

BellSouth® **FastAccess**®
Internet Service

> *FastAccess DSL*
Connection guide >>

>>> connect >> and create somethingSM  **BELLSOUTH**®

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Welcome to **BellSouth® FastAccess® Internet Service!**

This guide was designed to help you install the software, hardware and filters used for BellSouth FastAccess Internet Service quickly and easily. **It is very important that you follow the step-by-step instructions in order. Please do not skip any of these steps, even if you are already very experienced with installing software.**

For Your Records

Your User ID _____@bellsouth.net

Your Password _____

Your e-mail address _____@bellsouth.net

Your BellSouth FastAccess Software Registration Number _____

(Located on the back panel of your BellSouth CD package.)

BellSouth FastAccess Help Desk: **1-888-321-2DSL (2375)**

BellSouth Help Via Email: **home.fastaccess@bellsouth.net**

System Outage Information Visit: **home.bellsouth.net**, choose **Member Services**, and then choose **System Status**.

Helpful Websites:

Internet Security: <http://www.bellsouthinternetsecurity.com>

For a limited time, we have arranged for you to receive special discounts on a wide variety of popular Norton™ Internet security software titles from Symantec™ to help protect against dangerous viruses, intrusions into your confidential information, harmful content, and other Internet threats. After installing BellSouth FastAccess Internet Service, visit this site to take advantage of this special offer.

BellSouth Internet Service Home Page: <http://www.home.bellsouth.net>

The BellSouth Internet Service Home Page organizes the Web for you. With areas dedicated to local information, entertainment, sports, business and more, we comb the Web to find area sites and arrange them to make surfing easier for you. And we provide you with easy access to your e-mail, newsgroups and national content sites.

FastAccess Website: <http://www.fastaccess.com>

The FastAccess Homepage provides you with the most recent up-to-date information about FastAccess DSL service. We have provided answers to frequently asked questions about DSL to keep you as informed as possible regarding our service and the technology behind it.

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BellSouth® FastAccess® Internet Service Kit

Please check the contents of your BellSouth FastAccess kit before you begin. Call 1-888-321-2DSL (2375) if there are any components that are missing or damaged. Please follow the step-by-step instructions enclosed to ensure a successful installation.

Your FastAccess kit contains the following items:

**BellSouth
FastAccess
Welcome
Software CD
(Red CD)***



**4-Phone Line
Filters**



**1-Wall Mounted
Phone Filter**



**FastAccess
Installation
Wizard CD
(Blue CD)**



Modem Box

Includes:
Modem,
1 Standard
Phone Cord, and
Applicable Cables

* **Note:** This CD is not included in the Self-Installation kits for Macintosh® users.

Step 1

Getting Started

There are a few things that you need to do before you install your BellSouth FastAccess Internet Service software:

- A. Verify that your computer meets the system requirements as shown on the chart below. When you install your FastAccess Installation Wizard Software CD in Step 4, 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) 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 an open PCI slot and installed dial-up modem
Windows® Me™	Pentium® or Equivalent 166Mhz or faster	32MB	50MB	Yes	Open PCI slot or USB port or installed 10 BASE-T Ethernet NIC and installed dial-up modem
Windows® 2000 (With Service Pack 1 or higher)	Pentium® or Equivalent 166Mhz or faster	64MB	50MB	Yes	Open PCI slot or USB port or installed 10 BASE-T Ethernet NIC and installed dial-up modem
Windows® 98	Pentium® or Equivalent 166Mhz or faster	32MB	50MB	Yes	Open PCI slot or USB port or installed 10 BASE-T Ethernet NIC and installed dial-up modem
Windows® 95	Pentium® or Equivalent 100Mhz or faster	32MB	50MB	Yes	Open PCI slot or installed 10 BASE-T Ethernet NIC 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	Open PCI slot or installed 10 BASE-T Ethernet NIC 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

- B. You must have ordered BellSouth FastAccess Service 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).
- C. If you want to have FastAccess Service charged to your BellSouth telephone bill, you will need your BellSouth account number (phone number plus 3 digits) from the top corner of your BellSouth phone bill to complete the installation of your 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) to arrange for 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 home, 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

Install BellSouth FastAccess Welcome Software CD

Be sure to back up any important files on your hard drive before you install any new software or hardware.

Note: Macintosh® (only) users must contact the BellSouth FastAccess Help Desk at 1-888-321-2DSL (2375) to complete Step 2. Your BellSouth FastAccess software CD (Red CD) was not included in your Self-Installation kit.

Note: Your computer's CD-ROM drive letter is needed to complete the installation. To locate the CD-ROM drive, double-click the **My Computer icon** on the desktop and note the appropriate drive for later use.

A. You will need to activate your FastAccess DSL Service. **This step is required for all BellSouth FastAccess DSL subscribers, including current BellSouth Internet Service Dial-up subscribers.**

- Turn on your computer and wait until all programs have fully loaded.
 - Close all applications including firewall and virus detection packages.
 - Insert the **BellSouth FastAccess Welcome Software CD** (Red CD). The setup program should start. If the Setup program does not start automatically, please follow these steps:
 - Select **Start/Run** on the lower left corner of your screen.
 - Type **D:\setup.exe** (where D: is your CD-ROM drive; if D is not your CD-ROM drive, please use the appropriate letter).
 - Click **OK**.
 - Follow the on-screen instructions and prompts to complete the activation.
 - FastAccess DSL Service is subject to the Terms and Conditions of the Service Agreement for BellSouth Internet Service. During the registration process, you will be given the opportunity to read and accept or decline the Service Agreement. If you decline, you will not be able to register for FastAccess DSL Service. A copy of the Service Agreement is included in your self-installation kit, this Guide and online at: http://services.bellsouth.net/footer/legal/service_agreement.html
 - When you are prompted for a **registration code**, enter the code located on the back of your BellSouth FastAccess CD package. If a code is not printed on the back of your CD case, please contact the Help Desk at 1-888-321-2DSL (2375).
- 4 • When you complete this step, remove the **CD** from the CD drive.

Step 3

Install Filters

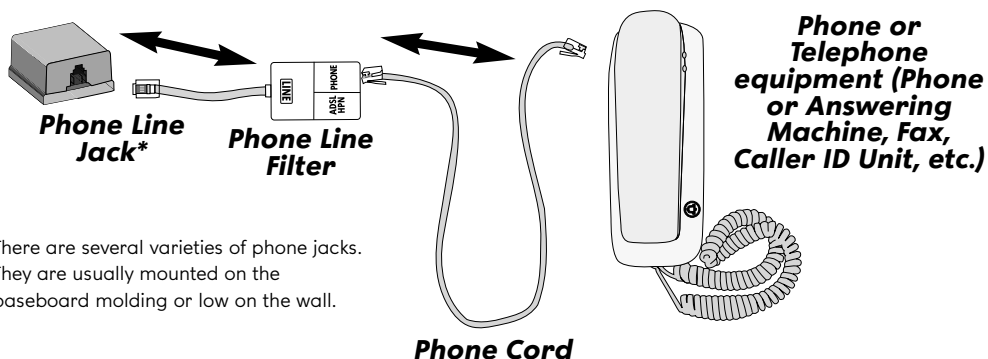
EVERY phone jack on your FastAccess DSL line, which has a telephone or other telephone device connected, must have filters installed. Filters reduce interference on your telephone devices from the digital signal provided by FastAccess service. Examples of telephone devices include:

- telephone sets
- answering machines
- fax machines
- Caller ID units
- analog modems
- satellite television devices

If you need to order additional filters, visit fastaccess.com and choose "For Home" and then "My FastAccess Account". You can continue with your FastAccess installation by disconnecting the unfiltered analog devices in your home until you receive your additional filters.

Filter Installation for Phones or Telephone Devices Not Mounted on Wall

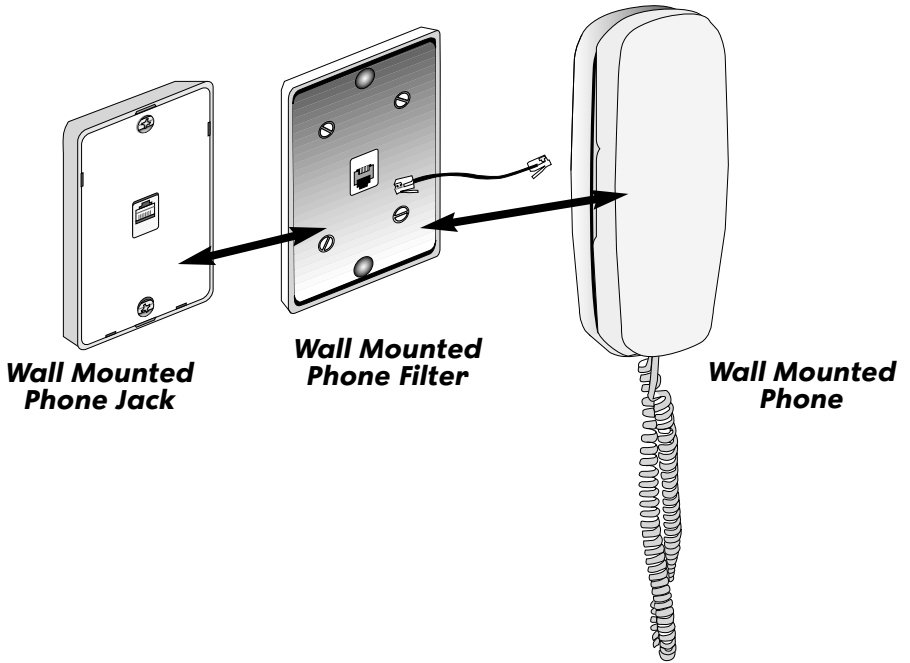
Install filters for desktop phones and telephone devices in the order shown below. Plug the telephone or other analog devices into the "PHONE" jack on the filter as shown below. Once you have installed the filters, check for a dial tone on all of your telephones.



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

Filter Installation for Wall Mounted Phones

Install the filter to the wall phone jack in the order shown below. After installing your filter, check for a dial tone on your telephone.



Be sure you have installed your filters before proceeding

Step 4

Install Your FastAccess Installation Wizard Software CD And Modem

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.

Do not install the modem until instructed by the Installation Wizard software*.

***Note:** Windows NT (only) users will need to install the modem hardware prior to inserting the Installation Wizard software CD. All other Operating Systems will follow the steps mentioned above and install the Installation Wizard CD first.

During the Installation Wizard process flow, you will be prompted to stop and install your DSL modem before proceeding. For this, you will need to refer to the Fast Start Guide included in your kit and follow the instructions to install your hardware**.

****Note:** PCI modem instructions can be found in your Modem Quick Installation Guide included in your modem box.

After completing the installation of your DSL modem, you will continue with the Installation Wizard software CD to complete the FastAccess Installation process. After rebooting your computer during the modem setup, the Installation Wizard software will offer to install the **BellSouth FastAccess Connection Manager**.

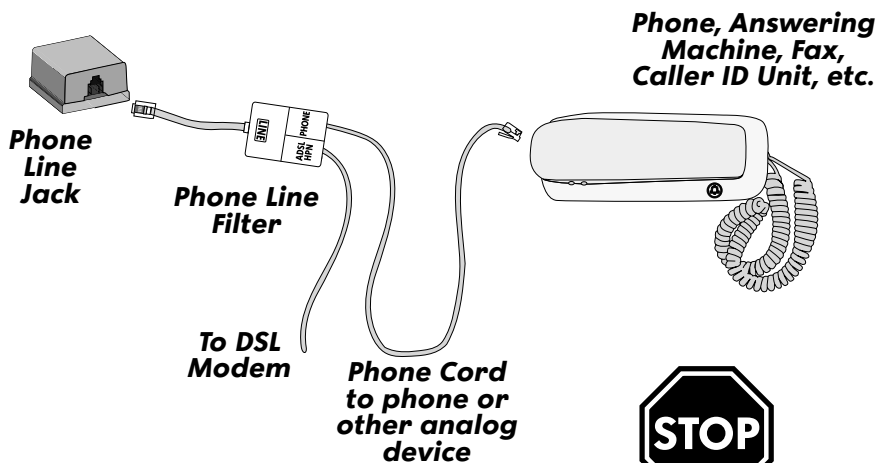
The **Connection Manager** is a valuable new diagnostic tool designed to monitor, manage, and diagnose your FastAccess DSL connectivity. BellSouth highly recommends installing this tool. An interactive Online Tutorial has been developed to provide information and instructions on how to use the **Connection Manager**. To view the tutorial, please go to **fastacesstools.com** and click on the Connection Manager Online Tutorial.

After you install your DSL Modem, you may want to connect your DSL modem and a phone or telephone device to the same phone jack. Please refer to the following page for illustrative instructions.

Using The Same Phone Jack For Your DSL Modem And A Telephone Device

Plug the telephone or the other telephone devices into the “**PHONE**” jack on the filter as shown below.

Plug the DSL modem phone line into the “**ADSL HPN**” jack on the filter.



Be sure you have installed your DSL modem before proceeding.

Step 5

Install BellSouth Customized Browser

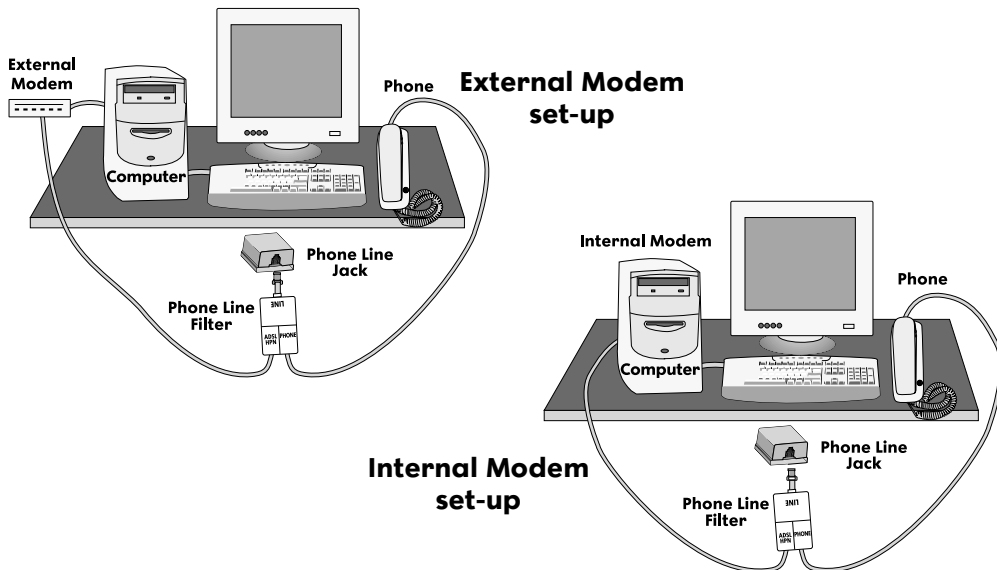
For your convenience, BellSouth offers a customized version of Microsoft Internet Explorer. In order to take full advantage of BellSouth Internet Services features, we recommend installing this browser. Installing this version will update all previous versions of Internet Explorer on your computer.

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.

Complete System Setup

The diagrams below illustrate examples of how your system should appear after completing the installation steps.



You should also see the BellSouth FastAccess icon on your desktop. If this icon does not appear, please refer to the Troubleshooting section of this guide for instructions on how to create a FastAccess DSL icon*.

***Note:** Customers using PCI modems can find this information in the Modem Quick Installation Guide included in their modem box.

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

Also, for post-installation information on how to set up multiple e-mail accounts, frequently asked questions, and other useful tips, please refer to the **Welcome Guide** available online. Visit fastaccess.com and choose **"For Home"** and then **"My FastAccess Account"**. Click on **"Self-Installation Guides."** This site will provide the latest version of the **Welcome Guide** as well as an electronic version of this guide.



Monitored Alarm Notice

Attention: Customers With A Monitored Alarm Or Emergency Response System

The installation of BellSouth FastAccess Internet Service 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 home 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 the modem is on, immediately contact BellSouth FastAccess Service at 1-800-695-6361.
9. Explain to the FastAccess Help Desk Representative that you have installed FastAccess service at your home 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 home 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 that 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.*



FastAccess Troubleshooting

Problems With Connection

If you are experiencing problems with your FastAccess DSL connection, please use the **Connection Manager** to troubleshoot. If you continue to experience problems, you can also try the recommendations listed below.

Coming soon – A new **BellSouth FastAccess Support Site!** Please visit www.support.fastaccess.com for all of your troubleshooting needs. BellSouth has developed a 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.

If you continue to have problems, please contact the FastAccess Help Desk at 1-888-321-2DSL (2375).

Symptom:	Try and Check:
<ul style="list-style-type: none"> Noisy FastAccess DSL phone line Static on FastAccess DSL phone line FastAccess connection drops when phone rings or is in use 	<ul style="list-style-type: none"> Ensure filters are installed on all phone jacks with analog devices (See Install Filters section of this guide). Unplug individual phones or other telephone devices to see if problem is resolved. If problem is resolved and you have a filter attached to the unplugged device, the telephone device may be the cause of the problem.
<ul style="list-style-type: none"> Experience intermittent loss of connection 	<ul style="list-style-type: none"> If you have a 900 MHz phone or greater near your computer, try moving the phone away to see if the problem is resolved. If you have a Burglar Alarm or an Emergency Response System, please refer to the "Monitored Alarm Notice" in this guide.
<ul style="list-style-type: none"> FastAccess DSL connection does not work (cannot connect to the internet) 	<ul style="list-style-type: none"> Check the modem status icon on the task bar on your desktop. Check all connections. <ul style="list-style-type: none"> – Ensure you plug the phone line connected to your DSL modem directly into the phone jack or into the side of the filter labeled ADSL HPN. – Ensure filters are installed on all phone jacks with telephone devices (See Install Filters section of this guide). – Do not plug your DSL modem into a surge protector. This may cause signal issues that will prohibit FastAccess service from working. Completely shut down your computer. Remove phone line from modem. Wait two minutes. Plug phone line back into modem and power up the computer.

Symptom:	Try and Check:
<ul style="list-style-type: none"> No dial tone 	<ul style="list-style-type: none"> Make sure your telephone line is connected. Ensure filters are installed properly on the FastAccess DSL line for all telephone devices (See Install Filters section of this guide). This is a telephone line problem. Please call 611.
<ul style="list-style-type: none"> Slow response 	<ul style="list-style-type: none"> Clear the cache on your browser (clear Temporary Internet files). ** Reboot your PC and modem.†
<ul style="list-style-type: none"> Cannot send/retrieve email 	<ul style="list-style-type: none"> From your desktop, double-click the Outlook Express icon. Click Tools and then click Accounts. Click Add and then click Mail. Follow the instructions on the screen.
<ul style="list-style-type: none"> Upgraded Operating System or new computer is not working with FastAccess DSL 	<ul style="list-style-type: none"> Depending on the type of modem you have, you may need to install new modem drivers or client software. Please contact the FastAccess Help Desk for more information at 1-888-321-2DSL.

**To clear your cache, you must open Windows Explorer, and then open your temporary Internet files folder. You should see a cache folder here. Empty all of its contents.

†To **Re-Boot** (without shutting off power to the computer): From the **Start** menu select **Shutdown**. Choose the **Restart the Computer** option and click **Yes**. This procedure should be followed after making system changes, when applications are not responding, or after completing an installation.

To **Shutdown**: From the **Start** menu select **Shutdown**. Choose the **Shutdown the Computer** option and click **Yes**. This procedure shuts off all power to the computer, and should be used only when the computer does not respond to an attempt to re-boot.

To perform a **Power Cycle**: Press the **Power-On/Power-Off** button: this will power-off your computer. After waiting approximately two minutes, press the **Power-On/Power-Off** button again to power-on the computer and restart. Follow this procedure when the computer fails to respond at all.

Standard Dial-Up Networking Errors That May Occur When A Connection Is Being Attempted

Windows XP/Me

Error messages that appear when trying to connect to the Internet.

Error 691 – Indicates that you may have typed your User name (Login ID) or Password incorrectly.

What to Try:

1. Click **OK**.
2. Type your **User name** (Login ID) and **Password** and then click **Dial**.

Error 650 – Indicates that the DSL telephone line may be inactive or that the BellSouth network server may be down.

What to Try: Check the modem status icon on the task bar on your computer – red indicates that the link is down. Verify Dial-up Networking settings by going to **Start > Control Panel > Network and Internet Connections > Network Connections (Start > Settings > Dial-up Networking** for Windows Me) and right-click on the **FastAccess DSL** icon. Select **Properties** and verify dial-up settings. Reboot your computer and attempt to reconnect.

Error 645 – Indicates that Require encrypted password is enabled. To disable:

Error 742 – Indicates that Require data encryption is enabled. To disable:

What to Try:

Windows XP

1. Click **Start > Control Panel > Network and Internet Connections > Network Connections**.
2. Right-click **FastAccess DSL** icon and then click **Properties**.
3. Click the **Security** tab.
4. In the drop down window, select **Allow unsecured password**.
5. Click **OK**.

Windows Me

1. Click **Start > Settings > Dial-Up Networking**.
2. Right-click the **FastAccess DSL** icon and then click **Properties**.
3. Click the **Security** tab.
4. Click **Require data encryption** to clear the check and then click **OK**.

If you are still having problems, please call our Help Desk at 1-888-321-2DSL (2375).

Standard Dial-Up Networking Errors That May Occur When A Connection Is Being Attempted

Windows 2000

Error 691: This message indicates that the **user name** or password may not have been entered correctly.

What to Try: Click **OK**. Re-enter the correct user name using the format: **username@bellsouth.net**, and **password**.



Error 650: This message indicates that the circuit may be inactive, or the server may be down.

What to Try: Check the modem status icon on the task bar on your desktop (red indicated link is down). Verify **Dial-up Networking** settings by going to **Start > Settings > Network and Dial-up Connections** and right-click on the **FastAccess DSL** icon. Select **Properties** and verify dial-up settings. Reboot your computer and attempt to reconnect.



Error 742: This error indicates that **Require data encryption** has been checked under *Properties*.

What to Try: To correct this, go to **Dial-up Networking** by going to **Start > Settings > Network and Dial-up Connections** and right-click on the **FastAccess DSL** icon. Select **Properties** and select the **Security** tab. Deselect **Require encrypted password**. Select **OK**.

If you are still having problems, please call our Help Desk at 1-888-321-2DSL (2375).

Standard Dial-Up Networking Errors That May Occur When A Connection Is Being Attempted

Windows 98/95

Error 691: This message indicates that the user name or password may not have been entered correctly.

What to Try: Click **OK**. Re-enter the correct **user name** using the format: **username@bellsouth.net**, and **password**.

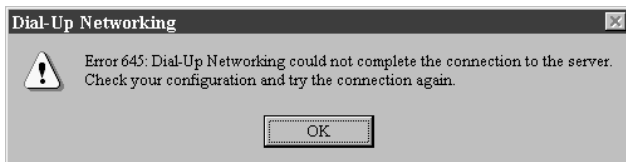


Error 650: This message indicates that the circuit may be inactive, or the server may be down.

What to Try: Check the modem status icon on the task bar on your desktop (red indicates link is down). Verify Dial-up Networking settings by going to **Dial-up Networking** under **My Computer** and right-click on the **FastAccess DSL icon**. Select **Properties** and verify dial-up networking. Reboot your computer and attempt to reconnect.



Error 645: This error indicates that **Require encrypted password** has been checked under *Properties*.



Error 742: This error indicates that **Require data encryption** has been checked under *Properties*.

What to Try: To correct this, go to **Dial-Up Networking** under **My Computer** and right-click on the **FastAccess DSL icon**. Select **Properties** and select the **Server Types** tab. Uncheck the box labeled **Require encrypted password**. Select **OK**.

If you are still having problems, please call our Help Desk at 1-888-321-2DSL (2375).

Troubleshooting Tips Specific To Modem Types

Alcatel Speed Touch Home™ Ethernet Modem



Symptom:	Try and Check:
<ul style="list-style-type: none"> No LED functionality is visible on the Speed Touch™ Home. 	<ul style="list-style-type: none"> Verify the modem is plugged in and turned on.
<ul style="list-style-type: none"> The line synch LED is not solid green. 	<ul style="list-style-type: none"> Verify the phone cord is plugged into the wall and into the modem. Verify you are not using a filter on the modem phone line, or if you are, ensure that your modem phone line is plugged into the side of the filter labeled "ADSL HPN". Verify the phone jack you are using is working properly (plug a phone in to check for dial tone). Verify the phone line is not plugged into the Ethernet/10baseT port next to the power plug; although it will fit in the port, it will not work. Contact the BellSouth FastAccess Help Desk (1-888-321-2DSL) to verify FastAccess DSL service has been set-up on your line.

Alcatel Speed Touch™ USB Modem



Symptom:	Try and Check:
<ul style="list-style-type: none"> The USB LED is not on. 	<ul style="list-style-type: none"> Verify the modem USB cable is plugged into the USB port on your computer. If you are using a USB hub, make sure it can support bus-powered devices.
<ul style="list-style-type: none"> The USB LED flashes red or is solid red. 	<ul style="list-style-type: none"> The USB port is congested. Avoid using other USB devices (e.g. scanners, speakers) during large downloads.
<ul style="list-style-type: none"> The ADSL LED is not solid green. 	<ul style="list-style-type: none"> Verify the phone line is plugged into the wall and into the modem. Verify you are not using a filter on the modem phone line, or if you are, ensure that your modem phone line is plugged into the side of the filter labeled "ADSL HPN". Verify the phone jack you are using is working properly (plug a phone in and check for dial tone) Contact the BellSouth FastAccess Help Desk (1-888-321-2DSL) to verify DSL service has been set-up on your line.
<ul style="list-style-type: none"> Both the USB and the ADSL LEDs are solid amber. 	<ul style="list-style-type: none"> Verify the USB cable and phone cables are correctly connected.

3Com PCI Modem

Please refer to the Modem Quick Installation Guide included in your modem box for troubleshooting tips.

Create a FastAccess DSL icon

If your FastAccess icon does not appear on your desktop, please complete the steps listed below that are specific to your modem type and operating system.

Alcatel Speed Touch Home™ Ethernet Modem

For Windows® XP

- Go to **Start > Control Panel > Network and Internet Connections**.
- Select **Network Connections** under *Pick a Control Panel Icon*.
- Click on **Create a New Connection** under *Network Tasks*.
- Enter your **area code** in the location information (if prompted) and click **OK** twice.
- Click next to *Welcome to the New Connection Wizard*.
- Select **Connect to the Internet** and click **Next**.
- Select **Set up My Connection Manually** and click **Next**.
- Select **Connect using a broadband connection that requires a user name and password** and click **Next**.
- Type **FastAccess DSL** for ISP Name, click **Next**.
- Enter your **username** (using the format **username@bellsouth.net**), and **password**. Confirm password, and click **Next**.
- Click on **Add shortcut to this connection to my desktop** and click **Finish**.
- The FastAccess DSL icon will be added to your desktop.

All other Windows Operating Systems

- An **Internet_300** icon will appear after your installation is complete.
- For future connections, double click the **Internet_300** icon, which was placed on your desktop during the software installation process.

Alcatel Speed Touch™ USB Modem

For Windows® 98

Complete the following steps to create and configure your dial-up icon:

Create icon:

- Double-click on the **My Computer** icon on your desktop.
- Double-click on the **Dial-Up Networking** icon.

- Double-click on the **Make New Connection** icon to activate the *Make New Connection Icon Wizard*.
- If you are using the dial-up networking application for the first time, the *Welcome to Dial-Up Networking* window appears. Click **Next**.
- In the first input field of the make new connection window, type: **FastAccess DSL**.
- From the select a device pull down menu, select **SpeedTouch-LineX** (x = a number).
- The phone number should be 35. Leave area code blank.
- Click **Next**. Click **Finish** to conclude the installation.

Configure icon:

- Double-click the **My Computer** icon on your desktop.
- Double-click the **Dial-Up Networking** icon.
- Right click the dial-up connection icon **FastAccess DSL**.
- Select **Properties**.
- From the FastAccess DSL window, select **Server Types**.
- Verify that TCP/IP is the only selected network protocol. Click the **OK** button.
- Drag the FastAccess DSL icon to your desktop. Close the dial-up networking window. Double-click the **FastAccess DSL** icon. Enter your FastAccess **username** (using the format **username@bellsouth.net**) and **password**.
- Click **Connect**.

For Windows® Millenium

Complete the following steps to create and configure your dial-up icon:

Create icon:

- Go to Start > Settings > Dial-up Networking.
- Double-click on **Make New Connection**.
- If you are using the dial-up networking application for the first time, the welcome to dial-up networking window appears. Click **Next**.
- Click **Close** for the location information window.
- Type **FastAccess DSL** in the input field for the named connection. Click **Next**.

- From the select a device pull down menu, select **SpeedTouch-LineX** (x= a number).
- The phone number should be 35. Leave area code blank. Click **Next**.
- Click **Next**. Click **Finish** to conclude the installation.
- A new icon named **FastAccess DSL** will appear in your Dial-Up Networking folder.

Configure icon:

- Go to Start>Settings>Dial-Up Networking.
- Right-click on the **FastAccess DSL** icon. Click on **Properties**.
- From the *FastAccess DSL* window, select the **Networking** tab.
- Verify that TCP/IP is the only selected network protocol. Click the **OK** button. Highlight the **FastAccess DSL** icon. Right click and select **Create Shortcut**. A message displays that *Windows cannot create a shortcut here*. Do you want the shortcut to be placed on the desktop instead. Click **Yes**.
- Double-click the **FastAccess DSL** icon on the desktop and enter your FastAccess **username** (using the format **username@bellsouth.net**) and **password**.
- Click **Connect**.

For Windows® 2000

Complete the following steps to create and configure your dial-up icon:

Create icon:

- Right-click on **My Network Places** on the desktop and choose **Properties**.
- Double-click on **Make a New Connection** icon. Click **Next**.
- Click on the option to **Dial-up to a Private Network**. Click **Next**.
- If the **Select a Device** window appears, choose the **ISDN Channel – Alcatel Speed Touch USB**.
- The phone number should be 35. Leave area code blank. Click **Next**.
- In the connection availability window, choose the appropriate radio button to create a connection. Click **Next**.
- Specify the name **FastAccess DSL** for name of the connection. Click the checkbox next to **Add a Shortcut to My Desktop**, then click **Finish**.

- A new icon named *FastAccess DSL* will appear in your *Networking and Dial-up Connections* folder.

Configure icon:

- Right-click on **My Network Places** on the desktop and choose **Properties**.
- Right-click on the **FastAccess DSL** dial-up icon and choose **Properties**.
- From the *FastAccess DSL* window, select the **Networking** tab.
- Verify that TCP/IP is the only selected network protocol. Click the **OK** button. If the shortcut was not created previously, then drag the FastAccess DSL icon to your desktop. Close the Network and Dial-up connections window. Double-click on the **FastAccess DSL** icon. Enter your FastAccess **username** (using the format **username@bellsouth.net**) and **password**.
- Click **Dial**.

For Macintosh

Configure:

- Open the *Modem Control Panel*.
- In the *Connect Via* field, **Alcatel SpeedTouch USB** must be selected.
- In the *Modem* field, **Null Modem 115200** must be selected.
- Close the *Modem control Panel* and **save** the changes.

Dial into the DSL Connection:

- Open the **Remote Access Control Panel** either from the Remote Access icon on the Control Strip or from the Control Panel menu.
- Enter your FastAccess **username** (using the format **username@bellsouth.net**) and **password** in the respective fields, and enter a digit, e.g. 0, in the number field.
- Click the **Connect** button.

Note: For detailed information please go to the Macintosh Dial-up Networking Procedures section in this guide.

Note: If **Save Password** is checked in the Remote Access Control Panel, then subsequent logons can be initiated by simply selecting **Connect** in the Remote Access icon on the Control Strip.

3Com PCI Modem

Please refer to your Modem Quick Installation guide for creating the FastAccess DSL icon.

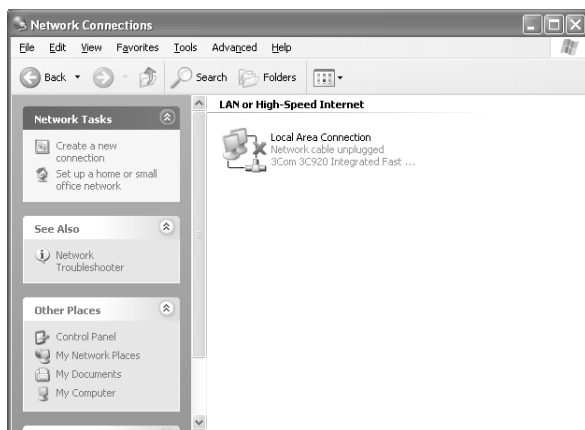
Setting Up Your Back-Up Dial Connection

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**.



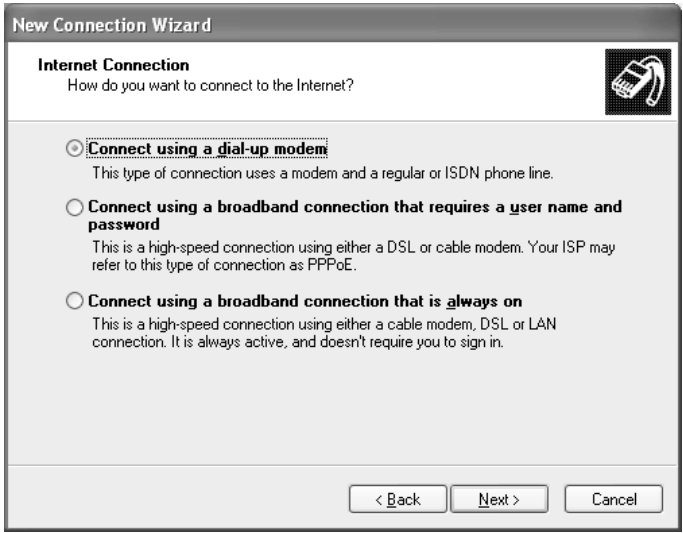
3. Highlight **Connect to the Internet** and click **Next**.



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**.

The screenshot shows a window titled "New Connection Wizard" with a modem icon in the top right corner. The main heading is "Connection Name" with the question "What is the name of the service that provides your Internet connection?". Below this, it says "Type the name of your ISP in the following box." and "ISP Name". A text input field contains "BellSouth.net". A note below the field states: "The name you type here will be the name of the connection you are creating." At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

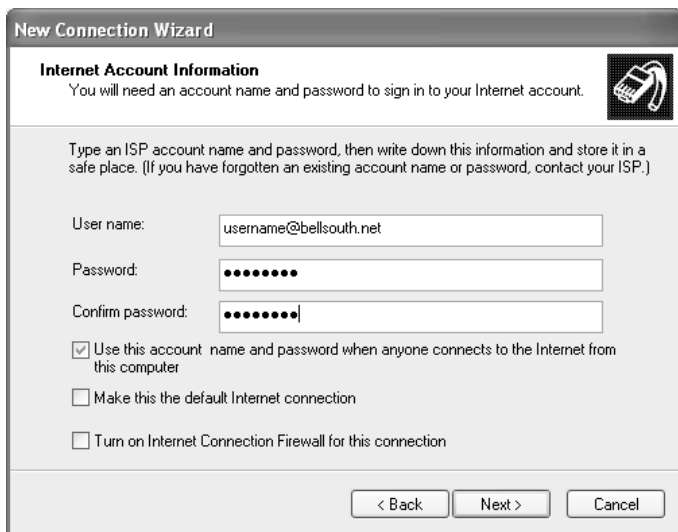
8. Enter in the appropriate number, and click **Next**.

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

The screenshot shows a window titled "New Connection Wizard" with a modem icon in the top right corner. The main heading is "Phone Number to Dial" with the question "What is your ISP's phone number?". Below this, it says "Type the phone number below." and "Phone number:". A text input field contains "5551234". A note below the field states: "You might need to include a '1' or the area code, or both. If you are not sure you need the extra numbers, dial the phone number on your telephone. If you hear a modem sound, the number dialed is correct." At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

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 with the 'Internet Account Information' step selected. The title bar reads 'New Connection Wizard'. Below the title bar, there is a sub-header 'Internet Account Information' and a small icon of a modem. The text below the sub-header says: 'You will need an account name and password to sign in to your Internet account.' Below this, there is a paragraph: '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:' with the text 'username@bellsouth.net', 'Password:' with seven dots, and 'Confirm password:' with seven dots. 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**.

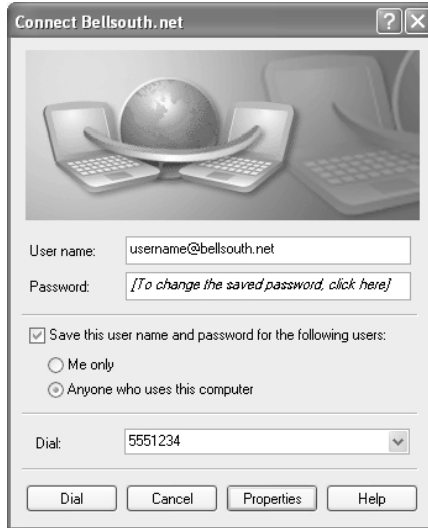
Note: Check the box to add a shortcut to your desktop, if desired.



The screenshot shows the 'New Connection Wizard' dialog box with the 'Completing the New Connection Wizard' step selected. The title bar reads 'New Connection Wizard'. On the left side, there is a large icon of a globe and a smaller icon of a modem. The main text reads: 'Completing the New Connection Wizard'. Below this, there is a paragraph: 'You have successfully completed the steps needed to create the following connection:'. Below this, there is a sub-header 'BellSouth.net' and a list of four 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 paragraph: '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'. Below the checkbox, there is a paragraph: 'To create the connection and close this wizard, click Finish.' At the bottom right, there are three buttons: '< Back', 'Finish', and 'Cancel'.

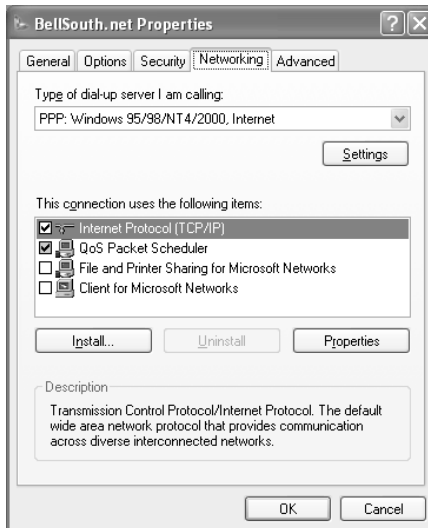
11. The **Connect to BellSouth.net** window will appear. Click **Properties**.

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**.



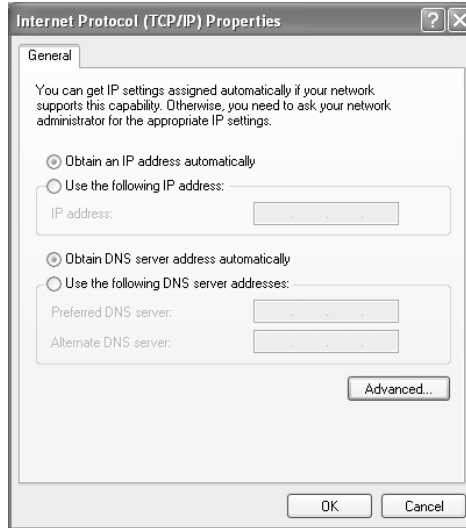
12. Click the **Networking** tab.

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

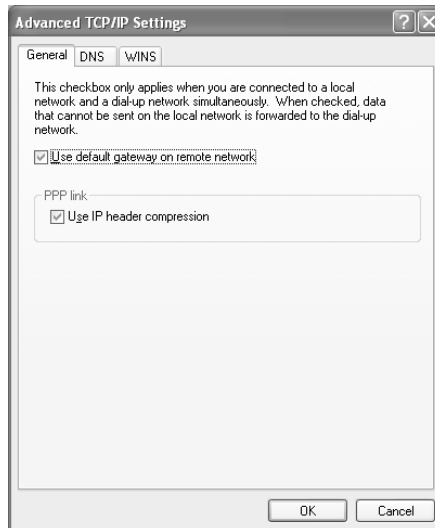


14. Select **Obtain an IP address automatically** and select **Obtain DNS server address automatically**.

15. Click **Advanced**.



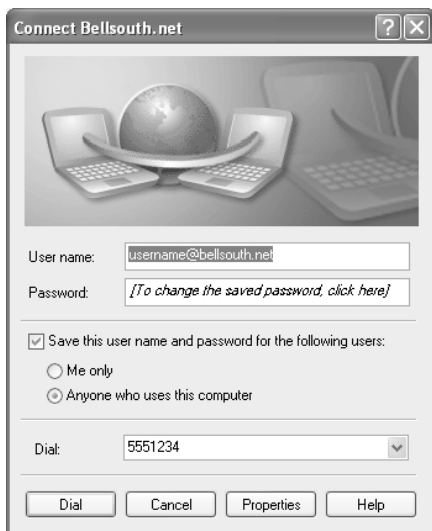
16. Check **Use the default gateway on remote network** and **Use IP header compression**, and then click **OK**.



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

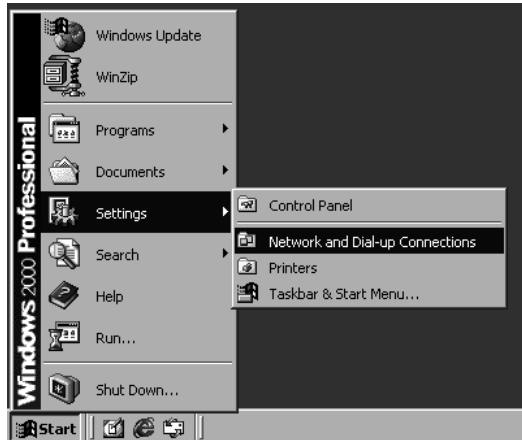
Windows XP

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**.

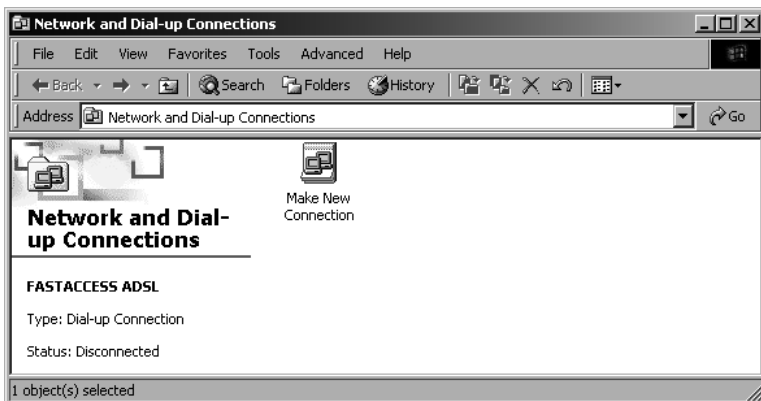
Windows® 2000 Dial-Up Networking Procedures

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**.



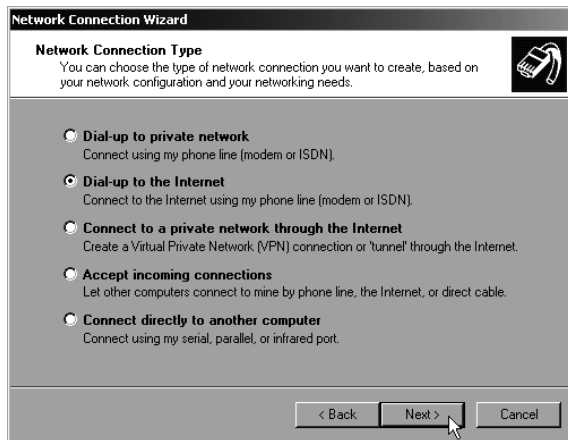
2. Double-click on **Make a New Connection** icon to open the connection Wizard.



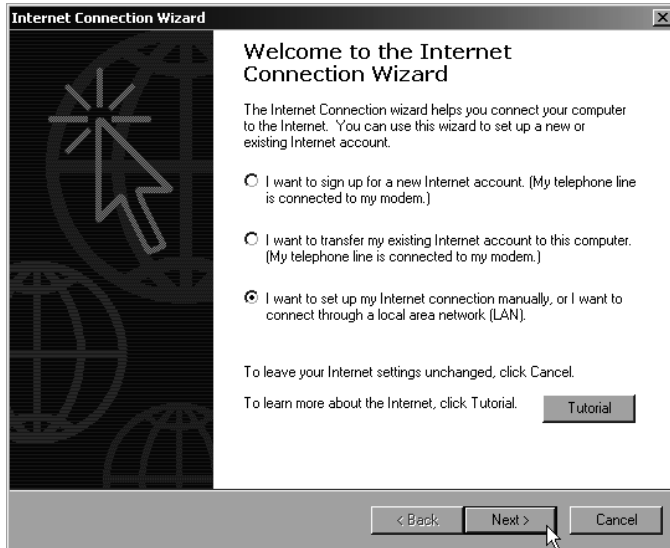
3. Click **Next**.



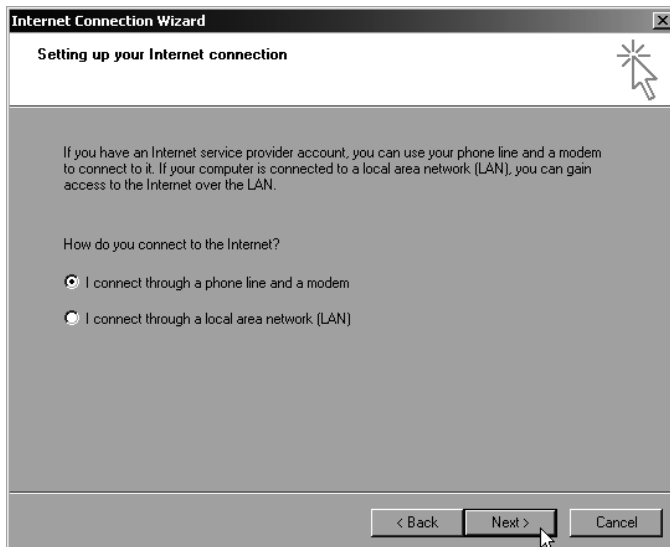
4. Select **Dial-Up to the Internet**. Then click **Next**.



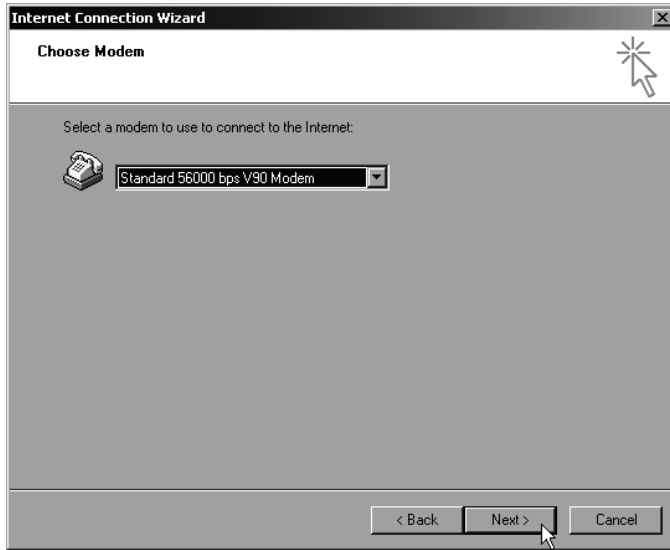
5. Select **I want to set up my Internet connection manually, or I want to connect through a local area network (LAN)**. Then click **Next**.



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

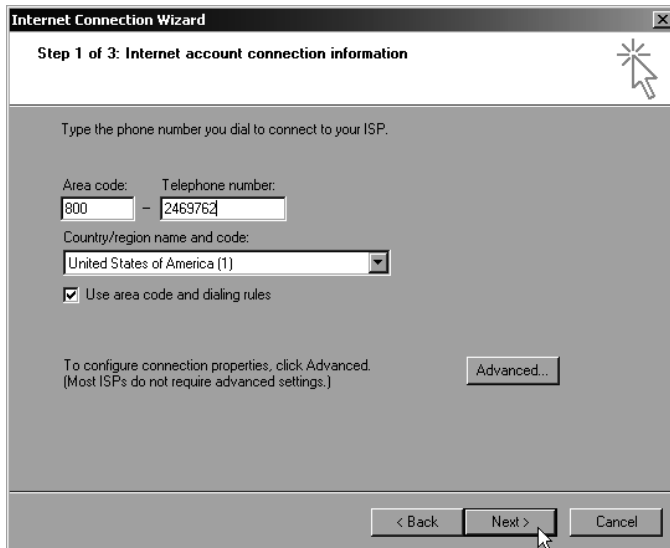


7. If the following screen appears, select your analog modem from the drop-down menu. Click **Next**.

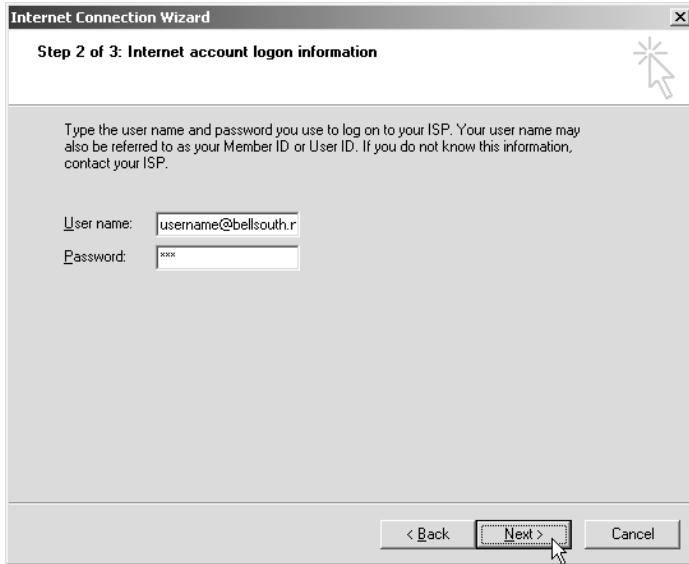


8. Enter the area code and telephone number for the local Dial-Up connection. Then click **Next**.

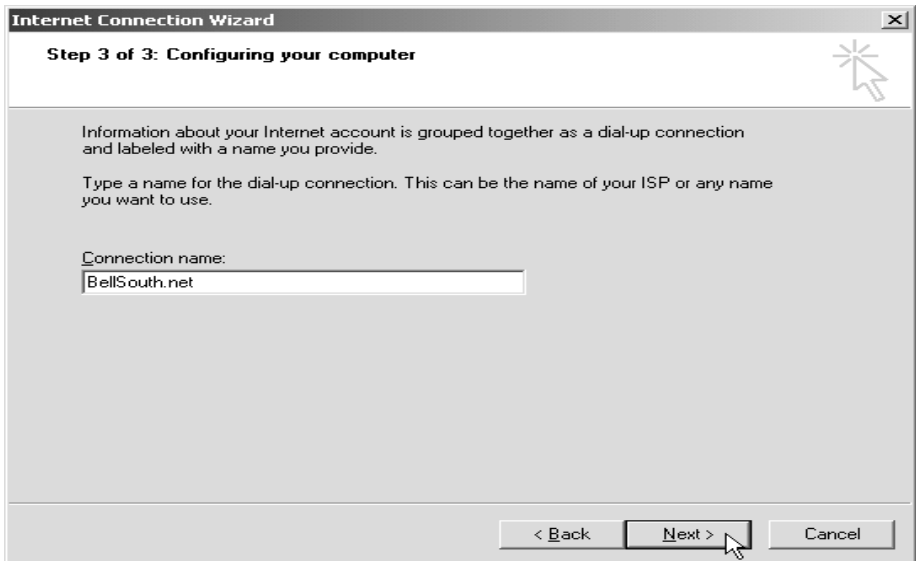
Note: The phone number shown is an example only and should not be used as actual data. See the table in the *Connection Information* section of this guide to find the Dial-Up telephone number for your area.



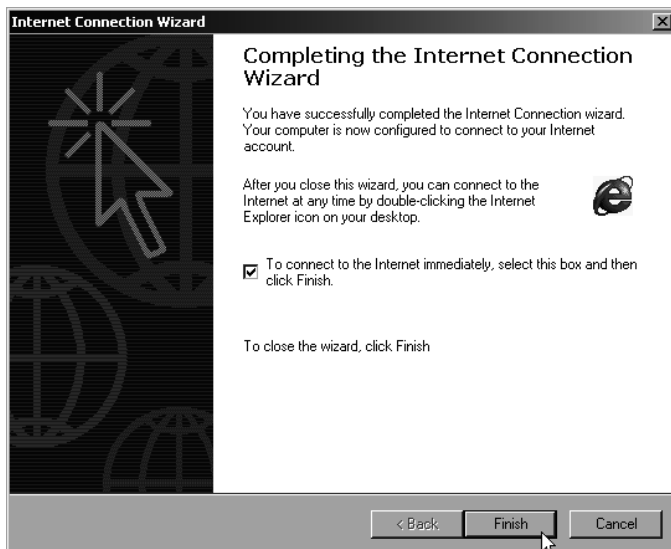
9. Enter your **user name** (using the format **username@bellsouth.net**) and enter your **password**. Then click **Next**.



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

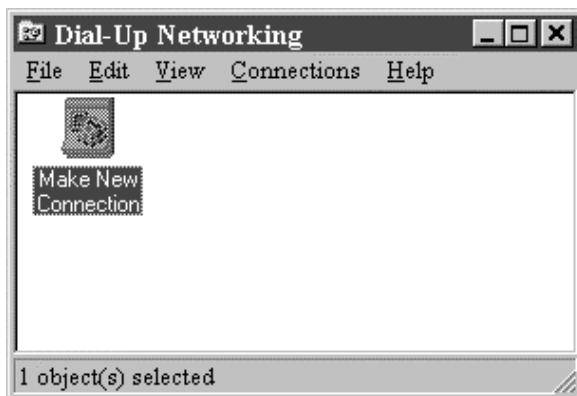
Windows 2000

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**.

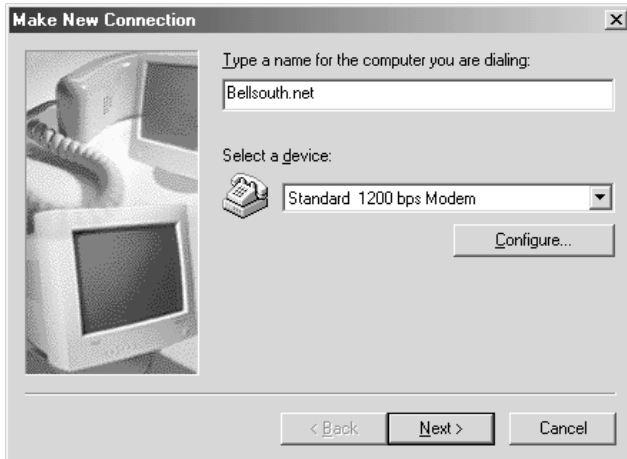
Windows® Me™ Dial-Up Networking Procedures

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**.

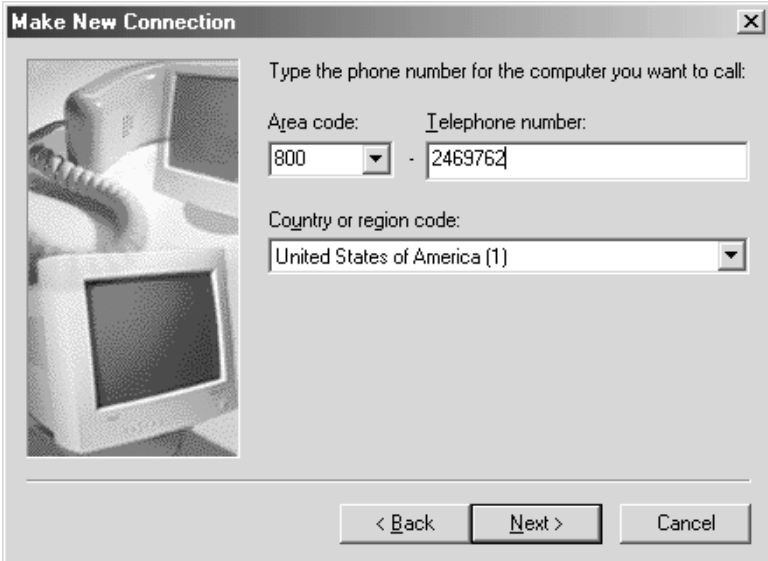


2. Name the new entry **BellSouth.net**, and click **Next**.



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.



Make New Connection

Type the phone number for the computer you want to call:

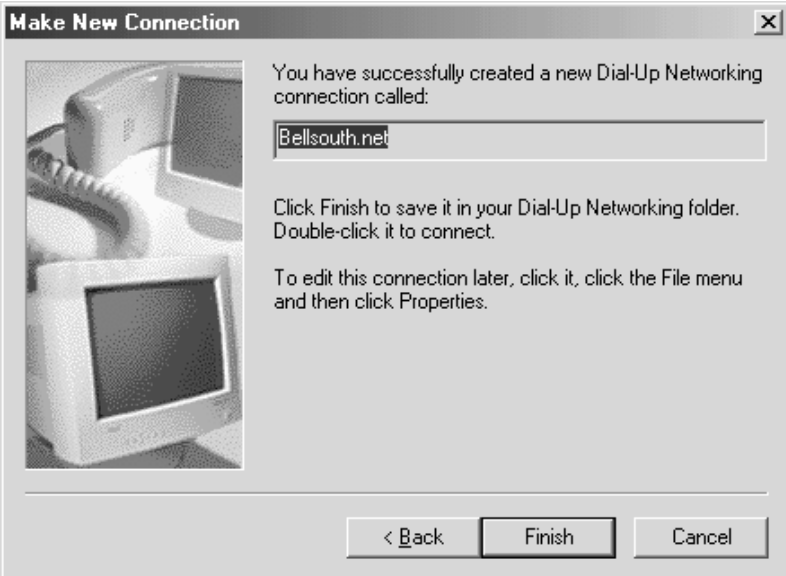
Area code: Telephone number:

Country or region code:

< Back Next > Cancel

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

4. Click **Finish** to save.



Make New Connection

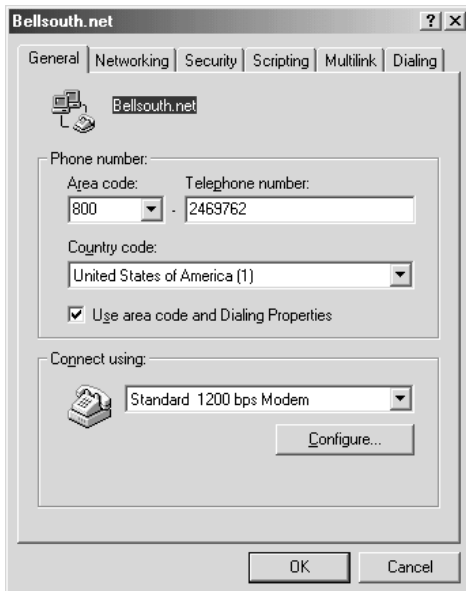
You have successfully created a new Dial-Up Networking connection called:

Click Finish to save it in your Dial-Up Networking folder. Double-click it to connect.

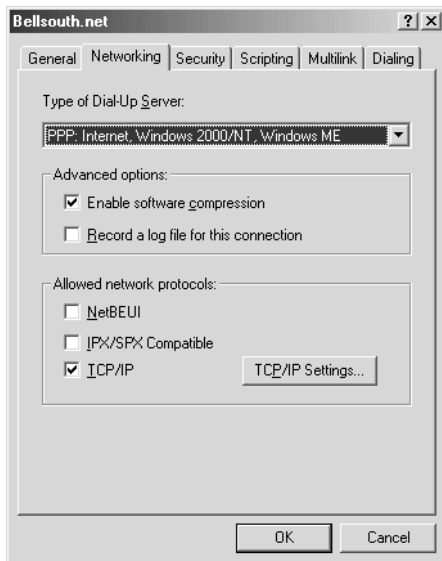
To edit this connection later, click it, click the File menu and then click Properties.

< Back Finish Cancel

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

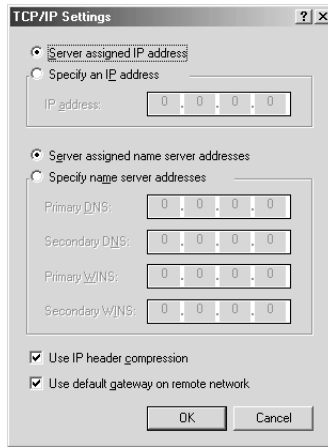


- Click on **Networking** tab.

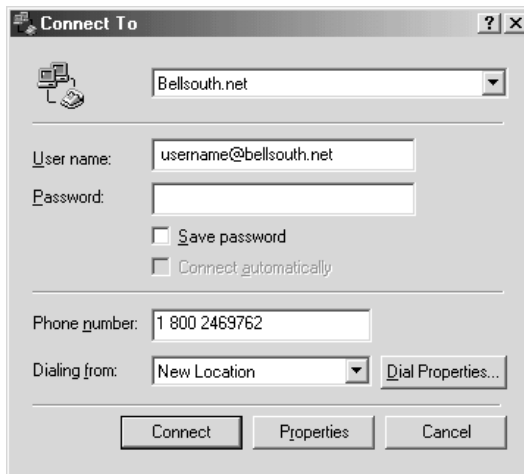


- Select the **Enable software compression** and **TCP/IP** check boxes. The other choices should not be selected.
- Click **TCP/IP Settings**.

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

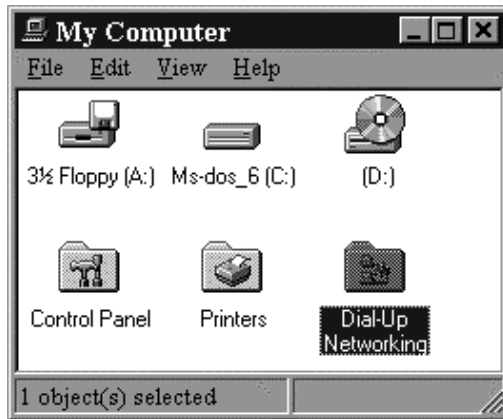
Windows Me

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**.

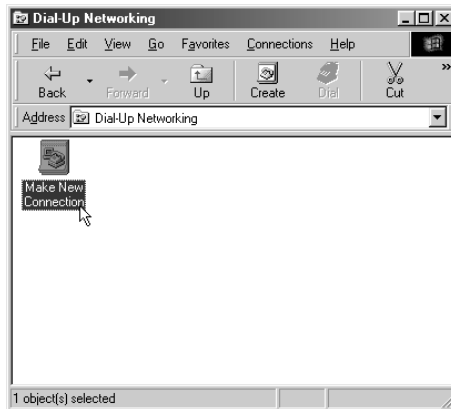
Windows® 98 Dial-Up Networking Procedures

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

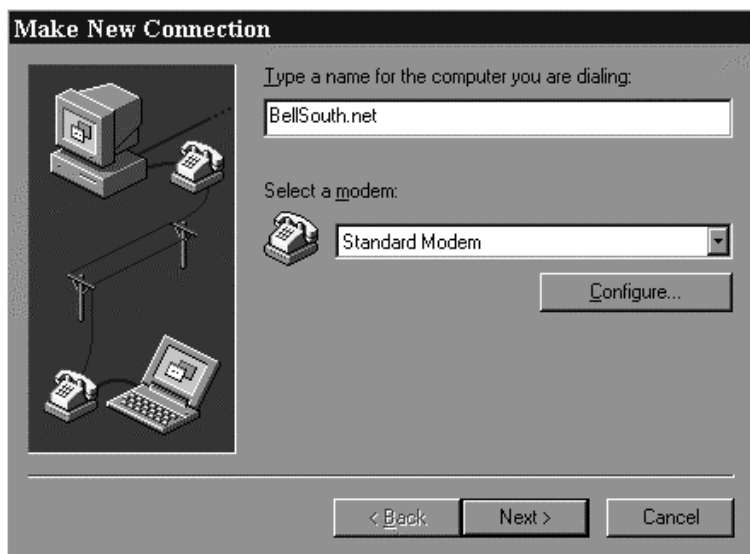
1. Double-click the **My Computer** icon.
2. In the My Computer window, double-click **Dial-Up Networking**.



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

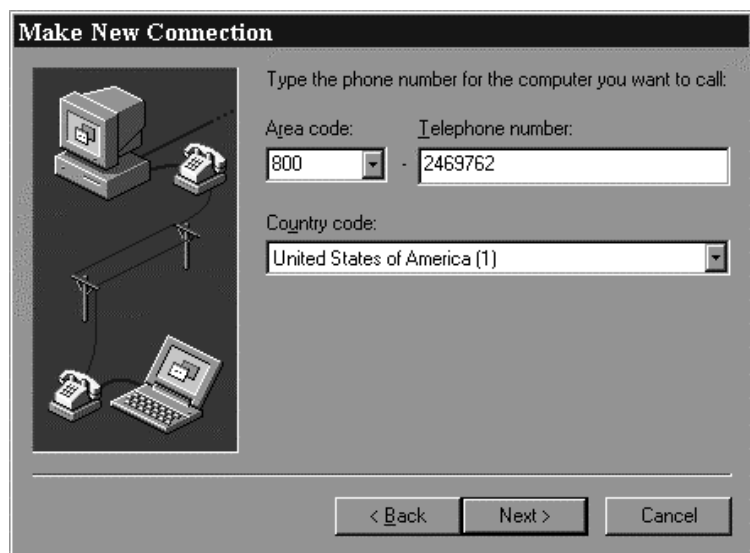


4. Name the new entry **BellSouth.net**, and click **Next**.

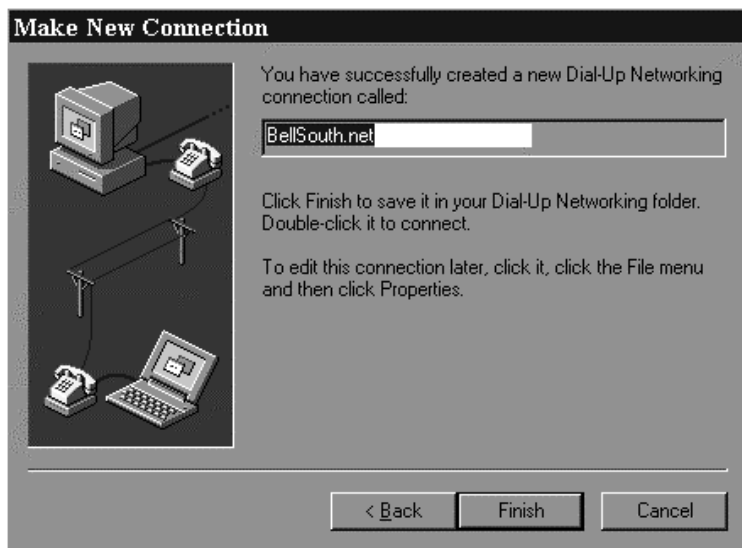


5. Enter the appropriate telephone number, and click **Next**.

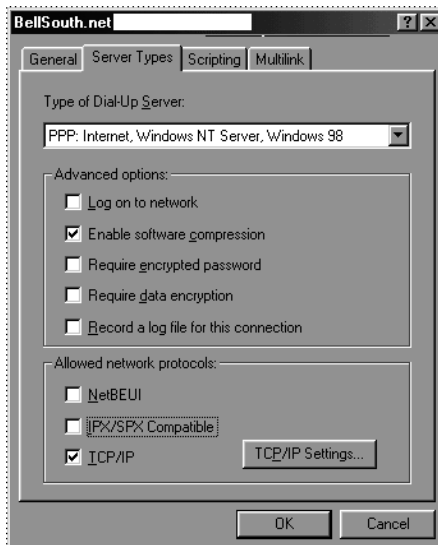
Note: The phone number shown is an example only and should not be used as actual data. See the table in the *Connection Information* section of this guide to find the Dial-Up telephone number for your area.



6. Click **Finish** to save.

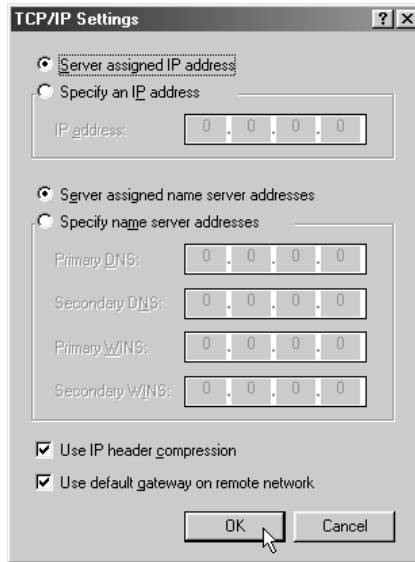


7. Return to the Dial-Up Networking window and right-click the BellSouth.net icon. Click **Properties**.
8. Click the **Server Types** tab.

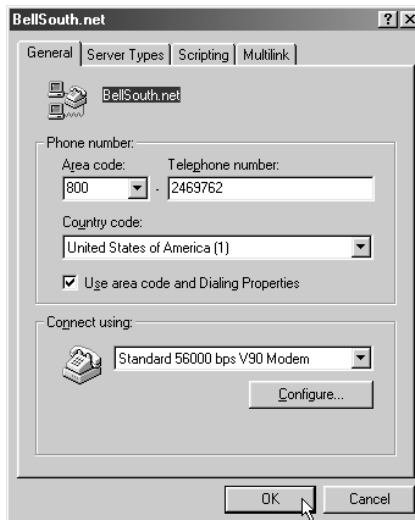


9. Select the **Enable software compression** and **TCP/IP** check boxes. The other choices should not be selected.
10. Click **TCP/IP Settings**.

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**.

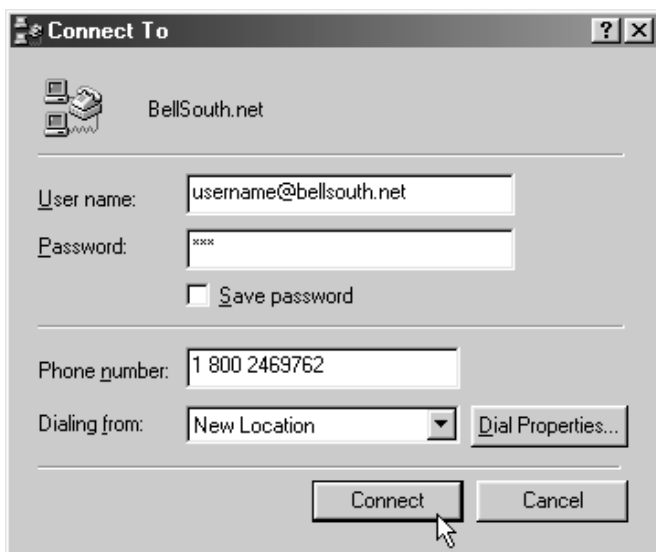


14. In the Dial-Up Networking window, to connect, double-click the **BellSouth.net** icon.



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

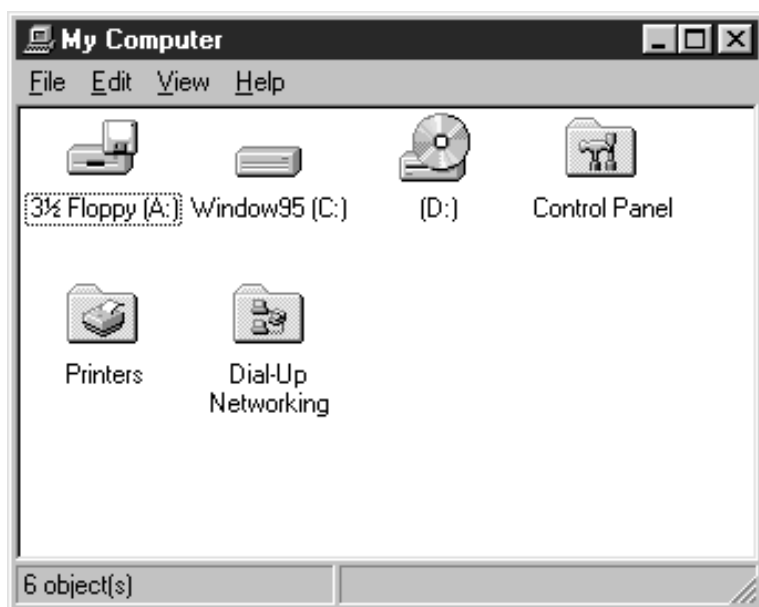
Windows 98

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® 95 Dial-Up Networking Procedures

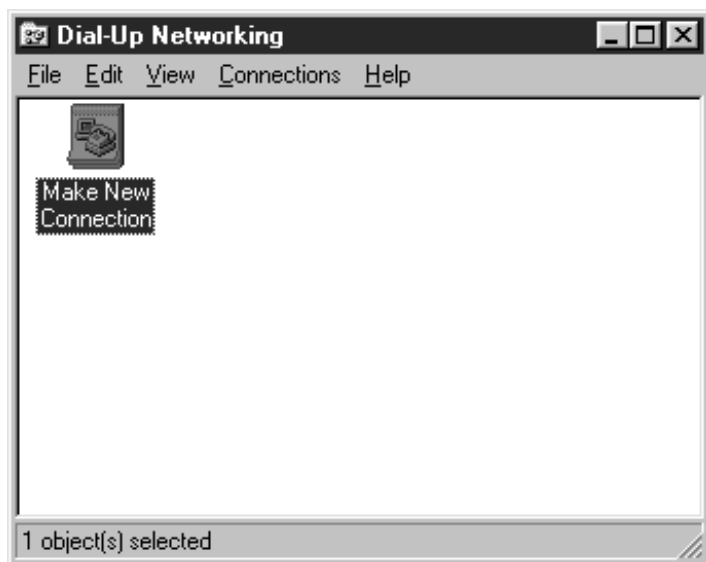
To launch your FastAccess Dial-Up connection using Windows® 95, follow the instructions below:

1. Double-click the **My Computer** icon.
2. Double-click **Dial-Up Networking**.

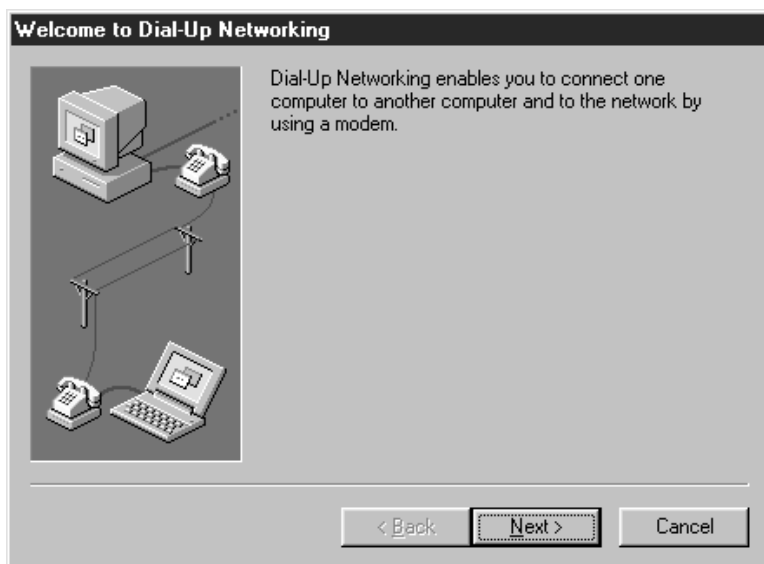


Note: If there is not a Dial-Up connection already established for another ISP, the Dial-Up Networking Wizard will appear. Click **Next** and proceed to Step 5.

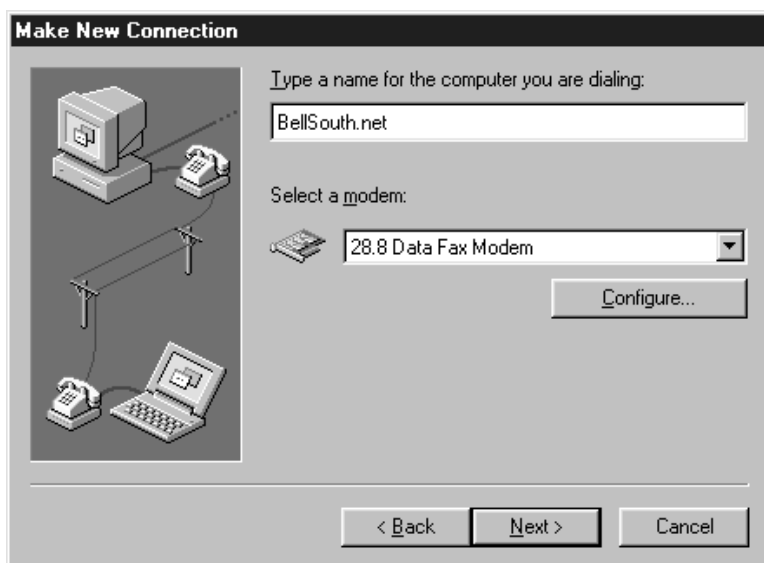
3. Double-click the **Make New Connection** icon if the New Connection Wizard does not open.



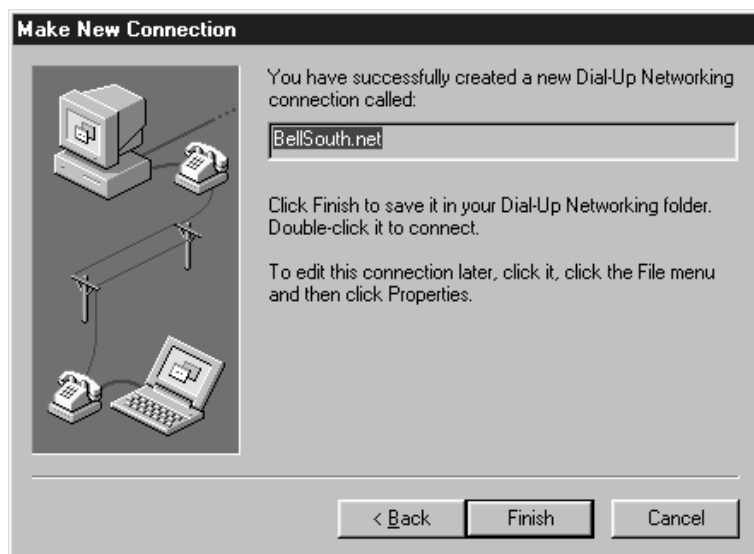
4. Click **Next**.



5. Enter the name for the connection and make sure the modem is selected. Click **Next**.



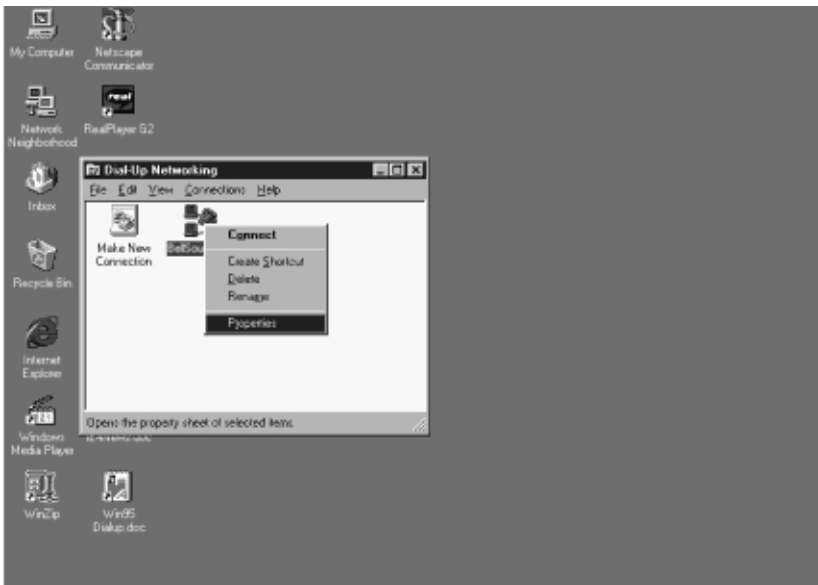
6. Click **Finish**.



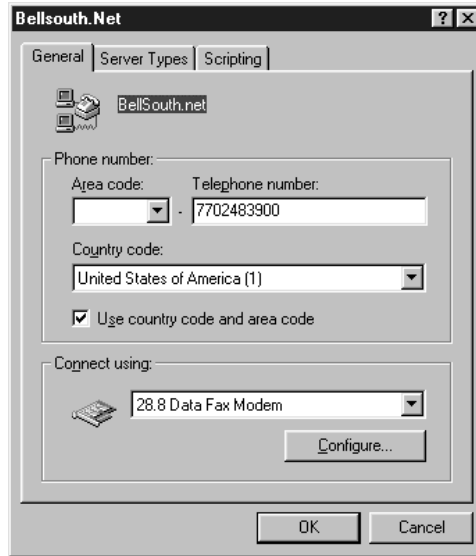
7. The new Dial-Up icon will appear.



8. Click the right mouse button on the new icon. Click the **Properties** menu.

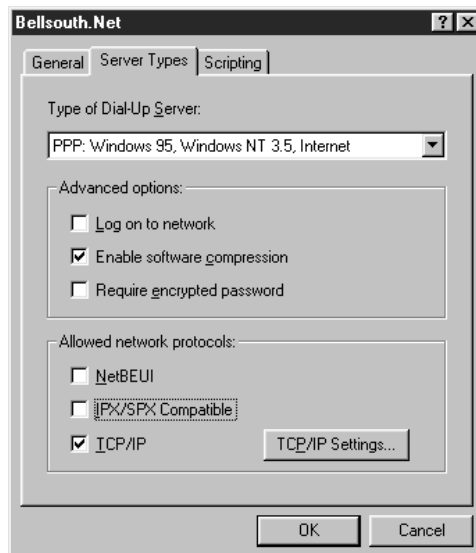


9. Click in the checkbox of the **Use country code and area code** to remove the check mark, unless you have to dial 1+ area code.



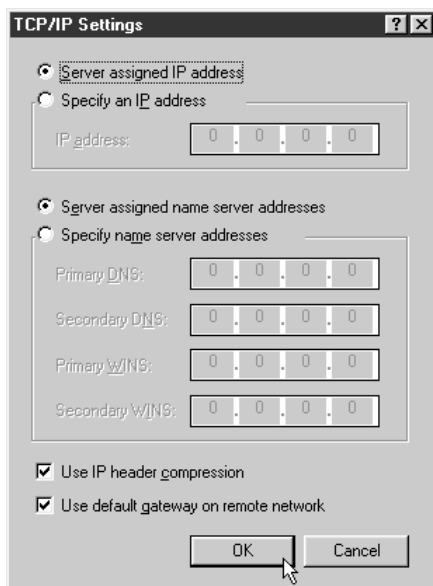
10. Click the **Server Types** tab. Select the **Enable software compression** and **TCP/IP** check boxes. The other choices should not be selected.

Note: In earlier versions of Windows® 95, these settings are accessed through a **Server Type** button instead of a tab. Click this button and proceed to Step 11.

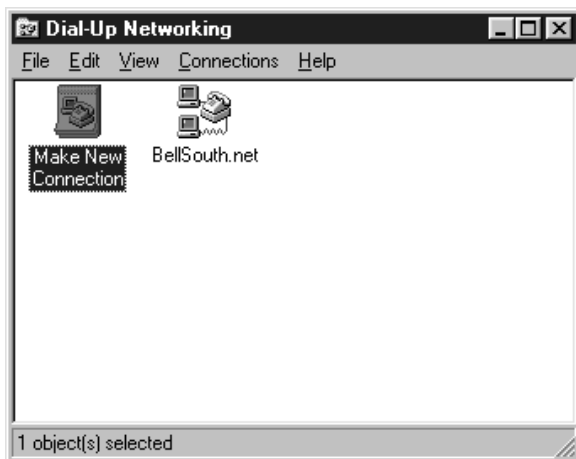


11. Click **TCP/IP Settings**.

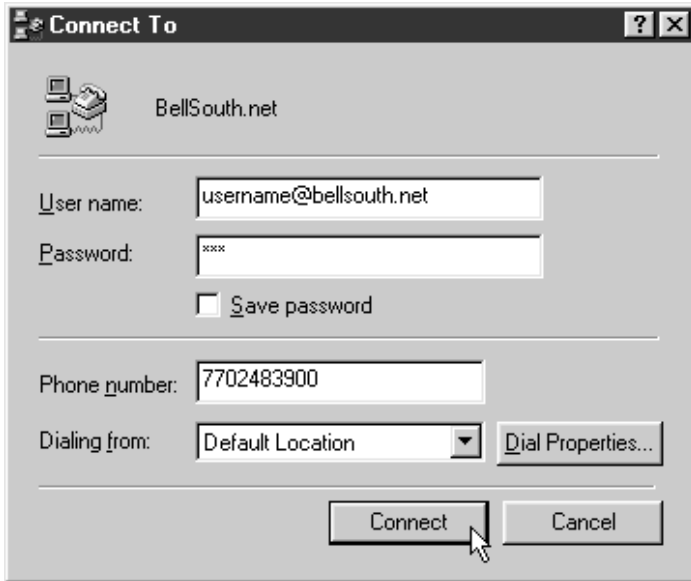
12. Select **Server assigned IP address** and select **Server assigned name server addresses**. Select the **Use IP header compression** and **Use default gateway on remote network** check boxes.



13. Click **OK** to close each window and return to **Dial-up Networking**.
14. Double-click the **BellSouth.net** icon to start the Dial-Up connection.



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



16. Begin browsing.

Creating a Shortcut to Your Back-Up Dial Account

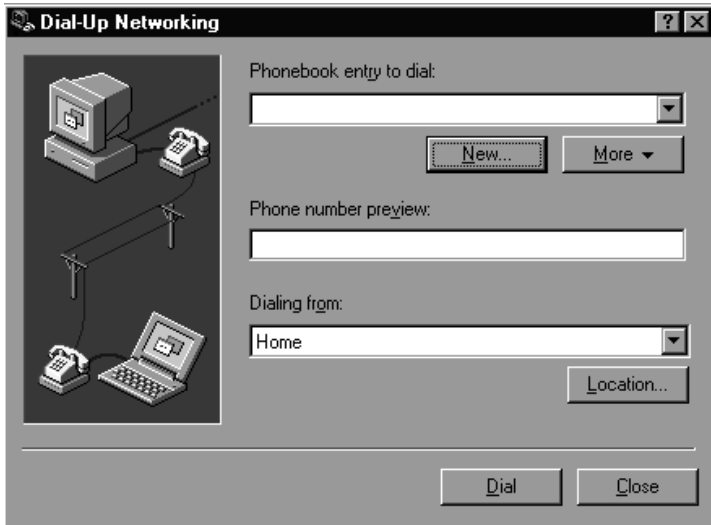
Windows 95

1. Click the **Start** button, point to **Programs > Accessories > 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**.

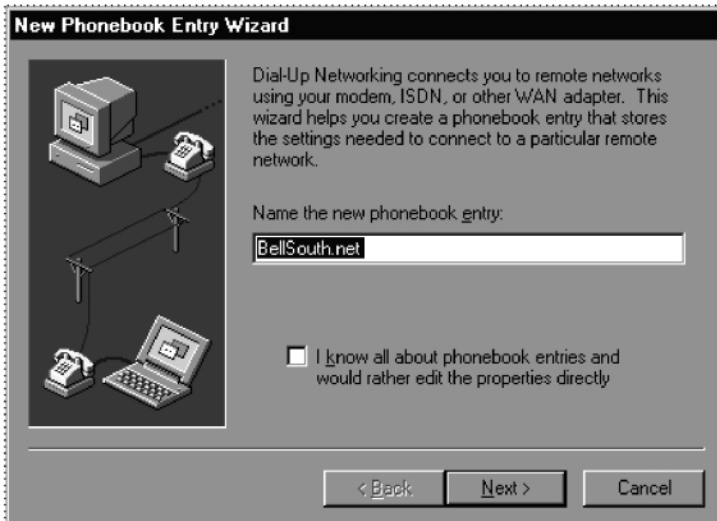
Windows® NT Dial-Up Networking Procedures

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

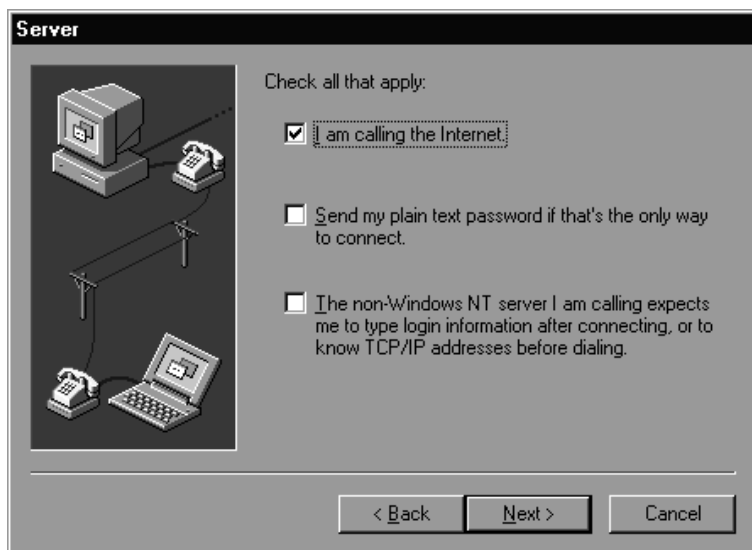
1. Double-click **My Computer**.
2. In the My Computer window, double-click **Dial-Up Networking**.
3. In the **Phonebook entry to dial** section, click **New**.



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

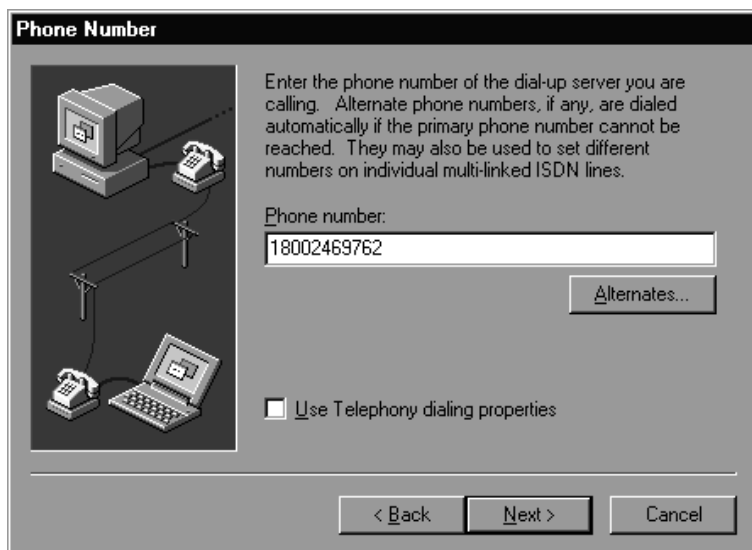


5. Select the **I am calling the Internet** check box, and click **Next**.



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.



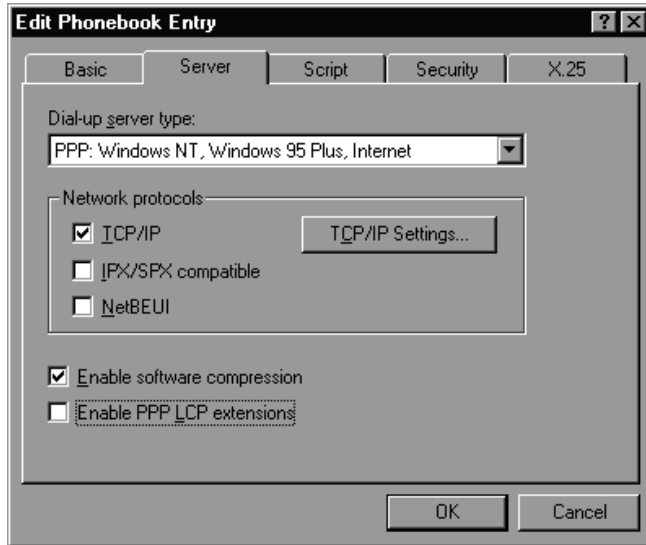
7. Click **Finish** to save.



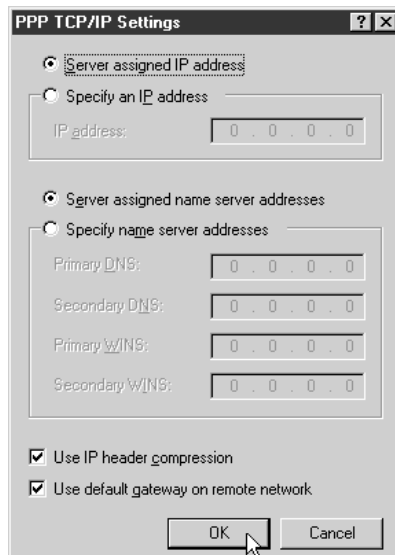
8. In the Dial-Up Networking box, click the **More** menu and select **Edit entry and modem properties**.



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**.

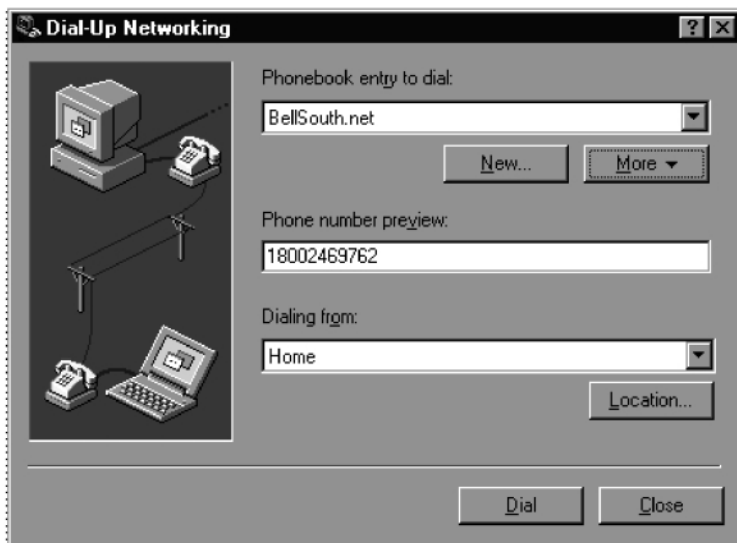


10. Select **Server assigned IP address** and **Server assigned name server addresses**. Select the **Use IP header compression** and **Use default gateway on remote network** check boxes.

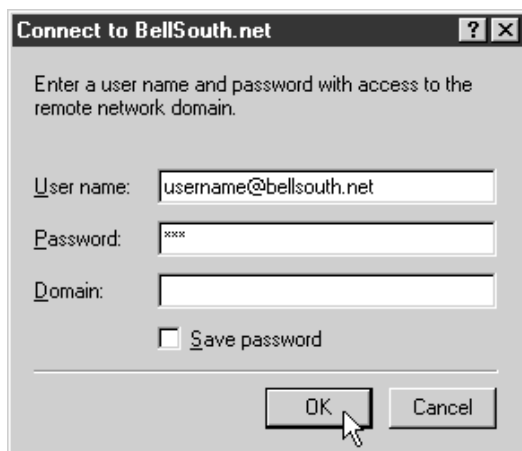


11. Click **OK**.
12. In the Edit Phonebook Entry screen, click **OK**.

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 Internet Service 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 username (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 username (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 website: **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.

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 that you use your dial-up account for more than 20 hours in any month, you agree to pay BellSouth one dollar per hour or a fraction thereof in excess of 20 hours. 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 BELLSOUTH 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 BELLSOUTH 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 (URL's) that will be used in conjunction with a BellSouth registered domain name and personal Webpage feature. URL's 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. 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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