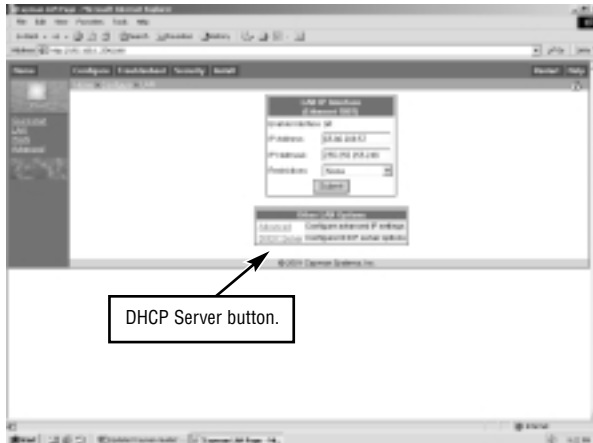


NOTE: You have just completed installation procedures for Multiple Static IP, close the Cayman screen and click on the browser to surf the internet.

Instructions For Configuring a Server on the LAN

To configure a static server on the LAN interface, configure the server with the IP Router Address of the router and the Static IP address.

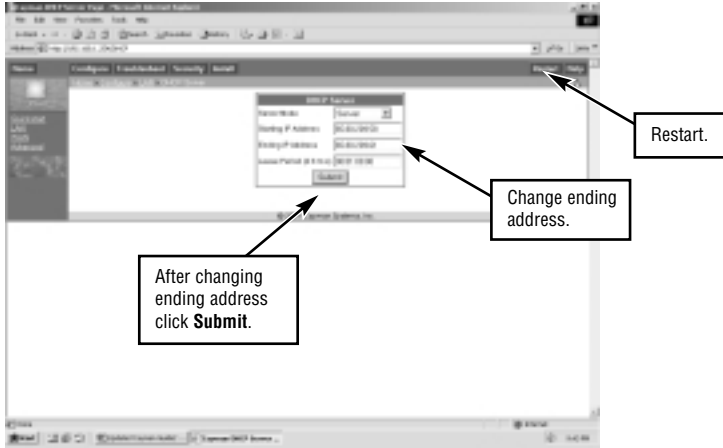
1. Return to the Home page of the Cayman router. Select Configuration button, then select LAN. The following screen should appear.
2. Click on **DHCP Server** tab.



3. Enter the first IP that a PC can use on the LAN in the Starting IP Address field.

Enter the last IP that you designate to be entered in the DHCP pool omitting one (for example 65.80.209.62) or more of the **usable** IP's that you will designate for the server/servers. Omit one IP address, either the first or last usable IP addresses, to be used for a server.

4. Click **Submit**, then **Restart** the Cayman Router.



Now you may begin surfing the internet; your installation is complete.

BellSouth® FastAccess® Business DSL Router Return Policy

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Return for Refund

Your satisfaction is important to us. If you decide within the first 60 days that you want to return the router for any reason, you may return it for a refund but (i) you must let us know within 60 days of the installation date; (ii) you must return the router in accordance with the return procedures set forth below and we must receive the router in good working order with all original parts or accessories, disks, instruction manuals and related documentation intact within 30 days after your notification to us. If you meet all these requirements, we will issue you a refund in the amount of the purchase price you actually paid us for the router (not including any shipping and handling fees or any installation, activation or other amounts paid for the FastAccess Service). Otherwise, we will not be able to issue a refund.

Return for Replacement

If the router becomes inoperable because of defective materials or workmanship within one year of your installation, you may return the router for replacement by BellSouth. Lost or stolen routers, or routers that have been damaged or destroyed by any other cause, will not be replaced. The defective router must be returned in accordance with the return procedures set forth below in order to receive a replacement. If the identical item is not available, we may choose to replace your router with one that is similar.

If the router becomes defective for any reason more than one year after your installation, you will need to contact the router manufacturer for assistance.

HOW TO RETURN A ROUTER

- Call BellSouth FastAccess Customer Service and we will send you a label with a Return Authorization Number for you to use on the package you are returning. We will not accept any package without the Return Authorization Number clearly written on the front of the package. This number is used to make sure you get a replacement product or a credit to your account if one is due. To get your Return Authorization Number and Label, please call **1-888-321-2DSL (2375)**, then select option 2.
- Securely pack the item in its original shipping box or envelope. If you do not have the original packaging, pack the item in a similar way. Make sure you write the Return Authorization Number clearly on the front of your package.
- It is important to return your package through an insured shipping method such as U.S. Mail, United Parcel Service, Federal Express, etc. You are responsible for the package until it is received at the fulfillment center. The receipt for the insurance is your protection in the event that the package is lost or damaged. You are responsible for paying shipping charges to return the router; C.O.D. deliveries will not be accepted.

Return processing usually takes two weeks. When credits are due, they are issued to the same account as the original charge within two billing cycles.

BellSouth will make the decision as to the condition of the equipment upon its return and the availability of any applicable refund or replacement.

No credits, refunds or exchanges will be given for routers that are not returned in accordance with the time periods and processes set forth above. Routers returned beyond the applicable time periods or without following the required procedures will not be accepted and will be returned to you at your expense. Call **1-888-321-2DSL (2375)**, then select option 2, if you have any questions about the warranty of a router.

Dial-Up Directions

Configuring Your BellSouth® FastAccess® Business DSL Back-Up Dial-Up Connection

Your FastAccess DSL Service comes with a back-up dial account that you may use if your FastAccess DSL Service temporarily goes down or if you are traveling in the BellSouth region.

These instructions are provided if you need to set-up or change your back-up dial configurations after your FastAccess Service is installed.

Open the **Internet client** from the **Start Menu**. In the window that opens, there should be a connection labeled BellSouth Internet Service.

Setting Up Your Back-Up Dial Connection

Windows XP Dial-Up Networking Procedures

Dial-Up Networking can be located by selecting **Start > Control Panel > Network and Internet Connections > Network Connections**.

To launch your FastAccess Dial-up Connection using Windows XP, follow the instructions below.

1. In the Network Connections window under Network Tasks, click **Create a New Connection**.



2. Click **Next**.



3. Highlight **Connect to the Internet** and click **Next**.



4. Highlight **Set up my connection manually** and click **Next**.



5. Highlight **Connect using a dial-up modem** and click **Next**.



6. Select **Modem** and click **Next**.



7. Type in **Bellsouth.net** and click **Next**.



8. Enter in the appropriate number, and click **Next**.

Note: See the table in the *Connection Information* section of this guide to find the Dial-Up phone number for your area.



Note: The phone number shown above is an example only and should not be used as actual data.

9. Enter the customer's **user name** (using the format **username@bellsouth.net**) and **Password**, uncheck **Make this the default connection** and **Turn on Internet Connection Firewall**, and click **Next**.



The screenshot shows the 'New Connection Wizard' dialog box, specifically the 'Internet Account Information' step. The title bar reads 'New Connection Wizard'. Below the title, there is a section titled 'Internet Account Information' with a small icon of a mobile phone. The text says: 'You will need an account name and password to sign in to your Internet account.' Below this, there is a sub-instruction: 'Type an ISP account name and password, then write down this information and store it in a safe place. (If you have forgotten an existing account name or password, contact your ISP.)' There are three input fields: 'User name:' containing 'username@bellsouth.net', 'Password:' containing seven asterisks, and 'Confirm password:' containing seven asterisks. Below the input fields are three checkboxes: the first is checked and labeled 'Use this account name and password when anyone connects to the Internet from this computer'; the second is unchecked and labeled 'Make this the default Internet connection'; the third is unchecked and labeled 'Turn on Internet Connection Firewall for this connection'. At the bottom right, there are three buttons: '< Back', 'Next >', and 'Cancel'.

10. Click **Finish**.

Note: Check the box to add a shortcut to your desktop, if desired.



The screenshot shows the 'New Connection Wizard' dialog box, specifically the 'Completing the New Connection Wizard' step. The title bar reads 'New Connection Wizard'. On the left side, there is a large graphic of a globe with a mobile phone icon overlaid. The main text reads: 'Completing the New Connection Wizard' followed by 'You have successfully completed the steps needed to create the following connection:'. Below this, there is a section titled 'BellSouth.net' with a list of bullet points: '• Make this the default connection', '• This connection is firewalled', '• Share with all users of this computer', and '• Use the same user name & password for everyone'. Below the list, there is a line of text: 'The connection will be saved in the Network Connections folder.' Below this, there is a checkbox labeled '(Add a shortcut to this connection to my desktop)'. At the bottom, there is a line of text: 'To create the connection and close this wizard, click Finish.' At the bottom right, there are three buttons: '< Back', 'Finish', and 'Cancel'.

11. The **Connect to BellSouth.net** window will appear. Click **Properties**.

Note: If this window does not appear, then it can be found at **Start > Control Panel > Network and Internet Connections > Network Connections** and then click **BellSouth.net**.



12. Click the **Networking** tab.

13. Highlight **Internet Protocol (TCP/IP)**, and then click **Properties**.



14. Select **Obtain an IP address automatically** and select **Obtain DNS server address automatically**.
15. Click **Advanced**.



16. Check **Use the default gateway on remote network** and **Use IP header compression**, and then click **OK**.



17. Click **OK**.
18. Click **OK**.

19. Enter the customer's **user name** (using the format **username@bellsouth.net**) and **Password**, and click **Dial**.



Note: The phone number shown above is an example only and should not be used as actual data. See the table in the *Connection Information* section of this guide to find the Dial-up phone number for your area.

20. Attempt to browse.

Creating a Shortcut to Your Back-Up Dial Account

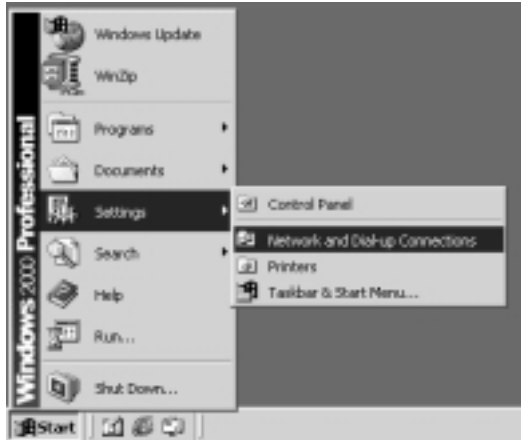
Windows XP

1. Click the **Start** button, point to **Control Panel > Network and Internet Connections**, and then click on **Network Connections**.
2. Right-click and drag the **BellSouth.net** icon to your desktop and release the mouse button.
3. Click **Create Shortcut(s) Here**.

Windows® 2000 Dial-Up Networking Procedures

To launch your FastAccess Dial-Up connection using Windows 2000, follow the instructions below:

1. Open **Network and Dial-Up Connections** by selecting **Start > Settings > Network and Dial-Up Connections**.



2. Double-click on **Make a New Connection** icon to open the connection Wizard.



3. Click **Next**.



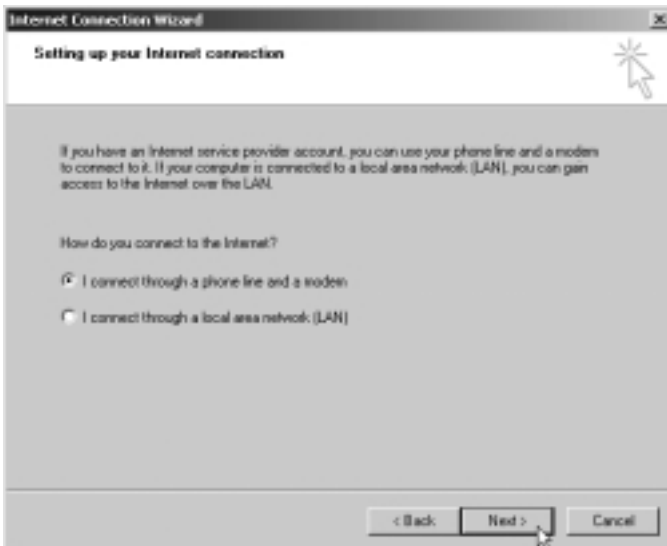
4. Select **Dial-Up to the Internet**. Then click **Next**.



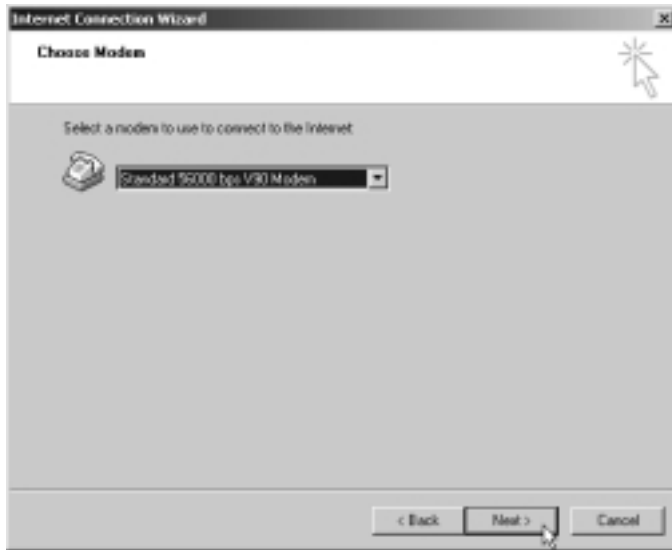
5. Select **I want to set up my Internet connection manually, or I want to connect through a local area network (LAN)**. Then click **Next**.



6. Select **I connect through a phone line and a modem**. Then click **Next**.

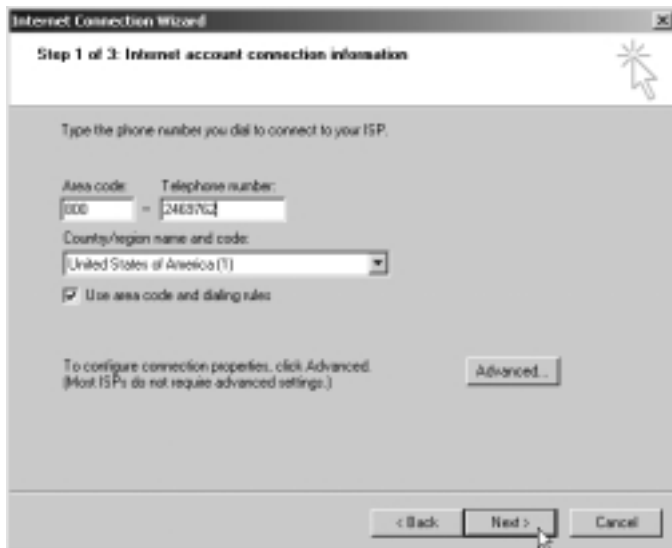


7. If the following screen appears, select your analog modem from the drop-down menu. Click **Next**.

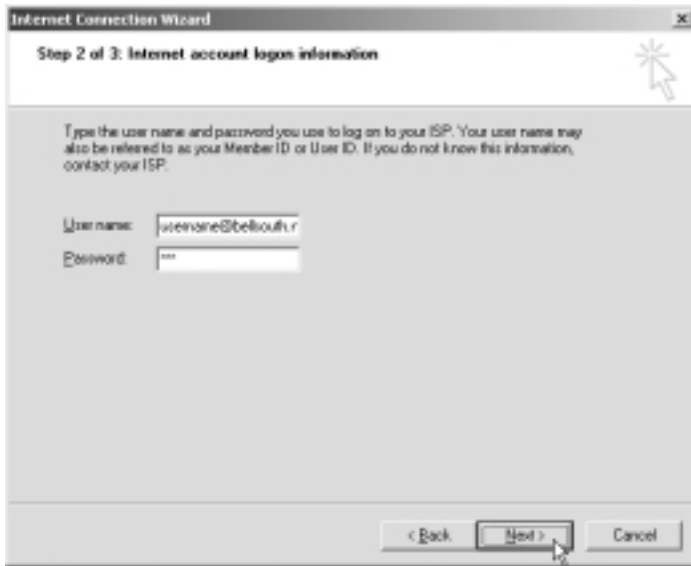


8. Enter the area code and telephone number for the local Dial-Up connection. Then click **Next**.

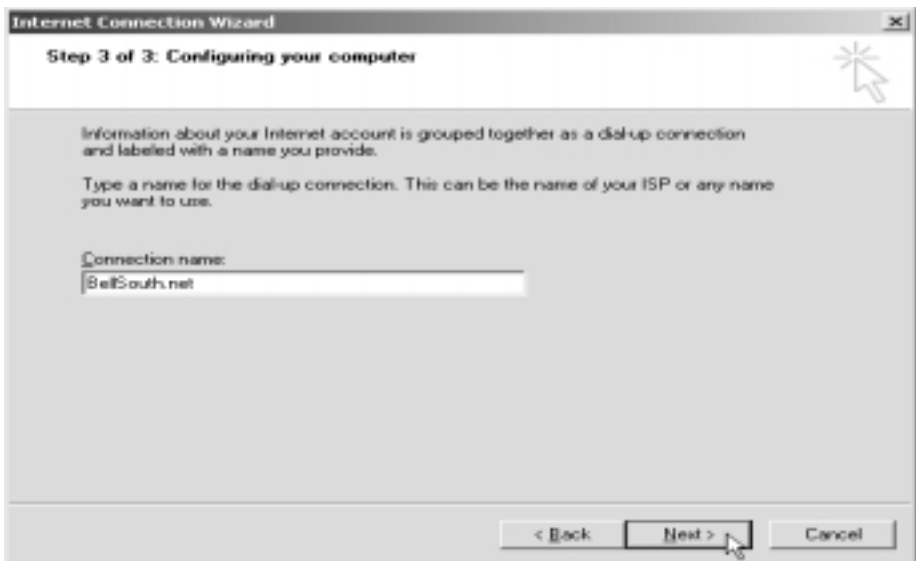
Note: The phone number shown is an example only and should not be used as actual data. See the table in the *Connection Information* section of this guide to find the Dial-Up telephone number for your area.



9. Enter your **user name** (using the format **username@bellsouth.net**) and enter your **password**. Then click **Next**.



10. Name the new entry **BellSouth.net** and click **Next**.



11. You will be asked if you want to set up an e-mail account. Select **No** and click **Next**. By leaving the check in the box in the final screen and then clicking **Finish**, you will automatically connect to the Internet via Dial-Up.



Creating a Shortcut to Your Back-Up Dial Account

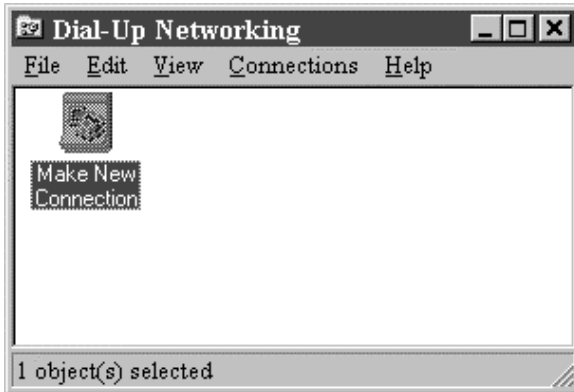
Windows 2000

1. Right-click on **My Network Places** on your desktop and choose **Properties**.
2. Right-click and drag the **BellSouth.net** icon to your desktop and release the mouse button.
3. Click **Create Shortcut(s) Here**.

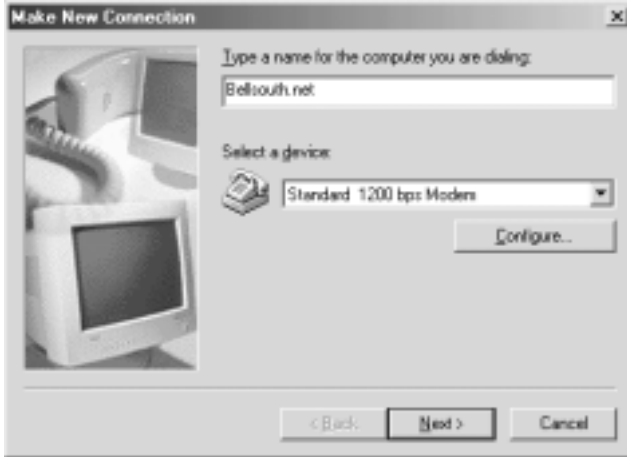
Windows® Me™ Dial-Up Networking Procedures

Dial-Up Networking can be located by selecting **Start > Settings > Dial-Up Networking**.

1. In the Dial-Up Networking window, double-click **Make New Connection**.

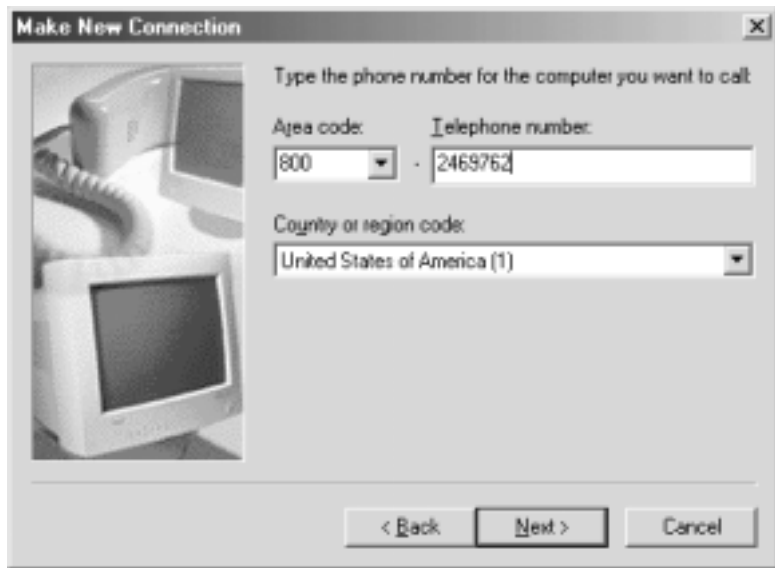


2. Name the new entry **BellSouth.net**, and click **Next**.



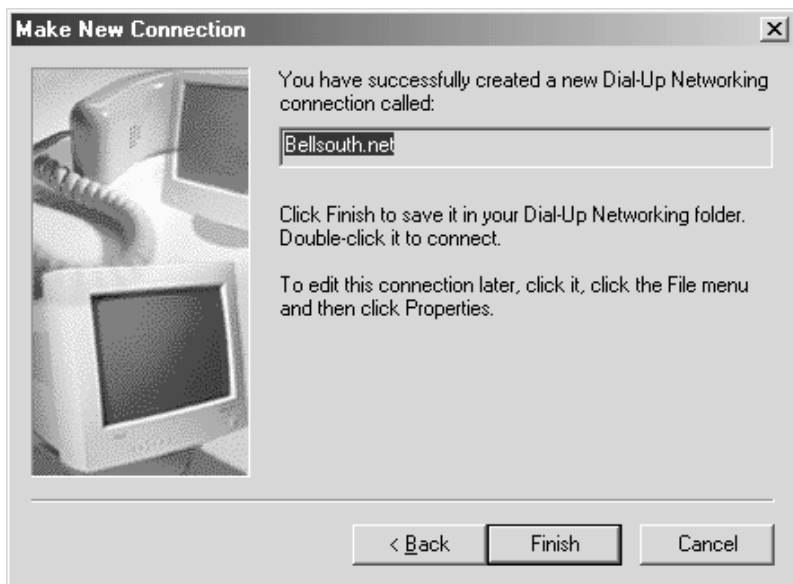
3. Enter the appropriate number, and click **Next**.

Note: See the table in the *Connection Information* section of this guide to find the Dial-Up phone number for your area.

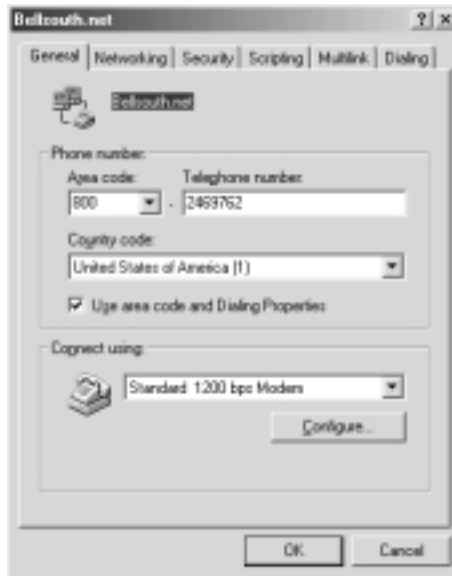


Note: The phone number shown above is an example only and should not be used as actual data.

4. Click **Finish** to save.



- Return to the Dial-Up Networking window and right-click the **BellSouth.net** icon. Click **Properties**.



- Click on **Networking** tab.

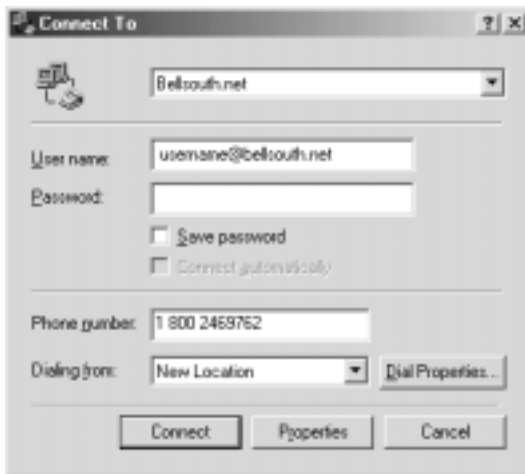


- Select the **Enable software compression** and **TCP/IP** check boxes. The other choices should not be selected.
- Click **TCP/IP Settings**.

9. Select **Server assigned IP address** and select **Server assigned name server addresses**. Select the **Use IP header compression** and **Use default gateway on remote network** check boxes.



10. Click **OK**.
11. Click **OK**.
12. Return to the Dial-up Networking window and double-click on the **BellSouth.net** icon.
13. Enter the customer's **user name** (using the format **username@bellsouth.net**) and **Password**, and click **Connect**.



Note: The phone number shown above is an example only and should not be used as actual data. See the table in the *Connection Information* section of this guide to find the Dial-up phone number for your area.

14. Attempt to browse.

Creating a Shortcut to Your Back-Up Dial Account

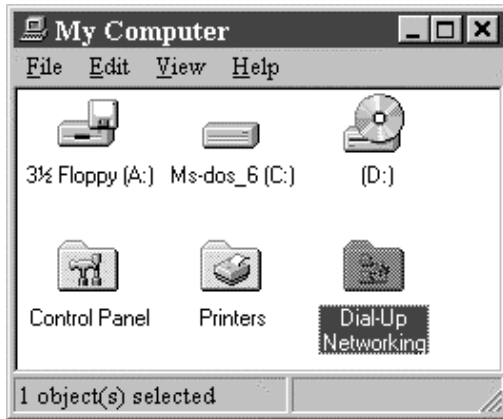
Windows Me

1. Click the **Start** button, point to **Settings**, and then click **Dial-up Networking**.
2. Right-click and drag the **BellSouth.net** icon to your desktop and release the mouse button.
3. Click **Create Shortcut(s) Here**.

Windows® 98 Dial-Up Networking Procedures

To launch your FastAccess Dial-Up connection using Windows 98/Me, follow the instructions below:

1. Double-click the **My Computer** icon.
2. In the My Computer window, double-click **Dial-Up Networking**.



3. In the Dial-Up Networking window, double-click **Make New Connection**.

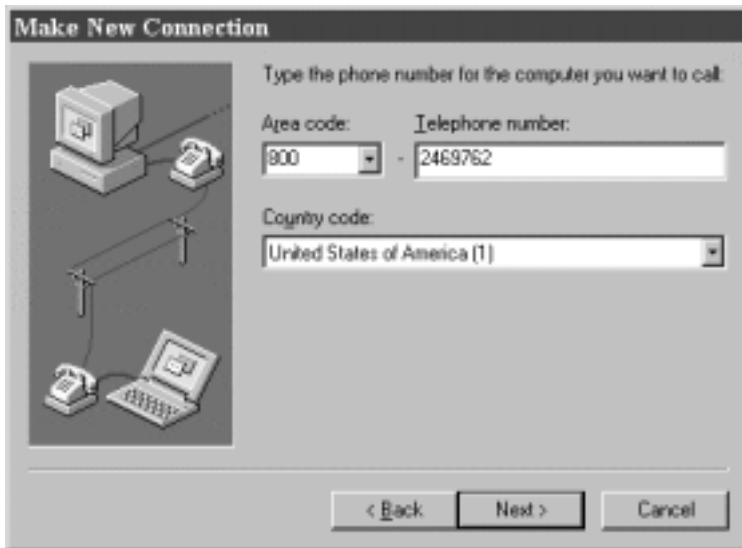


4. Name the new entry **BellSouth.net**, and click **Next**.



5. Enter the appropriate telephone number, and click **Next**.

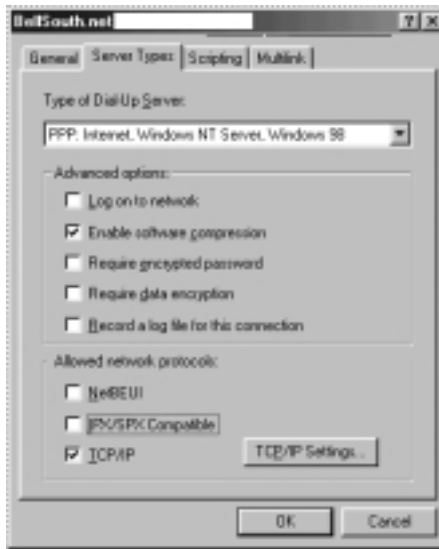
Note: The phone number shown is an example only and should not be used as actual data. See the table in the *Connection Information* section of this guide to find the Dial-Up telephone number for your area.



6. Click **Finish** to save.

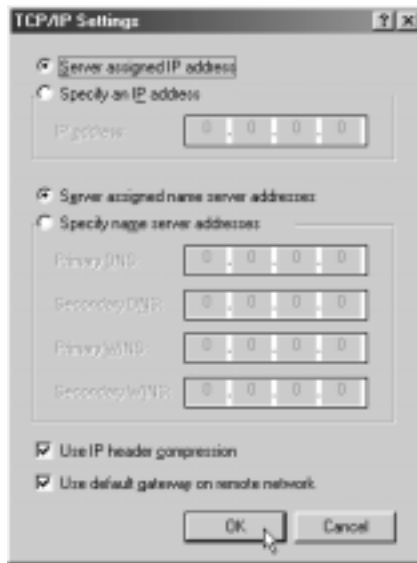


7. Return to the Dial-Up Networking window and right-click the BellSouth.net icon. Click **Properties**.
8. Click the **Server Types** tab.

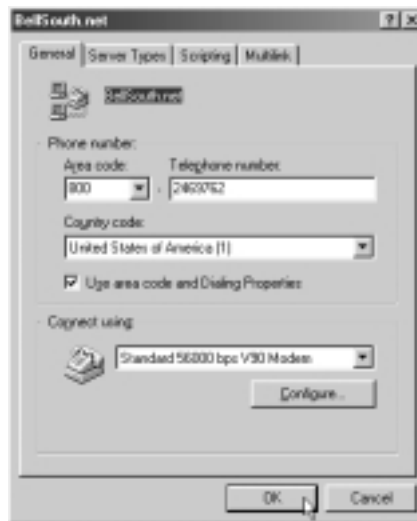


9. Select the **Enable software compression** and **TCP/IP** check boxes. The other choices should not be selected.
10. Click **TCP/IP Settings**.

11. Select **Server assigned IP address** and **Server assigned name server addresses**. Select the **Use IP header compression** and **Use default gateway on remote network** check boxes.



12. Click **OK**.
13. Click **OK**.



14. In the Dial-Up Networking window, to connect, double-click the **BellSouth.net** icon.



15. Enter your **user name** (using the format **username@bellsouth.net**) and enter your **Password**. Click **Connect**.

Note: The phone number shown is an example only and should not be used as actual data. See the table in the *Connection Information* section of this guide.



16. Begin browsing.

Creating a Shortcut to Your Back-Up Dial Account

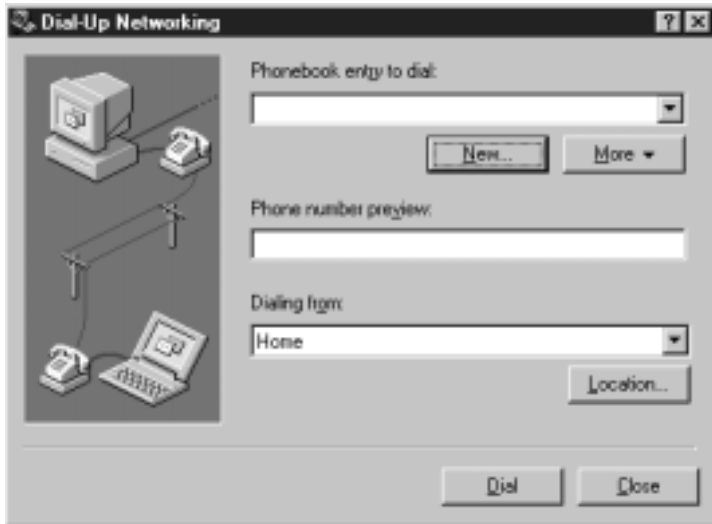
Windows 98

1. Click the **Start** button, point to **Programs > Accessories > Communications > Dial-up Networking**.
2. Right-click and drag the **BellSouth.net** icon to your desktop and release the mouse button.
3. Click **Create Shortcut(s) Here**.

Windows NT® Dial-Up Networking Procedures

To launch your FastAccess connection using Dial-Up Windows® NT, follow the instructions below:

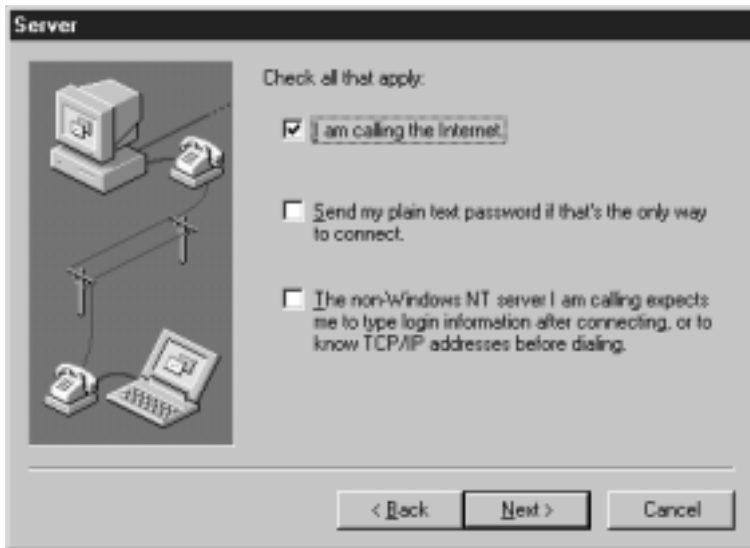
1. Double-click **My Computer**.
2. In the My Computer window, double-click **Dial-Up Networking**.
3. In the **Phonebook entry to dial** section, click **New**.



4. Name the new entry **BellSouth.net** and click **Next**.



5. Select the **I am calling the Internet** check box, and click **Next**.

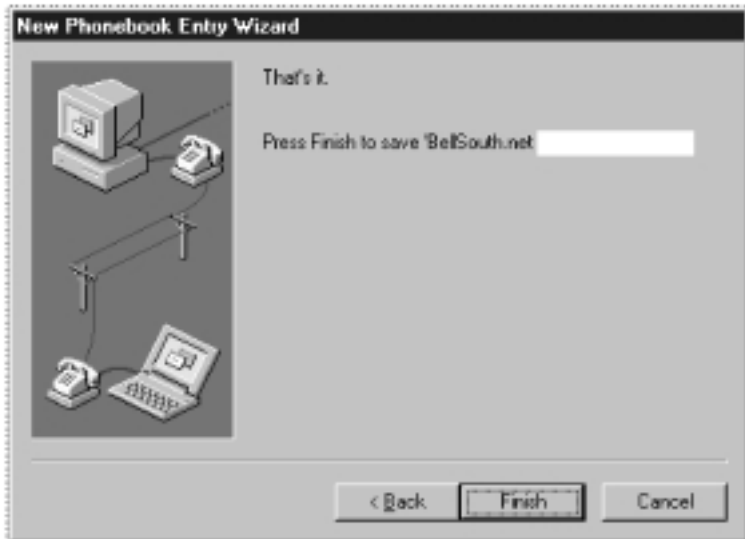


6. Enter the appropriate number, and click **Next**.

Note: The phone number shown is an example only and should not be used as actual data. See the table in the *Connection Information* section of this guide to find the Dial-Up phone number for your area.



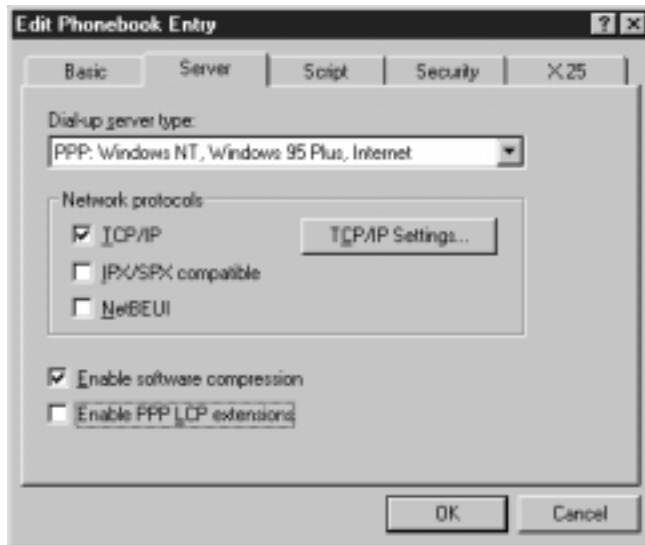
7. Click **Finish** to save.



8. In the Dial-Up Networking box, click the **More** menu and select **Edit entry and modem properties**.



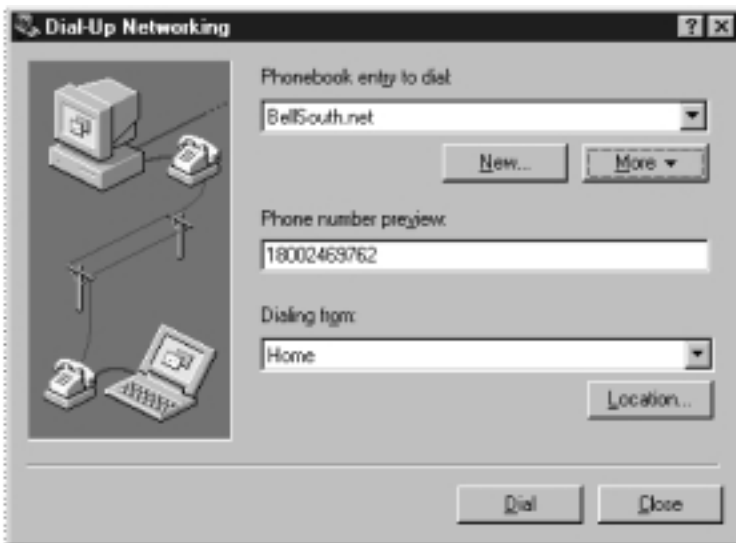
9. Click the **Server** tab. Select the **TCP/IP** and **Enable software compression** check boxes. The other choices should be left blank. Click **TCP/IP Settings**.



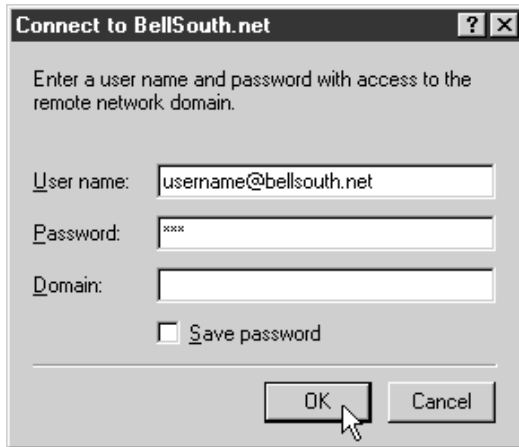
10. Select **Server assigned IP address** and **Server assigned name server addresses**. Select the **Use IP header compression** and **Use default gateway on remote network** check boxes.



11. Click **OK**.
12. In the Edit Phonebook Entry screen, click **OK**.
13. In the Dial-Up Networking screen, click **Dial** to connect.



14. Enter your **user name** (using the format **username@bellsouth.net**) and enter your **password**. Click **OK**.



15. Begin browsing.

Creating a Shortcut to Your Back-Up Dial Account

Windows NT

1. Click the **Start** button, point to **Programs > Accessories > Dial-up Networking**.
2. Click the **More** button and select **Create shortcut to entry**.
3. Choose to look in the desktop and click **OK**.

Macintosh® Dial-Up Networking Procedures

To launch your BellSouth FastAccess Business DSL connection using Macintosh® Dial-Up Networking, follow the steps below:

1. To open the TCP/IP configuration utility, click the **Apple** in the upper left corner of the screen, select **Control Panels**, and then click **TCP/IP**.
2. To create a new FastAccess DSL TCP/IP configuration, click the **File** menu and select **Configurations**.
3. Highlight a configuration and click **Duplicate**. In the prompt that appears, give the profile an appropriate name (e.g. **FastAccess DSL**).
4. Select **Make Active** to make this the active configuration.
5. In the **Connect Via** field, select **PPP** from the drop-down menu. In the **Configure** field, select **Using PPP Server**. Close the window and choose **Save** when prompted.
6. To open the modem configuration utility, click the **Apple** in the upper left corner of the screen, select **Control Panels**, and then click **Modem**.
7. To create a new configuration for your FastAccess DSL modem, click the **File** menu and select **Configurations**.
8. Highlight a configuration and click **Duplicate**. In the prompt that appears, give the profile an appropriate name (e.g. **FastAccess DSL**).
9. Select **Make Active** to make this the active configuration.
10. In the **Connect Via** field, select **Alcatel SpeedTouch USB** from the drop-down menu. In the **Modem** field, select **Null Modem 115200** from the drop-down menu. Close the window and click **Save** when prompted.
11. To enter remote access settings for your FastAccess DSL connection, click the **Apple** in the upper left corner of the screen, select **Control Panels**, and then click **Remote Access**.
12. To create a new configuration, click the **File** menu and select **Configurations**.
13. Highlight a configuration and choose **Duplicate**. In the prompt that appears, give the profile an appropriate name (e.g. **FastAccess DSL**).
14. Enter your FastAccess user name (using the format **username@bellsouth.net**) and password in the respective fields, and enter a digit (e.g. 0) in the **Number** field.
15. Click the **Connect** button to launch your FastAccess DSL connection.

Macintosh® Dial-Up Configuration

To launch your BellSouth dial-up connection using Macintosh® Dial-Up Networking, follow the steps below:

1. To open the TCP/IP configuration utility, click the **Apple** in the upper left corner of the screen, select **Control Panels**, and then click **TCP/IP**.
2. To create a new dial-up TCP/IP configuration, click the **File** menu and select **Configurations**.
3. Highlight a configuration and click **Duplicate**. In the prompt that appears, give the profile an appropriate name (e.g. **BellSouth.net**).
4. Select **Make Active** to make this the active configuration.
5. In the **Connect Via** field, select **PPP** from the drop-down menu. In the **Configure** field, select **Using PPP Server**. Close the window and choose Save when prompted.
6. To open the modem configuration utility, click the **Apple** in the upper left corner of the screen, select **Control Panels**, and then click **Modem**.
7. To create a new configuration for your modem, click the **File** menu and select **Configurations**.
8. Highlight a configuration and click **Duplicate**. In the prompt that appears, give the profile an appropriate name (e.g. **BellSouth.net**).
9. Select **Make Active** to make this the active configuration.
10. In the **Connect Via** field, select **Internal Modem** (or the dial-up modem of your choice) from the drop-down menu. In the **Modem** drop down menu, select the modem you want to connect with. Close the window and click **Save** when prompted.
11. To enter remote access settings for your BellSouth.net dial-up connection, click the **Apple** in the upper left corner of the screen, select **Control Panels**, and then click **Remote Access**.
12. To create a new configuration, click the **File** menu and select **Configurations**.
13. Highlight a configuration and choose **Duplicate**. In the prompt that appears, give the profile an appropriate name (e.g. **BellSouth.net**).
14. Enter your FastAccess user name (using the format **username@bellsouth.net**) and password in the respective fields, and enter the phone number digit in the **Number** field. Note: See the table in the Connection Information section of this guide to find the Dial-up telephone number for your area.
15. Click the **Connect** button to launch your BellSouth.net dial-up connection.

Note: To make your **FastAccess DSL** connection active again, you must go to **Apple** and select **Control Panels**. Click on **Remote Access** and go the **File** menu and select **Configurations**. Highlight the **FastAccess DSL** connection. Select **Make Active**. Go to **Apple** and select **Control Panel**. Click **Modem** and go to the **File** menu and select **Configurations**. Highlight the **FastAccess DSL** connection. Select **Make Active**. Your **FastAccess DSL** connection is now the active connection.

Connection Information

Please follow the directions below to access helpful information to be used when configuring your e-mail account and back-up dial account, including numbers for mail servers, news servers, and general dial-up for your location.

For the most current connection information please visit the BellSouth Web site: **home.bellsouth.net**. Click on the **Member Services** tab. Click on **My Account**. Click **Log in Now**. Type your Login ID (user name) and Password and then click **Login**. Click **Dial-in Sites** under Cities. Click your city and then click **Get Info**.

Dial-up phone numbers for your location have been included for your convenience.

Metro	Dial-Up Phone Number
ALABAMA	
Anniston	(256) 231-0890
Auburn	(334) 501-1398
Birmingham	(205) 871-5621
Cullman	(256) 737-9853
Decatur	(256) 301-0606
Florence	(843) 317-1211
Gadsden	(256) 543-7771
Huntsville	(256) 864-3226
Jasper	(205) 221-4020
Mobile	(334) 432-4398
Montgomery	(334) 833-0905
Selma	(334) 877-4009
Tuscaloosa	(205) 330-0806
FLORIDA	
Boca Raton	(561) 392-2770
Cocoa	(321) 504-4110
Daytona Beach	(904) 238-8881
Ft. Lauderdale	(954) 522-3610
Fort Pierce	(561) 462-3004
Gainesville	(352) 377-5820
Jacksonville	(904) 350-1090
Miami	(305) 373-8280
Orlando	(407) 896-7275
Panama City	(850) 769-7667
Pensacola	(850) 969-0044
Spring Hill	(352) 683-2919
Stuart	(561) 219-6984
Vero Beach	(561) 562-1990
W. Palm Beach	(561) 835-1220

Metro	Dial-Up Phone Number
GEORGIA	
Albany	(912) 430-9042
Athens	(706) 549-2131
Atlanta1	(770) 300-8900
Atlanta2	(404) 248-3900
Augusta	(706) 849-0820
Brunswick	(912) 262-0970
Calhoun	(706) 602-7779
Columbus	(706) 561-4846
Macon	(912) 752-0861
Savannah	(912) 644-6703
Stone Mountain	(770) 300-8900
Valdosta	(912) 333-0490
Vidalia	(912) 537-1005
KENTUCKY	
Bowling Green	(270) 393-2311
Georgetown	(502) 867-5820
Hopkinsville	(270) 881-9876
Louisville	(502) 582-9225
Owensboro	(270) 683-9064
Paducah	(270) 415-9134
LOUISIANA	
Alexandria	(318) 427-9262
Baton Rouge	(225) 343-0205
Hammond	(504) 230-0560
Houma	(504) 223-0704
Lafayette	(318) 289-6743
Lake Charles	(337) 474-2382
Monroe	(318) 322-5008
New Orleans	(504) 525-3398
Shreveport	(318) 675-2450
Slidell	(504) 641-5222

Metro	Dial-Up Phone Number
MISSISSIPPI	
Biloxi	(228) 374-3043
Hattiesburg	(601) 261-9448
Jackson	(601) 351-4826
NORTH CAROLINA	
Arden	(828) 654-8224
Charlotte	(704) 331-0136
Gastonia	(704) 869-9606
Greensboro	(336) 292-5168
Raleigh	(919) 685-9500
Wilmington	(910) 251-7676
Winston Salem	(336) 724-1160
SOUTH CAROLINA	
Anderson	(864) 222-0924
Camden	(803) 425-4100
Charleston	(843) 720-8854
Columbia	(803) 252-8294
Florence	(843) 317-1211
Greenville	(864) 271-2091
Orangeburg	(803) 535-4003
Seneca	(864) 888-8003
Spartanburg	(864) 577-9421
TENNESSEE	
Chattanooga	(423) 265-5045
Clarksville	(931) 221-0704
Jackson	(901) 265-0503
Knoxville	(423) 525-6729
Memphis	(901) 495-1700
Nashville	(615) 254-8787

BellSouth® Internet Service

Service Agreement

This is a legal agreement between you and BellSouth Telecommunications, Inc. ("BellSouth") for the use of the BellSouth® Internet Service online gateway (including BellSouth® FastAccess® Internet Service) and Internet access service and related features (the "Service"). If you do not agree to the terms and conditions in this Agreement, do not register for or use the Service. By completing the registration and using the Service, you signify your agreement with the terms and conditions of this Agreement. If you do not agree to all of the terms and conditions of this Agreement, please return the client software and all associated materials to BellSouth.

1. The Service.

A. GENERAL

BellSouth® Internet Service, which may be marketed as BellSouth® Internet Service or under various other BellSouth names or marks including any Equipment and Software used in conjunction therewith, are referred to collectively herein as the "Service". The Service consists of Internet Protocol ("IP") connectivity to the BellSouth® Internet Service online gateway, as well as access or connectivity to any of the information sources or services which may be provided by BellSouth or be available from other service providers participating in or connected to BellSouth's Service. Some of these additional services may be provided without charge to users of BellSouth's Service, but separate charges may be applicable to some of these other services. These charges may appear on your bill from BellSouth, or they may be billed to you separately by the providers of such services. Some other providers may also have additional registration or eligibility requirements in order to use their services. By posting updated versions of this Agreement on the Service or otherwise providing notice to you, BellSouth may modify the terms of this Agreement or prices for the Service, and may discontinue or revise any or all other aspects of the Service in its sole discretion and without prior notice. All such changes shall become effective upon posting of the revised Agreement on the Service, as to Service used by you after the date of such changes. The updated, online version of this Agreement shall supersede any prior paper or disk-based or CD-based copies of this Agreement that may have been included in any browser software or related materials provided by BellSouth.

B. FastAccess

BellSouth's high-speed Internet access service is known as BellSouth® FastAccess® Internet Service.

Service Description: BellSouth FastAccess Internet Access is a best efforts service, which can provide speeds up to 1.5 Mbps downstream (from the BellSouth facility to the customer location) and 256Kbps upstream (from the customer location to the BellSouth facility). The Service is a best efforts service. The actual speed experienced by customers may vary and depends on several factors including customer location, destination on the Internet, traffic on the Internet, interference with high frequency spectrum on the customer's telephone line, etc. No minimum level of speed is guaranteed.

BellSouth FastAccess Business DSL offers additional business speed options where available, including FastAccess Business Speed 384 and FastAccess Business Speed 768. FastAccess Business Speed 384 provides 384K downstream and 384K upstream utilizing a Constant Bit Rate data stream (CBR). The FastAccess Business Speed 768 provides 768K downstream and 512K upstream utilizing an Unspecified Bit Rate (UBR) data stream.

Back-Up Internet Dial-Up Account: BellSouth FastAccess DSL Service includes access to a back-up BellSouth Internet Service dial-up account. This account is intended to be used while you are traveling or in the event that FastAccess service is temporarily interrupted. The back-up dial account provides for 20 hours of usage per month at no additional cost to you. (You will, however, be responsible for any long distance or roaming charges that may be incurred for all back-up dial usage.) In the event you use your back-up dial-up account for more than 20 hours in any month, you agree to pay BellSouth two dollars for the first hour or fraction thereof in excess of 20 hours and one dollar per hour for each additional hour or fraction thereof in excess of 21 hours. Billing for usage over 20 hours will not exceed \$19.95.

The total charge for the back-up dial account will not exceed \$19.95 per month.

2. **Term.** This Agreement for the use of the Service will be in effect from the date your completed registration is accepted by BellSouth. This Agreement and your use of the Service may be terminated by either you or BellSouth at any time by written notice to the other, or by BellSouth at any time with or without notice for your non-payment or other default. The provisions of paragraphs 4-9 and 12, and all obligations of and restrictions on you and any user of your account with respect to the Service shall survive any termination of this Agreement.
3. **Service Rates and Charges.** The rates and charges for the Service shall be as set forth in your registration package or otherwise in accordance with BellSouth's rate schedule as in effect from time to time, a copy of which will be available online on the Service or otherwise shall be provided to you upon request. Rates and charges, and other terms and conditions of the Service, are subject to change by BellSouth from time to time by notice to you provided on the Service or otherwise. You will be invoiced monthly for usage of the Service and for any other services utilized by you or other users of your account which are billed for by BellSouth in connection with the Service (including any applicable taxes), either directly by BellSouth or through your designated credit card company.
If you choose to have the charges for your Service added to your telephone bill, then any late payment/interest charges will be computed in accordance with standard telephone company billing practices and procedures using those rates applicable to tariffed local service. If you choose to pay by credit card, the terms of the applicable credit card agreement will apply and any late payment/interest charges will be computed in accordance with your credit card agreement.
4. **Other Responsibilities of User.** You agree that you will be the only user of your account ID and password and that you will not transfer or disclose either your account ID or password to any other person (except that you may at your own risk and on your own responsibility permit other members of your family or business associates to access the Service using your account ID and password), and that you will be responsible for all usage of the Service and any other services accessed through the Service on your account whether or not authorized by you. You agree to pay the applicable fees as set forth in your billing statement by the due date, and to pay any interest or late fees incurred for late payment of the required fees. You agree not to transmit or publish on or over the Service any information, software or other content, which violates or infringes upon the rights of any others or to use the facilities and capabilities of the Service to conduct any business or activity or solicit the performance of any activity which is prohibited by law. You agree to comply with all applicable laws, rules and regulations in connection with the Service. You acknowledge that you are aware that certain content, services or locations of the Service or of other parties that may be accessible through the Service may contain material that is unsuitable for minors (persons under 18 years of age). You agree to supervise usage of the Service by any minors whom you permit to use the Service.
5. **Limitation of Warranties and Liability; Disclaimer of Warranties.** YOU EXPRESSLY AGREE THAT USE OF THE SERVICE IS AT YOUR SOLE RISK. NEITHER BELL SOUTH NOR ANY OF ITS UNDERLYING SERVICE PROVIDERS, INFORMATION PROVIDERS, LICENSORS, EMPLOYEES, OR AGENTS WARRANT THAT THE SERVICE WILL BE UNINTERRUPTED OR ERROR FREE; NOR DOES BELL SOUTH OR ANY OF ITS UNDERLYING SERVICE PROVIDERS, INFORMATION PROVIDERS, LICENSORS, EMPLOYEES, OR AGENTS MAKE ANY WARRANTY AS TO THE RESULTS TO BE OBTAINED FROM USE OF THE SERVICE. THE SERVICE IS DISTRIBUTED ON AN "AS IS", "AS AVAILABLE" BASIS

WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF TITLE OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR OTHERWISE, OTHER THAN THOSE WARRANTIES (IF ANY) WHICH ARE IMPLIED BY AND INCAPABLE OF EXCLUSION, RESTRICTION, OR MODIFICATION UNDER THE LAWS APPLICABLE TO THIS SERVICE AGREEMENT, ALL SUCH WARRANTIES BEING EXPRESSLY DISCLAIMED. NEITHER BELLSOUTH NOR ANY OF ITS UNDERLYING SERVICE PROVIDERS, INFORMATION PROVIDERS, LICENSORS, EMPLOYEES, OR AGENTS SHALL HAVE ANY LIABILITY FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT OR SPECIAL DAMAGES SUFFERED BY YOU OR ANY OTHER PARTY AS A RESULT OF THE OPERATION OR MALFUNCTION OF THE SERVICE, REGARDLESS OF WHETHER OR NOT SUCH PARTIES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. YOU EXPRESSLY ACKNOWLEDGE THAT THE PROVISIONS OF THIS SECTION SHALL ALSO APPLY TO ALL CONTENT OR OTHER SERVICES AVAILABLE THROUGH THE SERVICE. YOU AGREE THAT YOU WILL NOT IN ANY WAY HOLD BELLSOUTH RESPONSIBLE FOR ANY SELECTION OR RETENTION OF, OR THE ACTS OR OMISSIONS OF, THIRD PARTIES IN CONNECTION WITH THE SERVICE (INCLUDING THOSE WITH WHOM BELLSOUTH MAY CONTRACT TO OPERATE VARIOUS AREAS ON THE SERVICE).

6. **Remedies of User.** Your sole and exclusive remedy for any failure or non-performance of the Service (including any associated software or other materials supplied in connection with the Service) shall be for BellSouth to use commercially reasonable efforts to effectuate an adjustment or repair of the Service and, in the event such downtime exceeds twenty-four consecutive hours, to receive a pro-rata refund or credit of or against any charges otherwise payable for the Service for the period of Service downtime.
7. **Limitation of Liability.** In the event that a court should hold that the limitations of liabilities or remedies available as set forth in this Agreement, or any portions thereof, are unenforceable for any reason, or that any of your remedies under this Agreement fail of their essential purpose, you expressly agree that under no circumstances shall BellSouth's total liability to you or any party claiming by, through or under you for any cause whatsoever, and regardless of the form of action, whether in contract or in tort, including negligence, in the aggregate, exceed the amount of charges paid by you for use of the Service under this Agreement during the twelve-month period preceding the date such claim first arose.
8. **Indemnification by User.** You shall indemnify and hold harmless BellSouth and any of its underlying service providers, information providers, licensors, employees or agents from and against any and all claims, demands, actions, causes of action, suits, proceedings, losses, damages, costs, and expenses, including reasonable attorneys fees, arising from or relating to your use of the Service, or any act, error, or omission of you or any user of your account in connection therewith, including, but not limited to, matters relating to incorrect, incomplete, or misleading information; libel; invasion of privacy; infringement of a copyright, trade name, trademark, service mark, or other intellectual property; any defective product or any injury or damage to person or property caused by any products sold or otherwise distributed through or in connection with the Service; or violation of any applicable law.
9. **Use of Materials, Marks and Information.**
 - a. You may use, copy and distribute the materials found on the Service for internal, noncommercial, informational services only. All copies that you make of the material must bear any copyright, trademark or other proprietary notice, which pertain to the material being copied. Except as authorized in this paragraph, you are not being granted a license under any copyright, trademark, patent or other intellectual property right in the material or the products, services, processes or technology described therein. All such rights are retained by BellSouth, its affiliates and/or any third party owner of such rights.
 - b. The BellSouth company names and logos and all related product and service names, design marks and slogans are the property of BellSouth or its affiliates. You are not authorized to use any BellSouth name or mark in any advertising, publicity or in any other commercial manner without the prior written consent of BellSouth.
 - c. Any feedback, data, answers, questions, comments, suggestions, ideas or the like, which you send to BellSouth will be treated as being nonconfidential and nonproprietary. BellSouth assumes no obligation to protect such information from disclosure and will be free to reproduce, use, and distribute the information to others without restriction. BellSouth will also be free to use any ideas, concepts, know-how or techniques contained in such information for any purpose whatsoever including but not limited to developing, manufacturing and marketing products and services incorporating such information. BellSouth may also use your status as a subscriber to the Service for the purpose of marketing to you other BellSouth products and services.
10. **Endorsements.** All product and service marks contained on or associated with the Service that are not BellSouth marks are the trademarks of their respective owners. References to any names, marks, products or services of third parties or hypertext links to third party sites or information do not necessarily constitute or imply BellSouth's endorsement, sponsorship or recommendation of the third party, information, product or service.
11. **Browser Software.** If any Internet browser or other software has been provided to you for use with the Service, you agree to be bound by and to comply with the terms and conditions of the separate software license, which is applicable to and was provided to you along with such software.
12. **Personal Webpages.** BellSouth may make personal Webpages available as an optional feature of its BellSouth® Internet Service. If you subscribe to such feature the following provisions of this Section shall apply (in addition to the other provisions of this Agreement):
 - a. BellSouth may provide a listing/link to users' personal Webpages on its BellSouth® Internet Service gateway or other mechanisms. By subscribing to the personal Webpage feature, you authorize and grant BellSouth the right to use your name, Website address and similar information in such listing or directory sites or applications. You may use the complete address (URL) granted to you as part of the personal Webpage feature (which may have names or marks of BellSouth embedded therein) so long as you are obtaining the personal Webpage feature from BellSouth hereunder, but only for the purpose of identifying the location of your personal Website on BellSouth's Service. Otherwise, you shall not utilize the name or any marks of BellSouth or any of its affiliates in any press releases, promotional materials or other commercial manner without the express prior written approval of BellSouth in each instance.
 - b. Ownership of all graphics, text or other information or content materials supplied or furnished by you for incorporation into or delivery through your personal Website shall remain with you (or the party which supplied such materials to you). Ownership of any software developed or modified by BellSouth and all graphics, text or other information or content materials supplied or furnished by BellSouth for incorporation into your personal Website, shall remain with BellSouth (or the party which supplied such materials to BellSouth), and may be used only while you are obtaining the personal Webpage feature from BellSouth. The domain name and address (URL) granted to you for use with the personal Webpage feature shall remain the property of BellSouth, shall be used by you only so long as you are obtaining the personal Webpage feature from BellSouth hereunder, and may be subject to change by BellSouth or the InterNIC or other applicable Internet domain name registry or granting authority from time to time. BellSouth reserves the right to approve the subscriber Uniform Resource Locator (URLs) that will be used in conjunction with a BellSouth registered domain name and

personal Webpage feature. URLs registered using a BellSouth owned domain name are nontransferable by subscribers upon account termination and will be retained by BellSouth.

- c. You acknowledge and agree: (i) that the primary function of BellSouth's personal Webpage feature as it relates to your personal Website is to facilitate access by end users to the information provided through your personal Website; (ii) that BellSouth has no proprietary, financial, or other interest in any of the content or information that may be described in or made available through your personal Website; and (iii) that you are solely responsible for the content, quality, performance, and all other aspects of the information or other content contained in or provided through your personal Website. You warrant that you will own or have the right to use and offer all such information or other content in the manner in which the same will be used, offered or provided in connection with your personal Website. You shall indemnify and hold harmless BellSouth from and against any and all claims, demands, actions, causes of action, suits, proceedings, losses, damages, costs, and expenses, including reasonable attorneys fees, arising from or relating to your personal Website or an end user's use thereof, or any act, error, or omission of yours in connection therewith, including, but not limited to, matters relating to incorrect, incomplete, or misleading information; libel; invasion of privacy; infringement of a copyright, trade name, trademark, service mark, or other intellectual property; or violation of any applicable law.

13. DISPUTE RESOLUTION – INDEPENDENT ARBITRATION.

PLEASE READ THIS SECTION CAREFULLY. THIS SECTION SETS FORTH THE PROCEDURE FOR THE RESOLUTION OF DISPUTES THROUGH FINAL AND BINDING ARBITRATION BEFORE A NEUTRAL ARBITRATOR INSTEAD OF IN A COURT BEFORE A JUDGE OR JURY OR THROUGH CLASS ACTION.

- a. **BINDING ARBITRATION.** THE ARBITRATION PROCESS ESTABLISHED BY THIS SECTION IS GOVERNED BY THE FEDERAL ARBITRATION ACT ("FAA"), 9 U.S.C. §§ 1-14. IF YOU HAVE A DISPUTE THAT MEETS THE SMALL CLAIMS COURT REQUIREMENTS IN THE STATE IN WHICH YOU RECEIVE SERVICE, YOU HAVE THE RIGHT TO TAKE SUCH DISPUTE TO SMALL CLAIMS COURT RATHER THAN ARBITRATION. ALL OTHER DISPUTES ARISING OUT OF OR RELATED TO THIS AGREEMENT (WHETHER BASED IN CONTRACT, TORT, STATUTE, FRAUD, MISREPRESENTATION OR ANY OTHER LEGAL OR EQUITABLE THEORY) SHALL BE RESOLVED BY FINAL AND BINDING ARBITRATION. THIS INCLUDES ANY DISPUTE BASED ON ANY PRODUCT, SERVICE OR ADVERTISING HAVING A CONNECTION WITH THIS AGREEMENT AND ANY DISPUTE NOT FINALLY RESOLVED BY A SMALL CLAIMS COURT. THE ARBITRATION WILL BE CONDUCTED BY ONE ARBITRATOR USING THE PROCEDURES DESCRIBED IN THIS SECTION. IF ANY PORTION OF THIS DISPUTE RESOLUTION SECTION IS DETERMINED TO BE UNENFORCEABLE, THEN THE REMAINDER SHALL BE GIVEN FULL FORCE AND EFFECT.

THE ARBITRATION OF ANY DISPUTE INVOLVING \$10,000 OR LESS SHALL BE CONDUCTED IN ACCORDANCE WITH THE ARBITRATION RULES FOR THE RESOLUTION OF CONSUMER-RELATED DISPUTES OF THE AMERICAN ARBITRATION ASSOCIATION ("AAA"), AS MODIFIED BY THIS AGREEMENT, WHICH ARE IN EFFECT ON THE DATE A DISPUTE IS SUBMITTED TO THE AAA. THE AAA'S COMMERCIAL ARBITRATION RULES AND FEE SCHEDULES WILL APPLY TO ANY DISPUTES IN EXCESS OF \$10,000. YOU HAVE THE RIGHT TO BE REPRESENTED BY COUNSEL IN AN ARBITRATION. IN CONDUCTING THE ARBITRATION AND MAKING ANY AWARD, THE ARBITRATOR SHALL BE BOUND BY AND STRICTLY ENFORCE THE TERMS OF THIS AGREEMENT AND MAY NOT LIMIT, EXPAND OR OTHERWISE MODIFY ITS TERMS. YOU MAY REQUEST A COPY OF THE AAA'S ARBITRATION RULES BY WRITING TO BELLSOUTH TELECOMMUNICATIONS, INC., ATTENTION: E-COMMERCE PARALEGAL, 675 W. PEACHTREE STREET, SUITE 4300, ATLANTA, GA 30375, OR FROM THE AAA AT WWW.ADR.ORG.

NO DISPUTE MAY BE JOINED WITH ANOTHER LAWSUIT, OR IN AN ARBITRATION WITH A DISPUTE OF ANY OTHER PERSON, OR RESOLVED ON A CLASS-WIDE BASIS. THE ARBITRATOR MAY NOT AWARD DAMAGES THAT ARE NOT EXPRESSLY AUTHORIZED BY THIS AGREEMENT AND MAY NOT AWARD PUNITIVE DAMAGES OR ATTORNEYS' FEES UNLESS SUCH DAMAGES ARE EXPRESSLY AUTHORIZED BY A STATUTE. YOU AND BELLSOUTH TELECOMMUNICATIONS, INC. BOTH WAIVE ANY CLAIMS FOR AN AWARD OR DAMAGES THAT ARE EXCLUDED UNDER THIS AGREEMENT.

- b. **ARBITRATION INFORMATION AND FILING PROCEDURES.** BEFORE YOU TAKE A DISPUTE TO ARBITRATION OR TO SMALL CLAIMS COURT, YOU MUST FIRST CONTACT A BELLSOUTH INTERNET SERVICE CUSTOMER SERVICE REPRESENTATIVE AT THE NUMBER POSTED ON THE BELLSOUTH FASTACCESS WEBSITE, OR WRITE TO US AT BELLSOUTH TELECOMMUNICATIONS, INC., ATTENTION: GENERAL COUNSEL – BROADBAND AND INTERNET SERVICES, 675 W. PEACHTREE STREET, SUITE 4300, ATLANTA, GA 30375, AND GIVE US AN OPPORTUNITY TO RESOLVE THE DISPUTE. SIMILARLY, BEFORE BELLSOUTH TELECOMMUNICATIONS, INC. TAKES A DISPUTE TO ARBITRATION, WE MUST FIRST ATTEMPT TO RESOLVE IT BY CONTACTING YOU. IF THE DISPUTE CANNOT BE SATISFACTORILY RESOLVED WITHIN SIXTY DAYS FROM THE DATE YOU OR BELLSOUTH TELECOMMUNICATIONS, INC. IS NOTIFIED BY THE OTHER OF A DISPUTE, THEN EITHER PARTY MAY THEN CONTACT THE AAA IN WRITING AT AAA SERVICE CENTER, 2200 CENTURY PARKWAY, SUITE 300, ATLANTA, GA 30345-3203, AND REQUEST ARBITRATION OF THE DISPUTE. THE ARBITRATION WILL BE BASED ONLY ON THE WRITTEN SUBMISSIONS OF THE PARTIES AND THE DOCUMENTS SUBMITTED RELATING TO THE DISPUTE, UNLESS EITHER PARTY REQUESTS THAT THE ARBITRATION BE CONDUCTED USING THE AAA'S TELEPHONIC, ON-LINE, OR IN-PERSON PROCEDURES. ADDITIONAL CHARGES MAY APPLY FOR THESE PROCEDURES. ANY IN-PERSON ARBITRATION WILL BE CONDUCTED AT A LOCATION THAT THE AAA SELECTS IN THE STATE OF YOUR PRIMARY RESIDENCE (IF YOU ARE A RESIDENTIAL CUSTOMER OR PLACE OF BUSINESS (IF YOU ARE A BUSINESS CUSTOMER)). ANY ARBITRATION AND ITS RESULT SHALL REMAIN CONFIDENTIAL. NEITHER YOU NOR BELLSOUTH TELECOMMUNICATIONS MAY DISCLOSE THE EXISTENCE, CONTENT, OR RESULTS OF ANY ARBITRATION OR AWARD, EXCEPT AS MAY BE REQUIRED BY LAW, OR TO CONFIRM AND ENFORCE AN AWARD.
- c. **FEES AND EXPENSES OF ARBITRATION.** YOU MUST PAY THE APPLICABLE FILING FEE WHEN YOU SUBMIT YOUR WRITTEN REQUEST FOR ARBITRATION TO THE AAA. ARBITRATOR COMPENSATION IS NOT INCLUDED IN THE INITIAL FEE AND, UNLESS THE PARTIES AGREE OTHERWISE, WILL BE ALLOCATED BY THE ARBITRATOR IN THE AWARD. UNLESS APPLICABLE SUBSTANTIVE LAW PROVIDES OTHERWISE, EACH PARTY WILL PAY ITS OWN EXPENSES TO PARTICIPATE IN THE ARBITRATION, INCLUDING ATTORNEY'S FEES AND EXPENSES FOR WITNESSES, DOCUMENT PRODUCTION, AND PRESENTATION OF EVIDENCE. THE PREVAILING PARTY MAY, HOWEVER, SEEK TO RECOVER THE AAA'S FEES AND THE EXPENSES OF THE ARBITRATOR FROM THE OTHER PARTY.

14. General.

- a. BellSouth shall not be responsible for any delay in delivery or performance of any of its duties hereunder due to acts of God, acts or omissions of any regulated telephone network or any other occurrence commonly known as force majeure.
- b. Your right to use the Service is not transferable and is subject to any limits established by BellSouth, and by your credit card company if billing is through a credit card.
- c. No action, regardless of form, arising out of the Service or this Agreement may be brought by you or any party claiming by, through or under you more than one year after the cause of action has arisen.
- d. This Agreement and the Service shall be governed by the laws of the State of Georgia, without regard to its conflicts of laws provisions. If any provision or provisions hereof shall be held to be invalid, illegal, or unenforceable, the validity, legality, and enforceability of the remaining provisions shall not be in any way affected or impaired thereby.
- e. This Agreement and any modifications published by BellSouth over the Service constitute the entire and only agreement between you and BellSouth with respect to the Service and supersede all other communications and agreements with

regard to the subject matter hereof. Your use of the Service is also governed by BellSouth's Acceptable Use Policies applicable to the Service, which are available online via the Service and which are subject to change by BellSouth from time to time.

- f. You are responsible for and must provide all telephone and other equipment, software (other than any browser software that may be provided by BellSouth) and services necessary to access the Service, including any interexchange (interLATA) long distance service, which must be provided by the carrier or other provider of your choice.
- g. Because of current legal restrictions, BellSouth's Service includes direct connectivity only to information sources or service providers within specified calling areas known as LATAs. In order to connect to Internet-based services or other parties, networks or sites located outside of the local LATA (including the world-wide Internet) through BellSouth's Service, you will need to obtain interLATA Internet service (where available) from a Global Service Provider ("GSP") of your choice who is connected to BellSouth's Service. Information about which GSP's are connected to the Service from time to time may be obtained online on the Service or by contacting BellSouth. You are responsible for choosing such a provider and for paying all applicable charges for such GSP's service, as well as all charges for any purchases made through the Service and any charges incurred while using any supplemental networks or services other than the Service. BellSouth will facilitate the process of registering your account with the available GSP of your choice, and that provider's charges may be included on your bill from BellSouth. Any computer system, database access, Internet connection or other services which may be provided or made available to you by your GSP or any other party are the sole responsibility of and at the sole discretion of such party, and are not included in or a part of BellSouth's Service. BellSouth makes no selection, endorsement or recommendation with respect to any GSP or other interexchange long distance service provider, Internet access provider or other aspect of any service provided by the GSP or other party, and BellSouth shall have no responsibility, obligation or liability of any nature with respect thereto. The reliability, availability and performance of resources accessed through the Internet or other services connected to BellSouth's Service are beyond BellSouth's control and are not in any way warranted or supported by BellSouth. You acknowledge that safeguards relative to copyright, ownership, decency, reliability and integrity of content may be entirely lacking with respect to the Internet or other services or content accessible through BellSouth's Service. You assume all risk and liability of your use of the Internet or other services or content accessible through BellSouth's Service, including your continuous compliance with this Agreement.

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