

> *welcome guide* >>

Welcome to BellSouth® FastAccess® Internet Service Customer Information Guide

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	
IP Address	Dynamic
Business Static IP Address	
Default Gateway	Dynamic
Subnet Mask	Dynamic
Ethernet Card MAC Address	
DSL Service Telephone Number	1 888 321-2DSL (2375)
VPI (Virtual Path Identifier)	8
VCI (Virtual Channel Identifier)	35

Note: If your SMTP, Pop3 and NNTP Server information are not provided at the time of your installation, 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.

This document is subject to change without notice. Though every effort was made to ensure the accuracy of this publication, BellSouth Corporation cannot ensure the accuracy of printed material after the date of publication. Reproduction of this document by any entity outside of BellSouth is strictly forbidden.

©2001 BellSouth Corporation. All rights reserved.

All trademarks and service marks contained herein are the property of their respective owners.

**WELCOME TO
BELLSOUTH FASTACCESS INTERNET SERVICE1**

How Does FastAccess DSL Work?1
Benefits and Features1
Money Saving Tips.....2
 BellSouth SolutionsSM Plan2
 Business Customers.....2
Test Drive Your New FastAccess DSL Connection3
 Top Rated Websites3

CUSTOMER INFORMATION4

Accessing Your Account Information4
Setting-Up E-Mail Accounts.....4
Setting Up Your Personal Webpace6
Internet Security.....6
 Discounts on NortonTM Internet Security Software6
 Tips to Increase Internet Security Protection7
Change of Residence or Business7
Frequently Asked Questions8
 General FAQ's8
 Billing FAQ's9
 Return FAQ's.....10
Internet Access While Traveling11
 List of Phone Numbers for Dial-Up Sites11
Taxes on BellSouth FastAccess Internet Service12

APPENDIX13

Glossary13
 DSL and Internet Terms13
Service Agreement.....17
Connection Information20



Welcome to BellSouth® FastAccess® Internet Service

Thank you for choosing BellSouth FastAccess Internet Service. With DSL technology you can experience the Internet faster than you can with a Dial-Up modem and instantly access the latest in interactive multimedia, broadcast-quality video, and CD-quality audio. Plus, you can personalize and customize your service with your own Webpage and five separate e-mail boxes.

How Does FastAccess DSL Work?

BellSouth FastAccess Internet Service utilizes DSL technology to deliver high-speed Internet access to your home or business. But how does it actually work? A DSL modem on your phone line splits your single phone line into two frequencies — one for data and one for voice. This permits the use of your phone or fax without interrupting the Internet connection. So thanks to DSL technology, you will no longer have to hear....“Are you off the Internet yet? I need to make a telephone call!”

Benefits and Features

- Make phone calls or send and receive faxes and surf the Internet at the same time, all on the same telephone line.
- Personalize and customize your service with your own personal Webpage including 10MB of Webspace and 5 separate e-mail addresses, each with 5MB of storage space. You can purchase additional mailboxes for a small additional fee.
- Access Websites, download streaming audio and video quicker than ever before, and even play Internet games with ease.
- Enjoy connection speeds up to 50 times faster than a 28.8kbs modem— even during peak hours. Download speeds may vary.
- No busy signals or waiting to get online.
- BellSouth back-up dial account.

You can use your back-up dial account if your FastAccess DSL Service temporarily goes down or if you are traveling in the BellSouth region. You can use up to 20 hours per month at no additional charge, however you will be charged on an hourly basis up to a maximum of \$19.95 per billing cycle if you use more than 20 hours of back-up dial time. BellSouth

Internet Service 800/888 Roaming Service is available to all BellSouth Internet Service customers traveling outside the BellSouth region for a small additional fee. Roaming charges are billed separately on your statement. For more information about BellSouth Internet Service 800/888 Roaming Service, please go to: home.bellsouth.net click **Member Services** and click **Access Numbers**. Select **Roaming**.

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.

Money Saving Tips

BellSouth SolutionsSM Plan

Sign up for the BellSouth SolutionsSM plan and save money on your FastAccess Service. The BellSouth SolutionsSM plan allows you to choose the BellSouth services you need, enabling you to save money. All you have to do is sign up for the BellSouth® Complete Choice® plan or BellSouth® Area Plus® service and you're eligible for savings on BellSouth® Internet Service, wireless and paging services. Plus, you'll get one number to call for customer service and all of your BellSouth services will appear on one bill. For more information, visit bellsouth.com or call the numbers listed below.

Residential Customers with service in:

- GA, FL, NC and SC please call: 780-2355*
- AL, KY, LA, MS and TN please call: 557-6500

*10 digit dialing required in some areas

Business Customers

You can also save money every month with our BellSouth® Complete Choice® plan for Business service. For more details, contact your local small business office, visit bellsouth.com or call the number listed below.

Business Customers with service in:

- GA, FL, NC and SC please call: 780-2800†
- AL, KY, LA, MS and TN please call: 557-6000

†10 digit dialing required in some areas

Test Drive Your New FastAccess DSL Connection

Top Rated Websites

The sites below demonstrate the enhancement of speed with your FastAccess DSL service:

- **atomfilms.com**
- **launch.com**
- **sputnik7.com**
- **liketelevision.com**
- **kimble.org**
- **freearcade.com**



Customer Information

Accessing Your Account Information

You can access helpful account information by visiting Member Services on the BellSouth.net website.

1. Go to home.bellsouth.net
2. Click the **Member Services** tab.
3. Click on **My Account**.
4. Click **Log in Now**.
5. Type your **Login ID** (User name) and **Password** and then click **Login**.

Setting Up E-Mail Accounts

With BellSouth FastAccess Internet Service, you can have your primary e-mail address plus four additional mailboxes. You can also set up an alias for each mailbox. By creating an alias, you can provide one address to business contacts and another address to friends while you simply check a single mailbox for messages. Additional mailboxes can be purchased separately. Each mailbox has a 5MB size limit.

Note: For more information on e-mail services, visit our Website at:

home.bellsouth.net

Then click on **Member Services** and follow the instructions below.

Setting Up Your Primary E-Mail

Please note that when you or your professional technician installed your BellSouth FastAccess DSL Service, 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 you register.

1. From your desktop, double-click the **Outlook Express** icon.
2. Click **Tools** and then click **Accounts**.
3. Click **Add** and then click **Mail**.
4. Follow the instructions on the screen.

Refer to the e-mail address, password, and mail server information that you recorded in your *DSL Connection Guide* when you registered for your account. You can also access mail server information on the BellSouth Website:

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**. Type the information that appears to set up your e-mail program.

Setting Up Additional E-Mail Addresses

Your BellSouth Internet Service includes one primary 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. By creating an alias, you can provide one address to business contacts and another address to friends while you simply check a single mailbox for messages. 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 Your Personal Webpage

Your BellSouth Internet Service also includes 10MB of free personal Webpage to build your own Webpage for family and friends to visit.

To set up your personal Webpage:

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

Internet Security

While it is true that no Internet connection is 100% secure, BellSouth FastAccess Service is regarded as a more secure connection than cable modems. BellSouth FastAccess DSL is a direct connection from your computer to our DSL network so you do not share your connection with others.

BellSouth is concerned about your Internet safety. Here's a special offer and a few helpful tips to help increase your Internet security protection.

Discounts on Norton™ Internet Security Software

As a BellSouth FastAccess customer, you can receive special discounts on a wide variety of popular Norton™ Internet security software titles from Symantec™. The software is designed to help protect your computer against dangerous viruses, intrusions into your confidential information, harmful content, and other Internet threats. After installing your BellSouth® FastAccess® Internet Service, visit **bellsouthinternetsecurity.com** to take advantage of these special offers.

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 software products to protect your computer.

Change of Residence or Business

Contact your local BellSouth business office to move your phone service and to see if your new phone number pre-qualifies for BellSouth FastAccess Internet Service. Contact telephone numbers are listed below:

Residential Customers with service in:

- GA, FL, NC and SC please call: 780-2355*
- AL, KY, LA, MS and TN please call: 557-6500

*10 digit dialing required in some areas

Business Customers with service in:

- GA, FL, NC and SC please call: 780-2800†
- AL, KY, LA, MS and TN please call: 557-6000

†10 digit dialing required in some areas



Frequently Asked Questions

General FAQ's

1. Where can I get more information on BellSouth FastAccess Internet Service?

Because BellSouth FastAccess Internet Service is progressing at such a rapid pace, we encourage you to visit **fastaccess.com** for up-to-date product information.

2. Can I use the service on more than one computer?

For Residential Service, BellSouth does not restrict customers from networking computers with FastAccess Internet Service; however, technical support is only provided for the computer for which the modem is installed. Please continue to visit **fastaccess.com** for product enhancements and updates.

For information about our business services that do support multiple users, please visit **fastaccess.com** and select the **For Business** prompt.

3. Can I get a static IP Address?

FastAccess Internet Service currently offers only a dynamically assigned IP address for Residential customers. However, we do have plans to provide a Static IP offering in the near future.

BellSouth does offer Static IP Addressing to business customers, where available.

To learn more, please visit **fastaccess.com** and select the **for business** prompt.

4. How fast is FastAccess DSL?

BellSouth FastAccess Internet Service provides the Internet to you at lightning-fast speeds. FastAccess Service can be up to 50 times faster than 28.8K modems, providing up to 1.5 Megabits per second downstream and up to 256 Kilobits per second upstream.

5. Can I use the phone at the same time I am online with BellSouth FastAccess Internet Service?

Yes. FastAccess Service 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.

Billing FAQ's

The following are frequently asked questions about your BellSouth FastAccess Internet Service bill.

1. Does the FastAccess charge include my regular monthly telephone charge?

No. The charges for BellSouth FastAccess Internet Service are in addition to your existing local phone charges.

2. I want to have my service professionally installed. Can I have the installation fee broken down into installments?

Unfortunately, this option is not available.

3. How am I billed for FastAccess Service?

The first time you are billed for FastAccess DSL Service, 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. Please refer to question #10 in this section, Billing FAQ's, for more information on your FastAccess bill.

4. What is WorldCom Interlata? And is it in addition to my BellSouth FastAccess 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 monthly charge and will be reflected in your billing detail presentation.

5. Is there a money-back guarantee?

Unfortunately, BellSouth does not offer a money-back guarantee on FastAccess Service.

6. If I use my credit card, am I eligible for the Complete Choice or Area Plus discounts?

Unfortunately, you must bill your FastAccess Service to your BellSouth telephone bill to be eligible for these discounts.

7. What are the requirements for receiving the BellSouth Solutions discount?

To receive the BellSouth Internet Service/BellSouth Solutions reward, your account must meet all of the following requirements:

- You must subscribe to either the BellSouth® Complete Choice® plan or BellSouth® Area Plus® service to be eligible for BellSouth Solutions plan (please refer to Money-Saving Tips in this guide for more information about these plans);

- You must charge your BellSouth FastAccess Internet service plus your BellSouth Complete Choice and/or BellSouth Area Plus plan to the same residential BellSouth telephone line; and
- You must subscribe to a BellSouth FastAccess Internet service bill plan that qualifies for the reward.

8. 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.

9. How will promotional prices and adjustments appear on my bill?

Promotional prices will appear on your bill as an adjustment to the standard price.

10. Where will my FastAccess charges appear?

Your FastAccess charges will appear on the BellSouth Internet Service portion of your bill. Modem equipment charges will appear on the Other Charges and Credits portion of your bill.

You can also visit the following Websites to view sample bills. The billing samples include an explanation of charges. Please see the bill example below. Note: Prices are subject to change.

Residential customers – please refer to:
fastaccess.com/consumer/blsc_sample_bill.jsp

Business Customers – please refer to:
fastaccess.com/business/blss_sample_bill.jsp

Return FAQ's

1. How do I return my self install kit?

For your convenience, a UPS label is enclosed in your self install kit for your return. In order to process your return, you will need to call customer service at 1-888-321-2DSL(2375).

2. How long do I have to return my self install kit?

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

Internet Access While Traveling

While you are traveling, you can access the Internet through your back-up dial account. BellSouth Internet Service 800/888 Roaming Service is available to BellSouth Internet Service customers traveling outside the BellSouth region for a small additional fee. Please refer to the *Benefits and Features* section of this guide for more information, or visit the roaming website at: services.bellsouth.net.

Note: While traveling you will not have access to your FastAccess DSL connection. In most markets in the BellSouth region, 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 go to: **home.bellsouth.net**, click **Member Services** and select **Access Numbers**.

Taxes on BellSouth FastAccess Internet Service

There are no federal taxes associated with any of the components of FastAccess Service. Different state and local tax rates apply to FastAccess monthly charges, activation charges, and equipment charges. These rates vary from area to area.

Customers' exempt status with BellSouth is reflected in his/her tax calculations for BellSouth Internet Service and FastAccess DSL. For example, if customers are exempt from local taxes on their BellSouth bill, their FastAccess Service related taxes reflect this exemption, and no local taxes are applied.

The GSP component of FastAccess Service and BellSouth Internet Service are not taxed in most areas (except Tennessee). FastAccess Service is taxed because charges include the components of the service provided by BellSouth and will be taxed at the same rate as your regulated telephone charges.

Taxes are calculated on the full charge and are not affected by the customer's eligibility for the reward in conjunction with the residential BellSouth® Complete Choice® plan or Area Plus® service, or with Area Plus® with Complete Choice plan.

One-time Activation Charges:

There are no taxes on activation charges except in Tennessee.

One-time Equipment Charges:

Taxes are applied to equipment charges. The state and local tax rates on equipment are unrelated to the state or to the local retail sales tax rates.

State and local taxes for all BellSouth Internet Service charges (including, but not limited to, all FastAccess DSL charges) are aggregated onto a single state and local tax line on the BellSouth Internet Service portion of the bill. The only exception is Florida, where state and local taxes are broken down into greater detail.



Appendix

Glossary

DSL & INTERNET TERMS

ADSL

Asymmetric Digital Subscriber Line — a modem technology that transforms ordinary phone lines (also known as “twisted copper pairs”) into high-speed digital lines for ultra-fast Internet access. BellSouth’s FastAccess Internet Service transmits at speeds up to 1.5 Mbps downstream and up to 256 kbps upstream.

Anonymous FTP

Using the FTP function of the Internet without a secret login ID and password. This is permitted on large systems that share some of their files with outside users who otherwise would not be able to login.

Asymmetric

Indicates there is an appreciable difference in the data rate between the two directions of a transmission.

Asynchronous

In data communications, a transmission method in which information is sent one character at a time. Each letter, number or other is delineated by a start and stop indicator at the beginning and end of the character. After a time interval, another character is sent. This system increases transmission times because of extra data packets.

ATM

Asynchronous Transfer Mode — this high-speed network protocol is composed of 53 byte “cells” having five byte headers and 48 byte payloads. Because of its short packet length, it is especially good for real time voice and video.

Back-Up

Copying files that are stored on a hard drive to another medium such as floppy disks or a back-up tape.

Bandwidth

This is a reflection of the size or capacity of a given transmission channel.

BERT

Bit Error Rate Test — a test that reflects the ratio of erred bits to the total number transmitted. Usually shown in exponential form (10^{-6}) to indicate that one out of a certain number of bits are in error.

BPS

Bits Per Second — a measurement of transmission speed.

BRI

Basic Rate Interface — this is an Integrated Services Digital Network (ISDN) interface typically used by smaller sites and customers. This interface consists of a single 16 Kbps Data (or "D") channel plus 2 Bearer (or "B") channels for voice and/or data. Also known as Basic Rate Access, or BRA.

Bridge

A LAN (Local Area Network) internetworking device that filters and transfers data packets between LANs, enabling them to operate as a single network.

Cache

Local storage on your computer that holds in memory recently viewed Webpages. This allows you to review these pages quickly without waiting for them to download from the Internet again.

CO

Central Office — a circuit switch that terminates all local access lines in a particular geographic serving area; a physical building where the local switching equipment is found.

Domain Name

A registered name that is given to an Internet address so that the address is easy to remember.

Downstream

Identifies the data rate from the exchange to the end-user.

DSL

Digital Subscriber Line

DSLAM

Digital Subscriber Line Access Multiplexer — a network device, usually at a telephone company central office, that receives signals from multiple customer Digital Subscriber Line (DSL) connections and puts the signal on a high-speed backbone* line using multiplexing techniques. Depending on the product, DSLAM multiplexers connect DSL lines with some combination of asynchronous transfer mode (ATM), frame relay, or IP networks.

*A backbone is a larger transmission line that carries data gathered from smaller lines that interconnect with it.

Ethernet

A LAN (Local Area Network) technology that operates over twisted-pair wiring or coaxial cable speeds up to 100Mbps or higher.

Ethernet Card

A printed circuit board that plugs into a computer to permit the computer to connect to a network.

Firewall

A security device (hardware or software) that controls access from the Internet to a local network by using identification information.

FTP

File Transfer Protocol — the basic Internet function that enables files to be transferred between computers. You can use it to download files from a remote host computer, as well as to upload files from your computer.

HTML

Hypertext Mark-Up Language — a standard language used to create hypermedia documents for the Web.

HTTP

Hypertext Transfer Protocol — the protocol rules computers use to transfer hypertext documents.

IP

Internet Protocol — the rules that support basic Internet data delivery functions.

IP Address

An Internet address that is a unique number consisting of four parts separated by dots sometimes called a “dotted quad”. Each of the four parts is a number from 0 to 255. Every Internet computer has an IP address.

ISP

Internet Service Provider — an entity that provides commercial access to the Internet. These can range in size from someone operating Dial-Up access with a 56 kilobit line and several dozens of customers to providers with multiple POP's in multiple cities and substantial backbones and thousands or even tens of thousands of customers.

Java

A programming language that permits Internet sites on the World Wide Web to include computer applications that run on the computers of people who visit the sites.

MAC Address

Media Access Control — a unique address associated with an Ethernet Card.

NID

Network Interface Device — a device that terminates copper pairs from the serving central office at the user's destination and which is typically located outside that location. It also provides an interface and demarcation point between the network and customer premises equipment.

POP

Post Office Protocol — an Internet protocol that enables a single user to read e-mail from a mail server.

POTS

Plain Old Telephone Service — POTS refers to a single line, measured or flat rate, telephone service that could be used as either a business line or residence line.

PPPoA

Point to Point over Asynchronous Transfer Mode.

URL

Uniform Resource Locator — this is the equivalent of having the phone number of a place you want to call. It identifies the protocol, host name and file name of the Internet resources you want, such as Webpages and FTP sites.

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 BELL SOUTHWEST 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 SOUTHWEST 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 BELL SOUTHWEST 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 BELL SOUTHWEST RESPONSIBLE FOR ANY SELECTION OR RETENTION OF, OR THE ACTS OR OMISSIONS OF, THIRD PARTIES IN CONNECTION WITH THE SERVICE (INCLUDING THOSE WITH WHOM BELL SOUTHWEST 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 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.

THIS PAGE CONTAINS INFORMATION PERTAINING TO BELLSOUTH® INTERNET SERVICE.

THE INFORMATION ON THIS PAGE MAY NOT APPLY TO PEOPLE WHO USE ANOTHER INTERNET SERVICE PROVIDER.

Copyright 2001 BellSouth Telecommunications, Inc. All Rights Reserved. Legal Notices and Privacy Statement.

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

