

# BellSouth® FastAccess® DSL Connection Guide



[fastaccess.com](http://fastaccess.com)

 **BELLSOUTH®**

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.

© 2002 BellSouth Corporation. All rights reserved.

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

# CONNECTION GUIDE

<b>Welcome</b> .....	<b>iii</b>
<b>Kit Contents</b> .....	<b>1</b>
<b>Step 1: Getting Started</b> .....	<b>2</b>
<b>Step 2: Install Your FastAccess Software and DSL Equipment</b> .....	<b>4</b>
Install FastAccess Installation Wizard Software CD .....	4
Install Filters .....	4
Install Modem .....	6
Using the Same Jack for Your DSL Modem and a Telephone Device .....	6
Complete Software Set-up .....	7
<b>Congratulations! The Complete System Setup</b> .....	<b>8</b>
<b>Monitored Alarm Notice</b> .....	<b>9</b>
<b>Frequently Asked Questions</b> .....	<b>11</b>
How to Launch Connection Manager .....	11
How to Use the Customer Support Website .....	12
How to Change Your Login Password .....	13
How to Setup Email .....	13
How to Create Personal Web Pages .....	18
How to Create FastAccess DSL Icon .....	18
How to Home-Network .....	19
How to Respond to Dial-Up Standard Error Messages .....	20
For Windows XP/Me.....	20
For Windows 2000 .....	21
For Windows 98.....	22
<b>FastAccess Troubleshooting</b> .....	<b>23</b>
Connectivity Problems.....	25
DSL Modem Problems – Thomson Speed Touch™ 515 Modem .....	26
DSL Modem Problems – Westell WireSpeed™ 2100 Modem .....	28
Internet Applications Problems .....	29
Computer Problems.....	30
<b>Setting Up Your Back-Up Dial Connection</b> .....	<b>31</b>
Windows® XP Dial-Up Networking Procedures .....	32
Creating a Shortcut to Your Back-Up Dial Account .....	39
Windows® Me™ Dial-Up Networking Procedures .....	40
Creating a Shortcut to Your Back-Up Dial Account .....	44
Windows® 2000 Dial-Up Networking Procedures .....	45
Creating a Shortcut to Your Back-Up Dial Account .....	50
Windows® 98 Dial-Up Networking Procedures .....	51
Creating a Shortcut to Your Back-Up Dial Account .....	56
Windows NT® Dial-Up Networking Procedures .....	57
Creating a Shortcut to Your Back-Up Dial Account .....	62
Macintosh® Dial-Up Networking Procedures.....	63
Macintosh® Dial-Up Configuration.....	64
<b>Connection Information</b> .....	<b>65</b>
<b>BellSouth Internet Service – Service Agreement</b> .....	<b>66</b>

# 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 (primary e-mail address)\* \_\_\_\_\_@bellsouth.net

Your Password\* \_\_\_\_\_

\*The User ID (primary e-mail address) and Password You Chose When Ordering FastAccess DSL Service \_\_\_\_\_

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 **Customer Support**, and then choose **System Status**.

## **Helpful Websites:**

### **BellSouth FastAccess Support Site: <http://support.fastaccess.com>**

BellSouth has developed a new, convenient site for you to get answers to commonly asked questions and view step-by-step instructions to resolve 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 continue to add enhancements to maximize your FastAccess online experience.

### **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.

# 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:

**4-Phone Line Filters**



**1-Wall Mounted Phone Filter**



**FastAccess Installation Wizard CD**



**Modem Box**

Includes:  
Modem, Telephone Cable, USB and Ethernet Cables, and a Power Adapter.

# Step 1

## Getting Started

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

- 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 2, 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 open PCI slot, or a USB port and installed dial-up modem
Windows® Me™	Pentium® or Equivalent 166Mhz or faster	32MB	50MB	Yes	Installed 10 BASE-T Ethernet NIC or open PCI slot, or a USB port and installed dial-up modem
Windows® 2000 (With Service Pack 1 or higher)	Pentium® or Equivalent 166Mhz or faster	64MB	50MB	Yes	Installed 10 BASE-T Ethernet NIC or open PCI slot, or a USB port and installed dial-up modem
Windows® 98	Pentium® or Equivalent 166Mhz or faster	32MB	50MB	Yes	Installed 10 BASE-T Ethernet NIC or open PCI slot, or a USB port and installed dial-up modem
Windows NT® (Version 4.0 with Service Pack 4 or higher)	Pentium® or Equivalent 133Mhz or faster	32MB	50MB	Yes	Installed 10 BASE-T Ethernet NIC or open PCI slot, or a USB port and installed dial-up modem
Macintosh® (OS 8.X, 9.X, 10.1)	Power Mac™ or faster	32MB*	50MB*	Yes	Open installed 10 BASE-T Ethernet NIC and installed dial-up modem

\*Mac 10.1 requires 128 MB of Memory and 100 MB of Free Disk Space.

- 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. You will need your user ID (primary e-mail address) and password that you chose when ordering FastAccess Service. If you are a BellSouth.net customer with Dial-up service upgrading to FastAccess, please use your current user ID (primary e-mail address) and password. You can find your user ID on the shipping label included in your installation kit and on your order confirmation e-mail.
- 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 after you have completed your FastAccess installation.
- F. 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 Your FastAccess Software And DSL Equipment

Turn on your computer and wait until all programs have fully loaded. Close all applications including firewall and virus detection packages.

Insert the **FastAccess Installation Wizard CD** 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.

#### ***Install Filters***

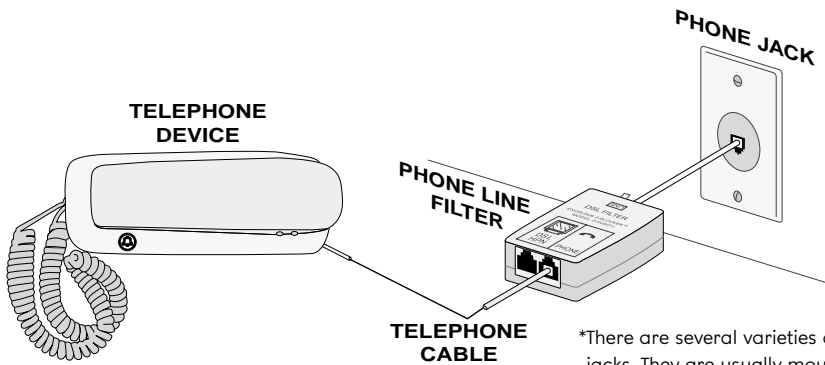
**EVERY phone jack on your FastAccess DSL line, which has a telephone or other telephone device connected, must have filters installed. Filters reduce interference on your telephone devices from the digital signal provided by FastAccess service. Examples of telephone devices include:**

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

**If you need to order additional filters, visit [fastaccess.com/consumer](http://fastaccess.com/consumer), choose "My FastAccess Account", then choose "Order Additional Equipment". You can continue with your FastAccess installation by disconnecting the unfiltered telephone devices in your home until you receive additional filters.**

## **Filter Installation for Phones or Telephone Devices Not Mounted on Wall**

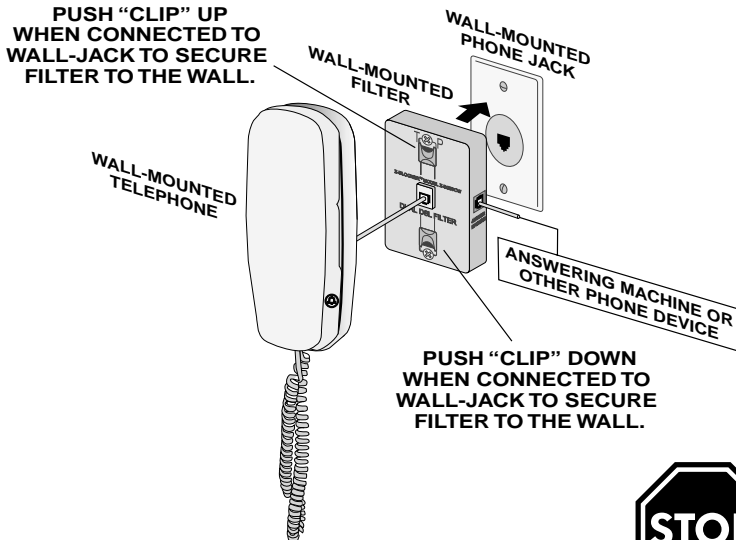
Install line filters on all desktop phones and telephone devices in the order shown below. Plug all telephones and other telephone devices into the "PHONE" jack on the filter. Once you have installed the filters, check for a dial tone on all of your telephones.



\*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.



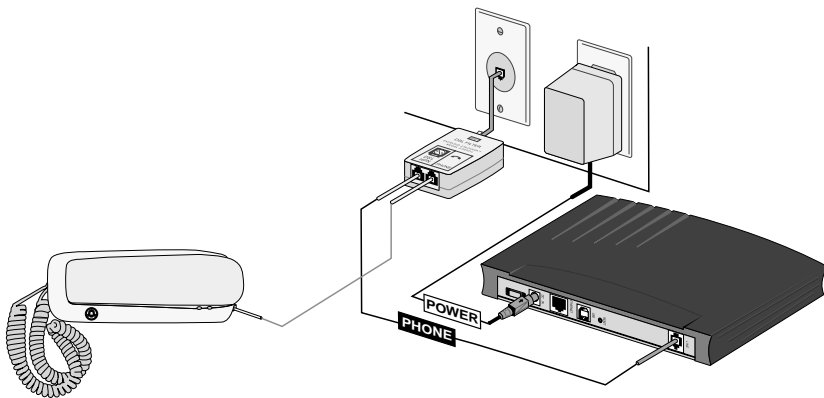
Be sure you have installed your filters before proceeding

## ***Install Modem***

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.

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

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 diagram below for illustrative instructions. Ensure that the telephone cable coming from your modem is connected to the filter port labeled "DSL HPN". Connect the phone cable coming from your telephone device to the filter port labeled "PHONE".



## Complete Software Setup

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

**Connection Manager** is a free self-help tool designed to allow you to monitor your connection and provides troubleshooting solutions when experiencing connection issues. This tool gives you greater control over your FastAccess DSL connection by providing easy to use diagnostics, protection and repair solutions right on your desktop. **Connection Manager** also enables you to save the configuration profiles of your e-mail, browser and network settings and restore them to a fully functional state with the touch of a button. An interactive online tutorial has been developed to provide additional information and instructions on how to use the **Connection Manager**. To view the tutorial, please go to **www.fastaccesstools.com** and click the **Connection Manager Online Tutorial**.

Continue with the steps on the Installation Wizard CD. Upon completing the set-up, the Installation Wizard CD software will launch your FastAccess DSL connection. Do not remove your FastAccess Installation Wizard CD until your FastAccess connection is launched.

Once your FastAccess DSL connection is launched, your installation is complete. For future DSL connections, double-click on your Internet browser. If you are not automatically connected, type **launchmodem** in the address field of your Internet browser and click **return**. You will enter your **User ID** and **Password** to connect.

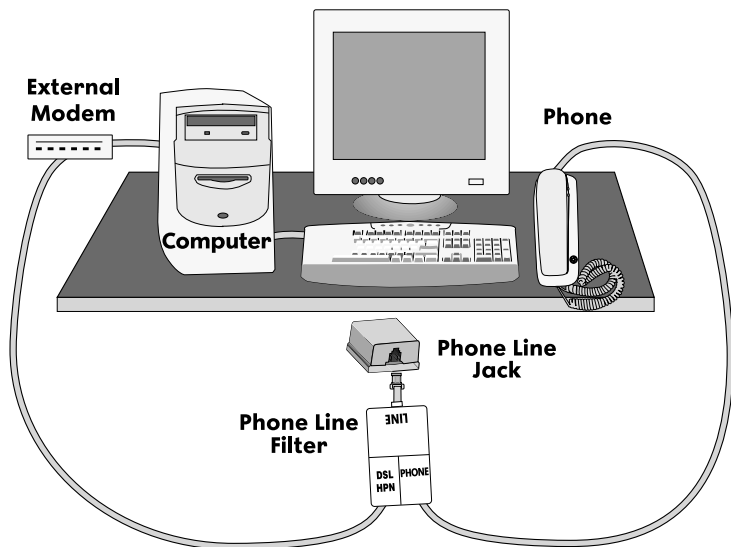


Be sure you have installed your DSL modem before proceeding.

**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.



To access your **FastAccess DSL** connection, open your Internet browser. If you are not automatically connected, type **launchmodem** in the address field of your Internet browser. You will then need to enter your **User ID** and **Password** to connect.

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



## **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.*

## Frequently Asked Questions

The “Frequently Asked Questions” Section provides you with instructions to resolve common questions around your FastAccess DSL service. This section includes:

- How to launch Connection Manager
- How to use the Customer Support Web site
- How to change your Login Password
- How to setup e-mail
- How to create Personal Web Pages
- How to create a FastAccess DSL icon
- How to Home-Network
- How to respond to Dial-up Standard error messages

### ***How To Launch Connection Manager***

The BellSouth FastAccess Connection Manager is a connectivity management tool that resides on your computer to allow you to:

- Quickly see your connection status and availability of e-mail, news server, etc.
- Run simple tests to diagnose problems
- Utilize automated solutions to resolve support issues
- Easily repair software and network settings
- Quickly obtain technical support if you need it

If you chose to install **Connection Manager**, the Installation Wizard CD should have installed the tool. To access **Connection Manager**, simply click the blue-and-green **Connection Manager** icon on your computer System Tray to launch the program.



If you want to download the **Connection Manager**, you can do this from **www.fastaccesstools.com**.

## ***How To Use The Customer Support Website***

This site provides you with a streamlined view into the various components of Customer Support, allowing you to manage your account online, and learn more about BellSouth service. You can **edit your account**, **look up access numbers** and **download software** in minutes.

1. To access the Customer Support page, go to the Bellsouth homepage at **home.bellsouth.net**, and click the **Customer Support** tab.



2. From the Customer Support page, **Dial/ISDN Support**, **FastAccess Support**, **Support Tools**, **Download Center**, **Manage My Account** and **System Status** can be accessed by clicking the item on the tool bar.



## ***How To Change Your Login Password***

If you have forgotten your password, BellSouth Customer Service can set a new one for you over the phone. Call 1-800-4DOTNET and select "Billing" from the automated menu. Be prepared with your authentication phrase (usually your mother's maiden name).

## ***How To Setup Email***

With BellSouth FastAccess DSL 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 10MB size limit.

**Note:** For more information on e-mail services, visit our Web site at: **home.bellsouth.net**

Then click on **Customer Support** and follow the instructions.

## 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 your initial installation.**

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 Web site:

1. Go to **home.bellsouth.net**.
2. Click **Customer Support**.
3. Click **Manage My Account** and then click **Login Now**.
4. Type your **Login ID** (User ID) 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 **Customer Support**.
3. Click **Manage My Account** and then click **Login Now**.
4. Type your **Login ID** (User ID) 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 **Customer Support**.
3. Click **Manage 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 **Customer Support**.
3. Click **Manage 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.

## **Using Netscape 6.X on Windows**

Your BellSouth FastAccess Service comes with an Outlook Express e-mail account that is configured during your installation. If you wish to use Netscape as your e-mail client, and/or default browser, please follow the instructions below.

### **Configuring Your Netscape Email:**

1. Open up Netscape Navigator and go to **Tools** and then **Mail**. This opens up the e-mail client for Netscape.
2. Next click on **Edit** and then **Mail/News Account Settings**.
3. Now, click on the **New Account** button on the left hand side. This will bring up the Account Wizard.

- In the new account setup screen you will select **ISP or e-mail provider** option and then click **Next**.
- Now the **Identity** screen appears. Type your name in the **Your Name** field and your BellSouth FastAccess e-mail address in the **Email Address** field. Click **Next**.
- The **Server Information** screen appears. In the **Incoming Server** section, select **POP Mail Server** in the **Server Type** field. In the **Server Name** field, type **mail.bellsouth.net**. Enter the same server name in the server name field of the **Outgoing (SMTP) Server** section. Click **Next**.
- The **User** screen appears. In the **User ID** field, type your BellSouth **User ID**. Click **Next**.
- The **New Account Name** screen appears and this is where you can enter the name you would like to call the account. Click **Next**.
- The last screen of the account wizard is the **Congratulations** screen, which confirms the customer's User ID and E-mail Address. Click **Finish**.

### **Setting Netscape Navigator as the default browser in Windows**

**Option 1:** You can reinstall or upgrade Netscape. By installing Netscape, it resets the Preferences to prompt for setting Netscape as the default browser.

**Option 2:** Disable Internet Explorer so it will not ask whether it should be your default browser and set Netscape Navigator as default.

- First open up Internet Explorer then click **Tools** at the top. Click **Internet Options**.



2. In the dialog box that appears, click the **Programs** tab.
3. At the bottom of the dialog box you will see a checkbox that reads **"Internet Explorer should check to see whether it is the default browser."** Make sure this box is **not** checked.
4. Click **OK** and close Internet Explorer.
5. Run Netscape by choosing **Programs** and then Netscape Communicator from the **Start** menu or by double-clicking the Communicator icon on your desktop.
6. You should be presented with a dialog box that reads **"Navigator is no longer registered to handle Internet Shortcuts.** Would you like to register Navigator as your default browser?" Click **Yes**.
7. You may not encounter this dialog box when starting Navigator. If that happens you will need to reset Navigator to bring this dialog box up the next time you launch Netscape. Listed below are the steps:
  - a. Exit Navigator. **Important: Make sure Navigator and all of its components are NOT running.**
  - b. Go to Start->Find->Files or Folders. In the **"Named"** field, type **"prefs.js"**. Click **Find Now**.
  - c. Back up the file called **prefs.js** somewhere on your hard drive, e.g. right-click and drag the file from the Find window out to the Desktop. After releasing the right mouse button, click **Copy Here** in the menu that appears.
  - d. Open the original **prefs.js** file by using a text editor. By default the **prefs.js** file is associated with Netscape. In order to open this file with a text editor, select the file with a right click and choose the menu item called **Open With**. In the window that appears, select **Notepad** or **Notepad.exe** from the list. Next, make sure that the **"Always use this program to open this type of file"** checkbox at the bottom of the window is unchecked. Then, click the **OK** button to close this window and open the **prefs.js** file.

In this file, you will see a line (you may have to scroll down a little) that reads: **"user\_pref("browser.wfe.ignore\_def\_check", true);"**

Leaving the line otherwise untouched, change the word true to the word **"false"**.

**NOTE: Disregard the text at the top of this page that reads "This is a generated file! Do not edit." If you do not see the above line in your prefs file, Navigator may already be configured as your default browser.**

- e. Save the file (choose **Save** from the **File** menu) and close the window.

Next time you launch Navigator, you will be presented with a dialog box asking if you would like Netscape to be set as your default browser. Choose **Yes**.

**If upon launching Navigator, you still do not get the dialog box asking if you would like to set Navigator as your default browser, you may have incorrectly edited your prefs.js file. Locate the saved prefs.js file that you made (in step 7c) and replace the newly altered file with this saved file. You can do this by repeating steps 7a, 7b, and 7c (doing the reverse in 7c) and replacing the prefs.js file in your profile folder with the one you previously saved. From here, go back to step 7d and repeat the rest of the process, making sure to follow the instructions in step 7e very carefully.**

### ***How To Create Personal Web Pages***

BellSouth FastAccess Personal Web Page Service has everything you need to build a great Web site from start to finish. Whether you are organizing a high school reunion, creating an online resume, celebrating your baby's birth, sharing photos with your family or simply communicating with others, your new Web site will be up and running in minutes.

BellSouth provides you with 10MB of Web space to create your page. To get a complete description on how to design and develop your Web site, please access the online tutorial at <http://home.bellsouth.net/personalpages/tutorial>.

### ***How To Create A FastAccess DSL Icon***

A FastAccess DSL icon is not needed to connect your FastAccess DSL service. Simply launch your browser or e-mail application and you will be automatically connected to the Internet. In some instances you will need to input your **User ID** and **Password** in a pop-up login box.

If your browser does not automatically connect you when launching, type **launchmodem** in the **Address** field of your browser and hit **Enter**. You will be prompted to enter your **User ID** and **Password**, and you will be connected.

## ***How To Home-Network***

BellSouth offers FastAccess HomeNetworking Service enabling you to share FastAccess DSL with up to four computers in your home. Benefits of the service include printer and file sharing, sharing data and music files between your family members' computers, routing e-mail, and enjoying advanced broadband offerings like streaming video and gaming. The most valuable benefit is saving your family members the headache of waiting in line to use the Internet. With a home network, your family members can browse the Web at the same time, without sacrificing FastAccess DSL speeds.

FastAccess HomeNetworking Service uses 2Wire's residential gateway products which include a high-performance router, a built-in DSL modem, and a professional grade firewall, all in one device! Every computer connected to your network is protected by a professional grade firewall, so there is no need to load special firewall software on each computer! Simple installation with no special wiring needed.

You can connect devices directly to the residential gateway using an Ethernet, telephone line or a USB connection from your computer(s) to the residential gateway. Computers in different rooms can be connected directly into a standard telephone jack by using HomePNA (sold separately) that allows you to connect your computers to the home network without running new wiring. If you already have Ethernet cabling in your home, you can use that method as well without using HomePNA.

BellSouth provides support for your network only when you purchase FastAccess HomeNetworking Service. Technical support is available for you 24 hours a day, seven days a week should you need it. This BellSouth service is available for a monthly networking charge and a one-time residential gateway equipment charge. For additional information, please visit [fastaccess.com](http://fastaccess.com) or call us at 888-321-2DSL (2375) and ask about FastAccess HomeNetworking Service.

## How To Respond To Dial-Up Standard Error Messages

### Windows XP/Me

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

**Error 691** – Indicates that you may have typed your User ID or password incorrectly.

**What to Try:**

1. Click **OK**.
2. Type your **User ID** using the format **userid@bellsouth.net**, 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.net icon. Select Properties. Re-boot 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**

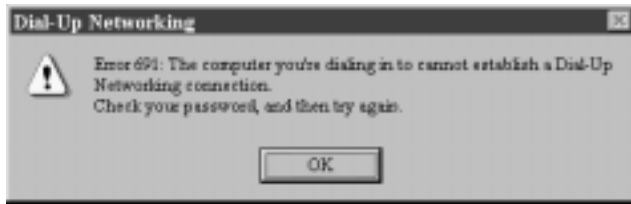
1. Click **Start >Settings >Dial-Up Networking**.
2. Right-click the **FastAccess DSL** icon and then click **Properties**.
3. Click the **Security** tab.
4. Click **Require data encryption** to clear the check and then click **OK**.

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

## Windows 2000

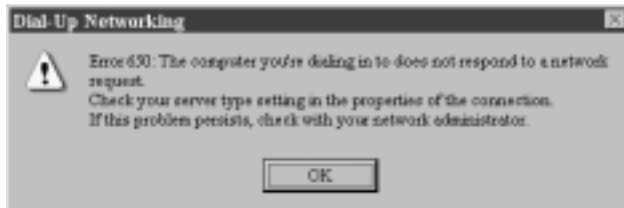
**Error 691:** This message indicates that the User ID or password may not have been entered correctly.

**What to Try:** Click **OK**. Re-enter the correct User ID using the format **userid@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 **Start >Settings >Network** and **Dial-up Connections** and right-click on the **FastAccess DSL** icon. Select **Properties** and verify dial-up settings. Re-boot your computer and attempt to reconnect.



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

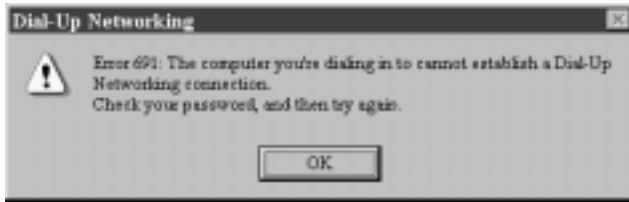
**What to Try:** To correct this, go to **Dial-up Networking** by going to **Start >Settings >Network** and **Dial-up Connections** and right-click on the **FastAccess DSL** icon. Select **Properties** and select the **Security** tab. Deselect **Require encrypted password**. Select **OK**.

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

## Windows 98

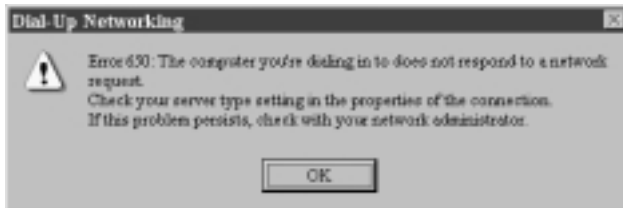
**Error 691:** This message indicates that the User ID or password may not have been entered correctly.

**What to Try:** Click **OK**. Re-enter the correct **User ID** using the format **userid@bellsouth.net**, and **password**.

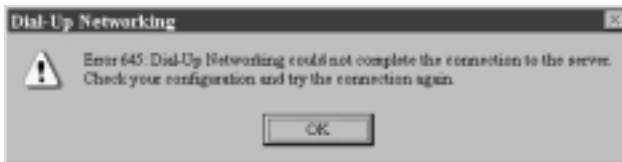


**Error 650:** This message indicates that the circuit may be inactive, or the server may be down.

**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. Re-boot 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).**



## FastAccess Troubleshooting

If you are experiencing problems with your FastAccess DSL Service please use your **Connection Manager** to troubleshoot. In most cases, **Connection Manager** will identify problems and offer solutions even before you notice a problem. To learn more about **Connection Manager** please go to the “Frequently Asked Questions” Section in this Guide or visit the FastAccess Web site, [www.fastaccess.com](http://www.fastaccess.com), where an interactive online tutorial is available.

BellSouth also provides the FastAccess Support Web site. Please visit [www.support.fastaccess.com](http://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 continue to add enhancements to maximize your FastAccess online experience.

If your problems continue, you can try the recommendations provided in this section.

### ***How To Use This Section***

The “Troubleshooting” Section is divided into four categories of problems you could potentially experience using your FastAccess DSL service:

1. **Connectivity Problems** – Resulting from lack of connectivity on your DSL line.
2. **DSL Modem Problems** – When your DSL modem does not operate as expected.
3. **Internet Applications Problems** – Issues occurring with your Internet applications such as e-mail or browser.
4. **Computer Problems** – When your computer (Desktop or Laptop) is not responding.

In order to quickly identify what is causing your problem (Connection, Modem, Applications or Computer), please answer the following questions in order:

**A. Is your phone line working?**

(Verify you have dial tone by connecting a telephone to the phone jack)

YES – Continue with question B

NO – Go to “Connectivity Problems”

**B. Do you have continuous DSL connectivity or sync?**

(Verify that your modem ‘Line Act’ or ‘Ready’ light is solid green)

YES – Continue with question C

NO – Go to “Connectivity Problems”

**C. Are all “status lights” on the front of your modem solid green?**

(Verify that the lights on the front of your DSL Modem are solid green or blinking)

YES – Continue with question D

NO – Go to “DSL Modem Problems”

**D. Is your computer launching properly when you turn it on?**

(Verify that you complete the boot-up process for your operating system and that you have access to all your Microsoft/Macintosh applications)

YES – Continue with question E

NO – Go to “Computer Problems”

**E. Can you launch/use your Internet applications as usual?**

(Verify you can send/receive e-mail or open/navigate with your browser)

YES – Your FastAccess service is operating properly

NO – Go to “Applications Problems”

After identifying the component that may be causing the problem please go to the appropriate section to find useful troubleshooting tips.

## Troubleshooting Tips

### CONNECTIVITY PROBLEMS

Symptom:	Troubleshooting Tips:
<ul style="list-style-type: none"><li>• No dial tone</li></ul>	<ul style="list-style-type: none"><li>• Make sure your telephone line is connected.</li><li>• Ensure filters are installed properly on the FastAccess DSL line for all telephone devices (See Install Filters section of this guide or play the Filters Installation Video on your Installation Wizard CD).</li><li>• This is a telephone line problem. Please call 611.</li></ul>
<ul style="list-style-type: none"><li>• Noisy FastAccess DSL phone line</li><li>• Static on FastAccess DSL phone line</li><li>• FastAccess connection drops when phone rings or is in use</li></ul>	<ul style="list-style-type: none"><li>• Ensure filters are installed on all phone jacks with analog devices (See Install Filters section of this guide or play the Filters Installation Video on your Installation Wizard CD).</li><li>• 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.</li></ul>
<ul style="list-style-type: none"><li>• Experience intermittent loss of connection</li></ul>	<ul style="list-style-type: none"><li>• If you have a 900 MHz phone or greater near your computer, try moving the phone away from your modem to see if the problem is resolved.</li><li>• If you have a Burglar Alarm or an Emergency Response System, please refer to the "Monitored Alarm Notice" in this guide.</li></ul>
<ul style="list-style-type: none"><li>• 'Sync' or 'Ready' lights are off</li></ul>	<ul style="list-style-type: none"><li>• Make sure your telephone line is connected.</li><li>• Make sure your telephone line has a dial tone.</li><li>• Make sure your modem is properly connected.</li><li>• Make sure your modem is connected to the telephone line where FastAccess DSL Service was installed.</li><li>• Ensure filters are installed properly on the FastAccess DSL line for all telephone devices (See Install Filters section of this guide or play the Filters Installation Video on your Installation Wizard CD).</li></ul>
<ul style="list-style-type: none"><li>• FastAccess DSL connection does not work (cannot connect to the internet)</li></ul>	<ul style="list-style-type: none"><li>• Check the modem status icon on the task bar on your desktop.</li><li>• Check all connections.<ul style="list-style-type: none"><li>– Ensure you plug the phone line connected to your DSL modem directly into the phone jack or into the side of the filter labeled DSL/HPN.</li><li>– Ensure filters are installed on all phone jacks with telephone devices (See Install Filters section of this guide).</li><li>– Do not plug your DSL modem into a surge protector. This may cause signal issues that will prohibit FastAccess service from working.</li></ul></li><li>• Completely shut down your computer.</li><li>• Remove phone line from modem.</li><li>• Wait two minutes.</li><li>• Plug phone line back into modem and power up the computer.</li></ul>

Symptom:	Troubleshooting Tips:
<ul style="list-style-type: none"> <li>• The Ethernet indicator on the modem does not light up</li> </ul>	<ul style="list-style-type: none"> <li>• Check that you have properly connected one end of the Ethernet yellow cable to the Ethernet port labeled “3” on the modem and the other end to the Ethernet port on your Computer/Laptop. If you are not sure whether you have connected to the correct jack on your Computer/Laptop, please refer to the Fast Start Guide or review the video on your Installation Wizard CD.</li> <li>• If you have connected your Speed Touch modem to your Computer/Laptop using the USB cable, then the Ethernet indicator will not light up.</li> <li>• Ensure that your Ethernet Network Card is in good working condition.</li> </ul>
<ul style="list-style-type: none"> <li>• The USB indicator on Speed Touch does not light up</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure that you have already installed the USB drivers required. The Installation Wizard CD installs USB drivers for all installations (even if you are using the Ethernet port). If you have connected your modem before launching the CD, please disconnect the modem and start the installation process as defined in your Fast Start Guide.</li> <li>• Ensure that you have properly connected your blue USB cable to your modem (into port 4) and your computer. Please refer to the Fast Start Guide or review the video on your Installation Wizard CD.</li> <li>• Ensure that you have installed the USB driver successfully.               <ul style="list-style-type: none"> <li><u>Windows® XP</u> <ul style="list-style-type: none"> <li>– Click <b>Start</b>. Right-click on <b>My Computer</b> icon (on your desktop) and select <b>Properties</b>.</li> <li>– Click on the <b>Hardware</b> tab and select <b>Device Manager</b>.</li> <li>– Check that the network adapters device – Thomson Speed Touch 515 – do not have a yellow exclamation mark. If yes, right-click on the device and click uninstall. Install your drivers again by launching your Installation Wizard CD.</li> </ul> </li> <li><u>Windows® 2000</u> <ul style="list-style-type: none"> <li>– Right-click on <b>My Computer</b> icon (on your desktop) and select <b>Properties</b>.</li> <li>– Click on the <b>Hardware</b> tab and select <b>Device Manager</b>.</li> <li>– Check that the network adapters device – Thomson Speed Touch 515 – do not have a yellow exclamation mark. If yes, right-click on the device and click uninstall. Install your drivers again by launching your Installation Wizard CD.</li> </ul> </li> <li><u>Windows® 98 Second Edition/Windows® Me</u> <ul style="list-style-type: none"> <li>– Right-click on <b>My Computer</b> icon (on your desktop) and select <b>Properties</b>.</li> <li>– Click the <b>Device Manager</b> tab.</li> <li>– Check that the network adapters device – Thomson Speed Touch 515 – do not have a yellow exclamation mark. If yes, click on the device and click Remove. Install your drivers again by launching your Installation Wizard CD.</li> </ul> </li> </ul> </li> <li>• If you have connected your modem to your Computer/Laptop using the Ethernet Network cable, then the USB indicator will not be lit up</li> </ul>

Symptom:	Troubleshooting Tips:
<ul style="list-style-type: none"><li>I cannot get connected to FastAccess DSL Service</li></ul>	<ul style="list-style-type: none"><li>Ensure that you have entered your User ID correctly. It should be in exactly the same format as given by BellSouth FastAccess DSL Service.</li><li>Re-enter your password. (Note that both your User ID and password are case-sensitive)</li><li>Ensure that the <b>Line Sync</b> indicator on your modem is lit up. (If it is flickering, it means that the modem is still trying to establish a DSL connection. The indicator will light up when the DSL connection is established).</li><li>Click <b>Connect</b>.</li></ul>
<ul style="list-style-type: none"><li>I am getting poor DSL speed performance</li></ul>	<ul style="list-style-type: none"><li>Place your modem away from devices or appliances such as monitors, exposed computer systems (with chassis covers removed) or another modem, which exhibit magnetic fields that may cause interference to your DSL line.</li><li>Ensure that Line Filter(s) is/are used for telephone devices that share the same DSL line.</li></ul>
<ul style="list-style-type: none"><li>The Line Sync indicator light is always blinking</li></ul>	<ul style="list-style-type: none"><li>Ensure that one end of your black telephone cable is properly connected to the LINE jack (port 2) on the modem and the other end to your telephone wall jack.</li><li>Check that the line you are connecting the modem to is the line BellSouth FastAccess DSL service was provisioned.</li><li>Check that your line has dial tone.</li></ul>
<ul style="list-style-type: none"><li>I hear clicking sounds after I have powered on the modem</li></ul>	<ul style="list-style-type: none"><li>The clicking sound is caused by the auto-sensing feature to detect if the telephone cable is connected to the modem.</li><li>Check that your telephone cable is properly plugged into the telephone wall jack and the LINE jack of your modem.</li></ul>

## DSL MODEM PROBLEMS – Westell WireSpeed™ 2100 Modem

Symptom:	Troubleshooting Tips:
<ul style="list-style-type: none"> <li>The POWER Indicator is off</li> </ul>	<ul style="list-style-type: none"> <li>Make sure that the power supply is plugged into a properly working electrical outlet.</li> </ul>
<ul style="list-style-type: none"> <li>The READY Indicator is blinking red</li> </ul>	<ul style="list-style-type: none"> <li>The modem has failed power-up diagnostics, the unit should be repaired. Please follow the instructions in your installation kit regarding how to return your modem.</li> </ul>
<ul style="list-style-type: none"> <li>The READY Indicator is blinking red and green</li> </ul>	<ul style="list-style-type: none"> <li>The modem has failed its self-diagnostics:                             <ul style="list-style-type: none"> <li>Power cycle the modem.</li> <li>If modem does not reset, the unit should be repaired. Please follow the instructions in your installation kit regarding how to return your modem.</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>The READY Indicator is solid green, but I hear a high-pitch noise or hissing on the phone line</li> </ul>	<ul style="list-style-type: none"> <li>You may have a bad connection or be using too few filters:                             <ul style="list-style-type: none"> <li>Turn the modem off. Verify noise is being generated by turning the modem on.</li> <li>Make sure that all phones and other telephone equipment have the appropriate microfilters installed.</li> <li>Make sure all telephone line cords are in good working condition.</li> <li>If still experiencing the problem, the modem and phone are experiencing crosstalk. Check inside wiring in the house. Please contact BellSouth by dialing 611 to have your inside wiring checked.</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>The READY Indicator is off</li> </ul>	<ul style="list-style-type: none"> <li>Make sure that the power supply is plugged into a properly working electrical outlet.</li> </ul>
<ul style="list-style-type: none"> <li>The READY Indicator has been blinking more than a few minutes</li> </ul>	<ul style="list-style-type: none"> <li>There is a problem with your FastAccess DSL service.                             <ul style="list-style-type: none"> <li>Make sure that the DSL modem is connected to the wall jack.</li> <li>Verify that the telephone cable is in good working condition.</li> <li>Make sure that the line you are connecting the modem to is the line that BellSouth FastAccess DSL service was provisioned.</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>The ETHERNET Indicator is off</li> </ul>	<ul style="list-style-type: none"> <li>Make sure that you are using the Ethernet cable (Cable 3) between the PC's Ethernet card and the DSL Modem.</li> <li>Make sure the Ethernet cable is plugged into the yellow outlined connector, labeled 'port 3', on the rear panel of the modem.</li> <li>Make sure that your Ethernet Network Interface Card is in good working condition.</li> <li>If you are connecting via USB, the Ethernet Indicator will not light up. This is normal.</li> </ul>
<ul style="list-style-type: none"> <li>The USB Indicator is off</li> </ul>	<ul style="list-style-type: none"> <li>Make sure that you are using the USB cable (Cable 4) between the PC's USB Port and the DSL Modem.</li> <li>Make sure the USB cable is plugged into the blue outlined connector, labeled 'port 4', on the rear panel of the modem.</li> <li>Make sure that you have installed the drivers from the BellSouth FastAccess Installation CD. The indicator will fail to light until all of the drivers are loaded.</li> <li>If you are connecting via Ethernet, the USB Indicator will not light up. This is normal.</li> </ul>

Symptom:	Troubleshooting Tips:
<ul style="list-style-type: none"> <li>The ETHERNET or USB Indicator is flashing green</li> </ul>	<ul style="list-style-type: none"> <li>Data is being either transmitted or received. This is normal operation.</li> </ul>
<ul style="list-style-type: none"> <li>DSL speed/Performance seems to be slow</li> </ul>	<ul style="list-style-type: none"> <li>Place your modem away from devices or appliances such as monitors, exposed computer systems (with chassis covers removed) or another modem. By doing this, magnetic fields are eliminated that may cause interference to your DSL line.</li> <li>Make sure that filters are utilized for telephone devices that share the same DSL line.</li> </ul>

## INTERNET APPLICATIONS PROBLEMS

Symptom:	Troubleshooting Tips:
<ul style="list-style-type: none"> <li>Slow response</li> </ul>	<ul style="list-style-type: none"> <li>Clear the cache on your browser (clear Temporary Internet files).*</li> <li>Re-boot your PC and modem.**</li> </ul>
<ul style="list-style-type: none"> <li>Cannot send/retrieve e-mail</li> </ul>	<ul style="list-style-type: none"> <li>From your desktop, double-click the <b>Outlook Express</b> icon. Click on <b>Tools</b> and then click on <b>Accounts</b>. Click <b>Add</b> and then click <b>Mail</b>.</li> <li>Follow the instructions on the screen.</li> </ul>
<ul style="list-style-type: none"> <li>Cannot launch browser (Internet Explorer/ Netscape Navigator)</li> </ul>	<ul style="list-style-type: none"> <li>Verify that you have a DSL connection.</li> <li>Launch Connection Manager to diagnose problem.</li> <li>Verify that your browser version is compatible with BellSouth FastAccess DSL service.</li> <li>Clear the cache on your browser (clear Temporary Internet files).*</li> <li>Type "launchmodem" in your browser address field to prompt your modem's "Connection" Screen. Type your User ID and password. Click <b>Connect</b>.</li> <li>If your problem persists, re-boot your PC and modem.**</li> </ul>

\*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 **Shut Down**. 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 **Shut Down**: From the **Start** menu select **Shut Down**. Choose the **Shut Down 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.

## COMPUTER PROBLEMS

Symptom:	Troubleshooting Tips:
<ul style="list-style-type: none"> <li>• Computer does not turn on</li> </ul>	<ul style="list-style-type: none"> <li>• Verify that all power cables are connected properly.</li> <li>• Verify that electrical power is provided to the outlet where the computer is connected.</li> <li>• If these suggestions fail, call your computer manufacturer/retail store customer service Help Desk.</li> </ul>
<ul style="list-style-type: none"> <li>• Computer locked down</li> </ul>	<ul style="list-style-type: none"> <li>• Review which applications are causing the lock down by pressing <b>CTRL + ALT + DELETE</b>. Close all applications that are "Not Responding".</li> <li>• Perform a Power Cycle to re-boot the computer.*</li> <li>• If these suggestions fail, call your computer manufacturer/retail store customer service Help Desk.</li> </ul>
<ul style="list-style-type: none"> <li>• Cannot complete boot properly – Operating System not available</li> </ul>	<ul style="list-style-type: none"> <li>• Re-boot your computer to verify if the problem persists.*</li> <li>• If this suggestion fails, call your manufacturer/retail store customer service Help Desk.</li> </ul>

\*To **Re-boot** (without shutting off power to the computer): From the **Start** menu select **Shut Down**. 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 **Shut Down**: From the **Start** menu select **Shut Down**. Choose the **Shut Down 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.

**If you are still experiencing problems with your service, please call the FastAccess Help Desk at 1-888-321-2DSL (2375).**



## Setting Up Your Back-Up Dial Connection

### **Back-Up Internet Dial-Up Account**

Your FastAccess DSL Service includes a back-up BellSouth Internet Service dial-up account. You can use this account while you are traveling or in the event that your FastAccess service is temporarily interrupted. To utilize your back-up dial account, you will need to connect your telephone line to your dial-up modem (not your DSL modem).

The back-up dial account provides for 20 hours of usage per month at no additional cost to you. (You will, however, be responsible for any long distance or roaming charges that may be incurred for all back-up dial usage.) In the event you use your back-up dial-up account for more than 20 hours in any month, you will be charged:

- Two dollars for the first hour or a fraction thereof in excess of 20 hours.
- One dollar per hour for each additional hour or fraction thereof in excess of 21 hours.
- The total charge for the back-up dial account will not exceed \$19.95 per month.

When you installed your FastAccess service, your back-up dial account should have been established and a back-up dial **BellSouth.net** icon should have been placed on your desktop. If this did not occur, please refer to the following instructions for the operating system that you currently use.

# 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.**

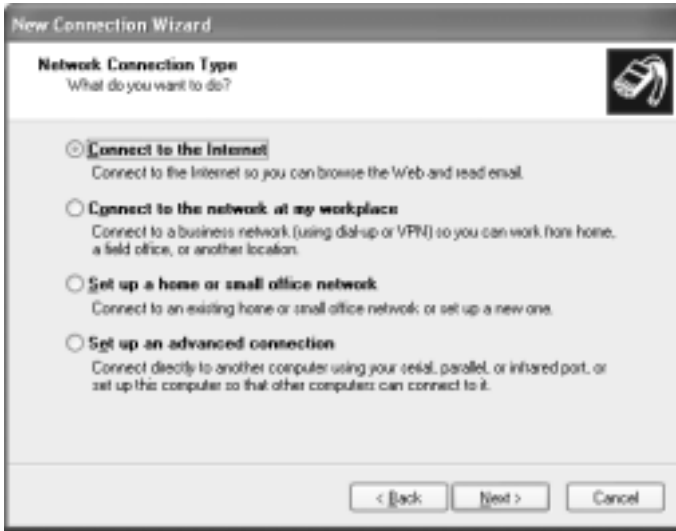
1. In the Network Connections window under Network Tasks, click **Create a New Connection**.



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 the 'New Connection Wizard' dialog box. The title bar reads 'New Connection Wizard'. The main heading is 'Connection Name' with a sub-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.' There is a text input field labeled 'ISP Name' containing the text '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 right, 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 the 'New Connection Wizard' dialog box. The title bar reads 'New Connection Wizard'. The main heading is 'Phone Number to Dial' with a sub-question: 'What is your ISP's phone number?'. Below this, it says 'Type the phone number below.' There is a text input field labeled 'Phone number:' containing the text '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 right, 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 ID** (using the format **userid@bellsouth.net**) and **Password**, uncheck **Make this the default connection** and **Turn on Internet Connection Firewall**, and click **Next**.



The screenshot shows the 'New Connection Wizard' dialog box, specifically the 'Internet Account Information' step. The title bar reads 'New Connection Wizard'. Below the title, there is a sub-header 'Internet Account Information' and a small icon of a telephone handset. The text says: 'You will need an account name and password to sign in to your Internet account.' Below this, there is a note: '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 ID:' containing 'userid@bellsouth.net', 'Password:' containing seven asterisks, and 'Confirm password:' containing seven asterisks. Below the input fields are three checkboxes: the first is checked and labeled 'Use this account name and password when anyone connects to the Internet from this computer'; the second is unchecked and labeled 'Make this the default Internet connection'; the third is unchecked and labeled 'Turn on Internet Connection Firewall for this connection'. At the bottom right are three buttons: '< Back', 'Next >', and 'Cancel'.

10. Click **Finish**.

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



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

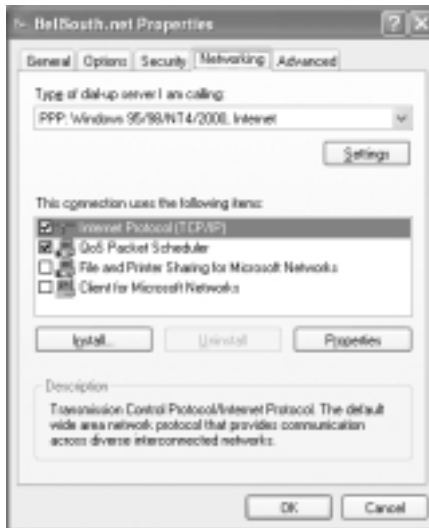
11. The **Connect to BellSouth.net** window will appear. Click **Properties**.

**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 ID** (using the format **userid@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***

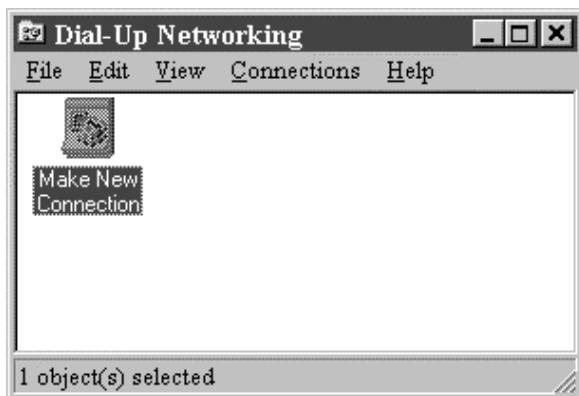
### **Windows XP**

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**.

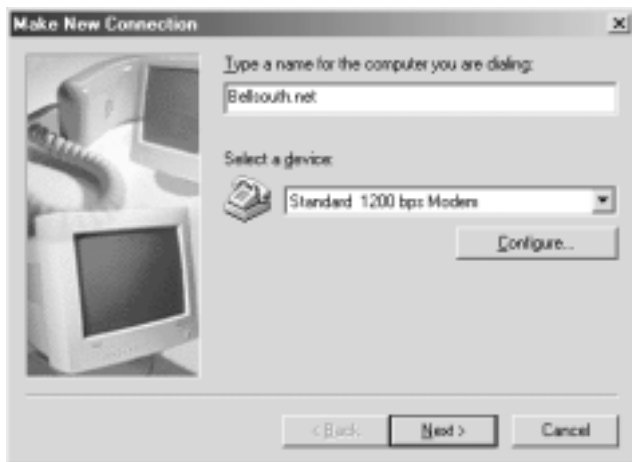
# Windows® Me™ Dial-Up Networking Procedures

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

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

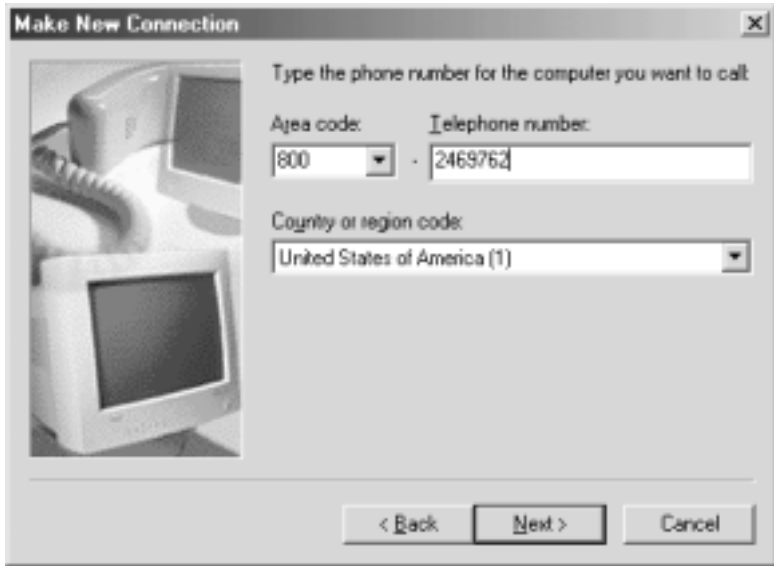


2. Name the new entry **BellSouth.net**, and click **Next**.



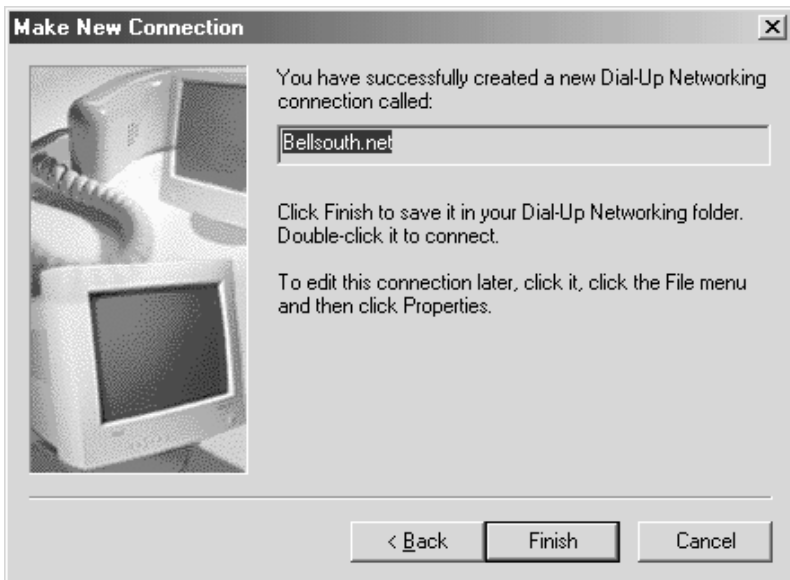
3. Enter the appropriate number, and click **Next**.

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



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

4. Click **Finish** to save.



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



- Click on **Networking** tab.



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

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



10. Click **OK**.
11. Click **OK**.
12. Return to the Dial-up Networking window and double-click on the **BellSouth.net** icon.
13. Enter the customer's **user ID** (using the format **userid@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***

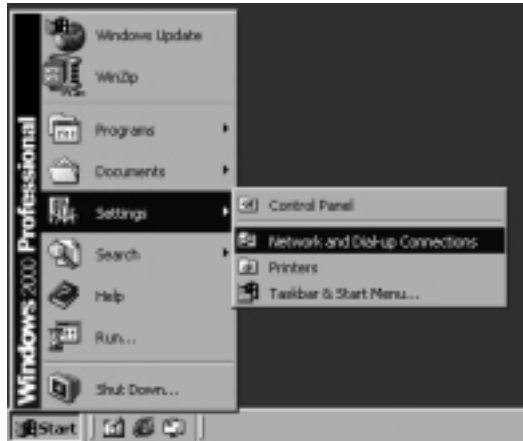
## **Windows Me**

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® 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**.



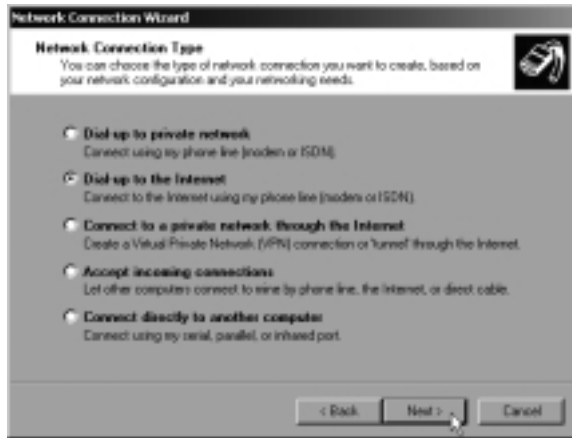
2. Double-click on **Make a New Connection** icon to open the Connection Wizard.



3. Click **Next**.



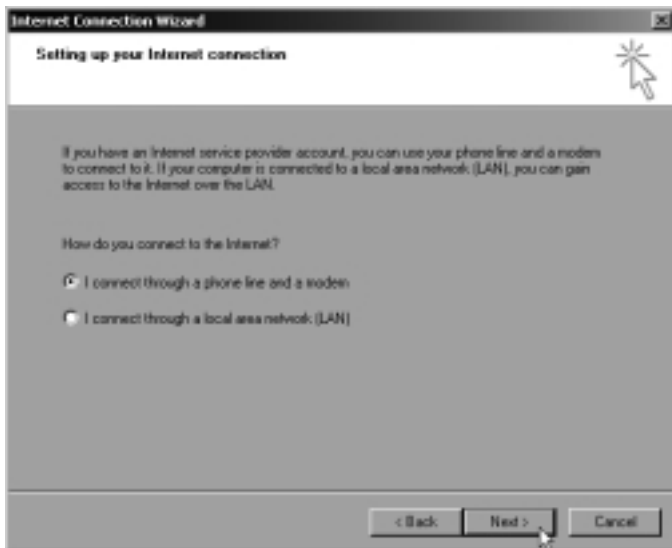
4. Select **Dial-Up to the Internet**. Then click **Next**.



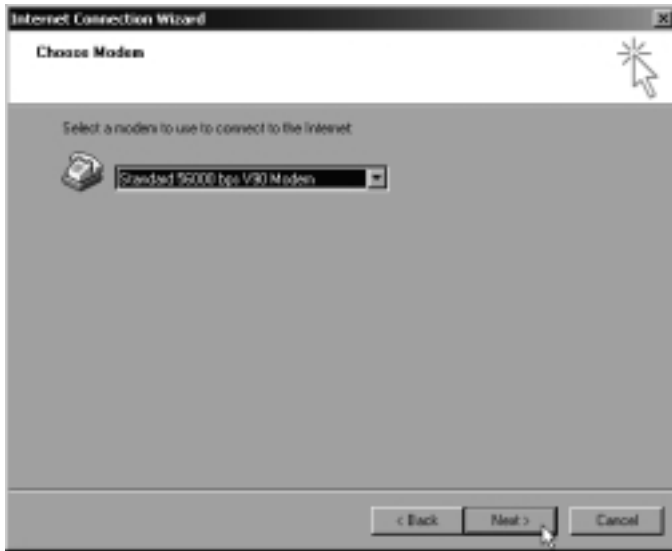
5. Select **I want to set up my Internet connection manually, or I want to connect through a local area network (LAN)**. Then click **Next**.



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**.

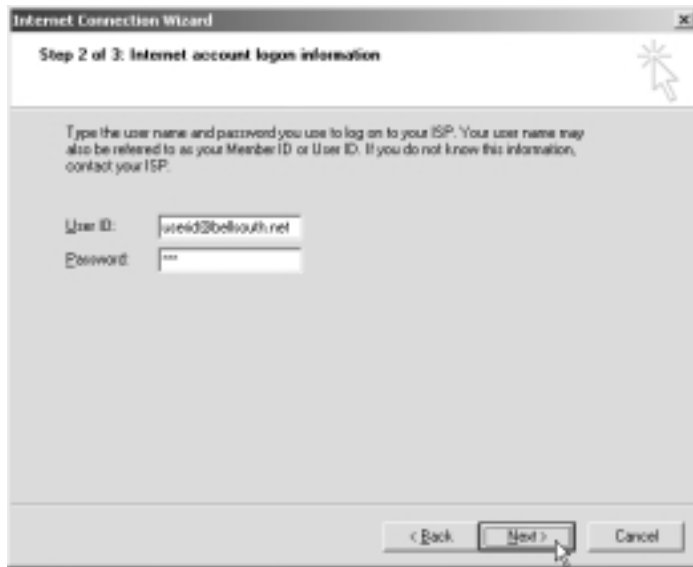


8. Enter the area code and telephone number for the local Dial-Up connection. Then click **Next**.

**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 ID** (using the format **userid@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***

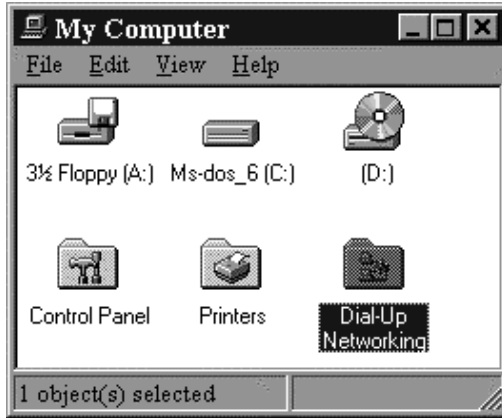
### **Windows 2000**

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**.

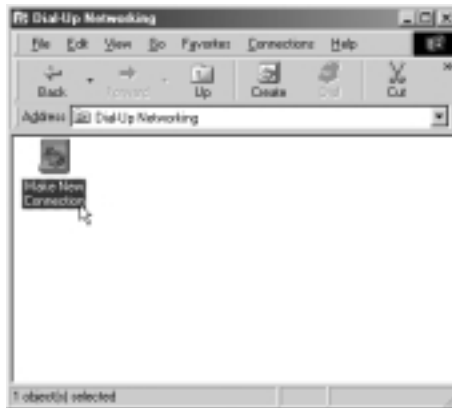
# Windows® 98 Dial-Up Networking Procedures

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

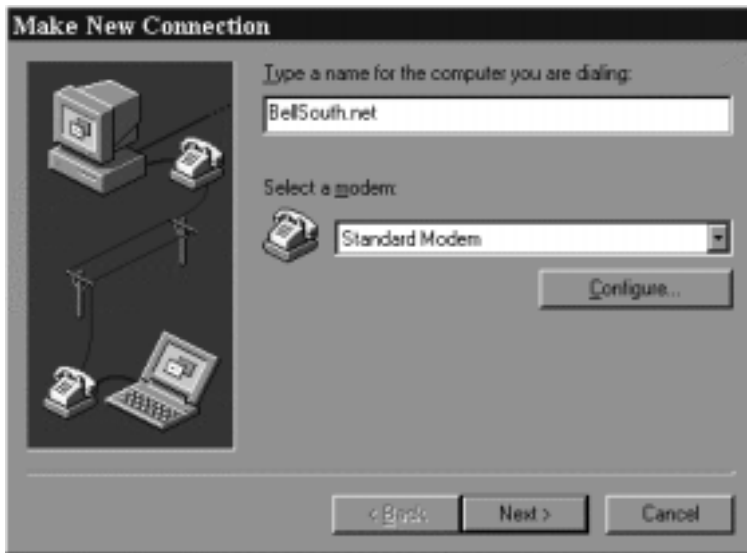
1. Double-click the **My Computer** icon.
2. In the My Computer window, double-click **Dial-Up Networking**.



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**.

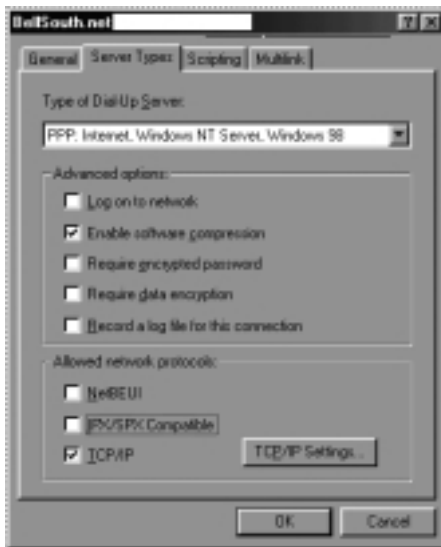
**Note:** The phone number shown is an example only and should not be used as actual data. See the table in the *Connection Information* section of this guide to find the Dial-Up telephone number for your area.



6. Click **Finish** to save.

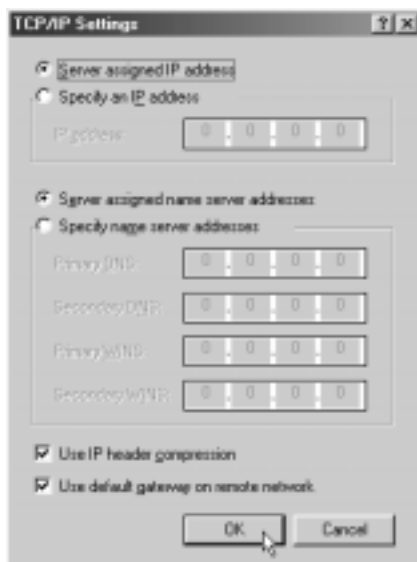


7. Return to the Dial-Up Networking window and right-click the BellSouth.net icon. Click **Properties**.
8. Click the **Server Types** tab.



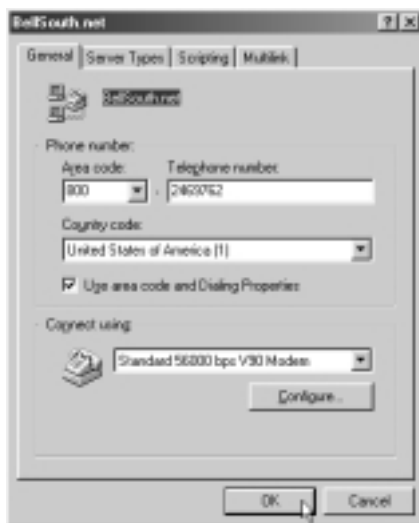
9. Select the **Enable software compression** and **TCP/IP** check boxes. The other choices should not be selected.
10. Click **TCP/IP Settings**.

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.

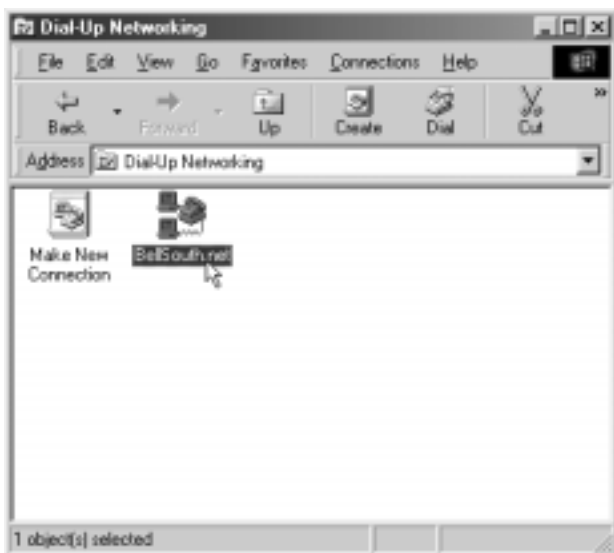


12. Click **OK**.

13. Click **OK**.

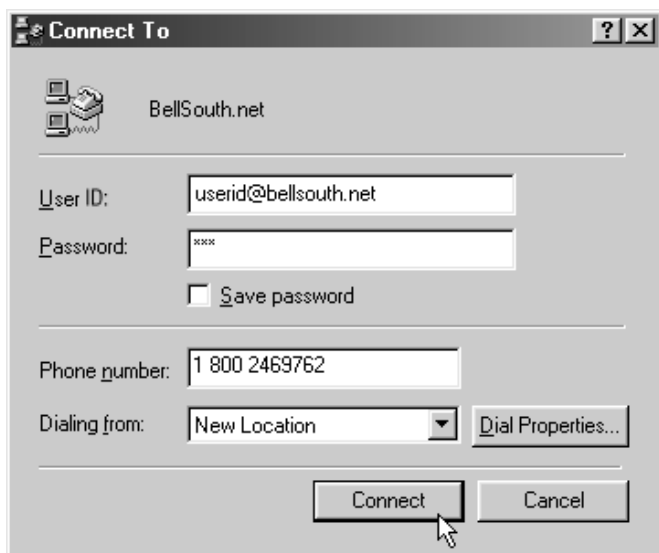


14. In the Dial-Up Networking window, to connect, double-click the **BellSouth.net** icon.



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

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



16. Begin browsing.

# *Creating a Shortcut to Your Back-Up Dial Account*

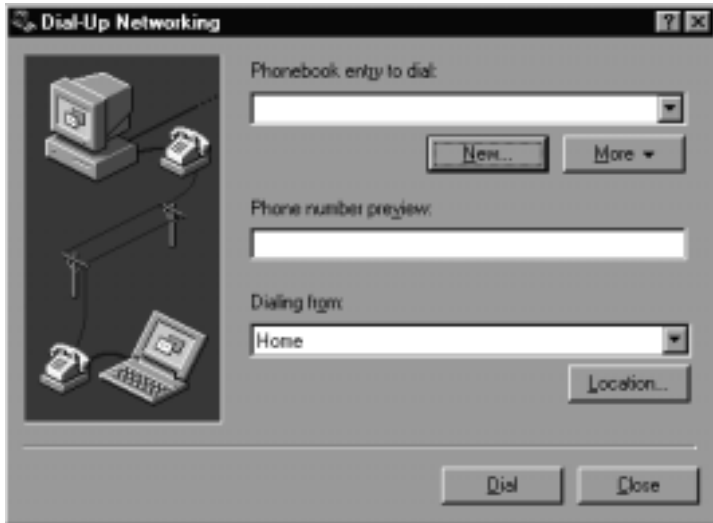
## Windows 98

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

# Windows NT® Dial-Up Networking Procedures

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

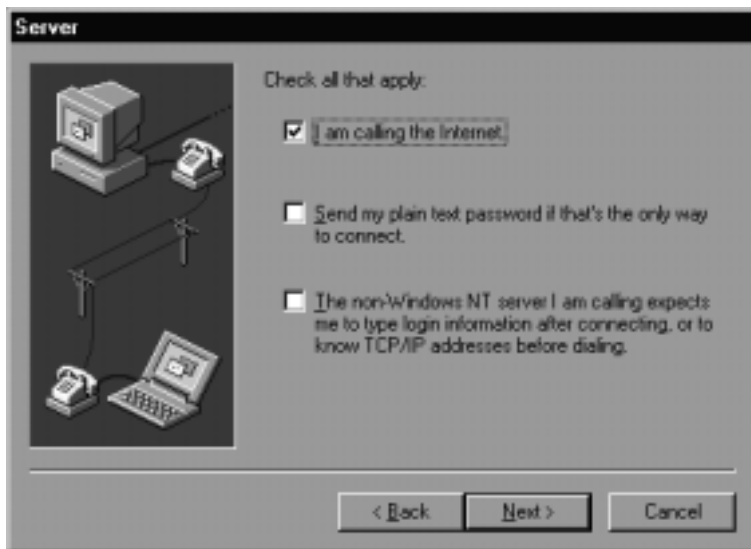
1. Double-click **My Computer**.
2. In the My Computer window, double-click **Dial-Up Networking**.
3. In the **Phonebook entry to dial** section, click **New**.



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



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



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

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



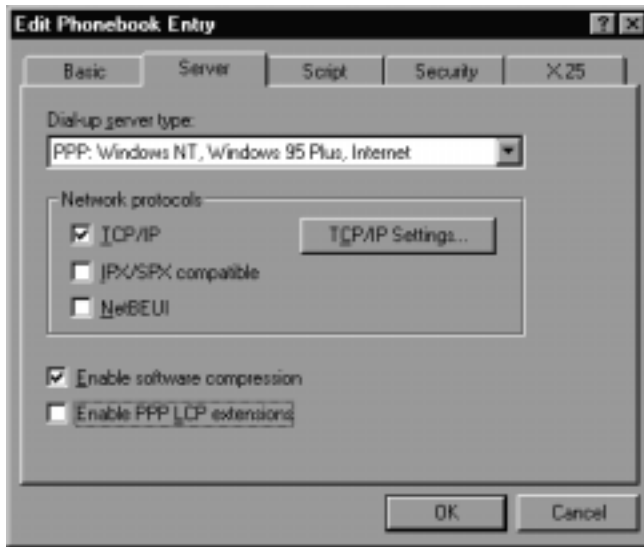
7. Click **Finish** to save.



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



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

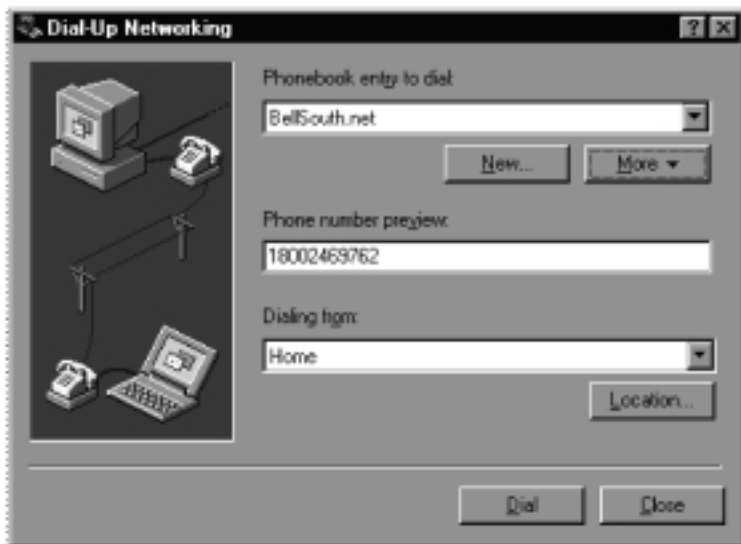


10. Select **Server assigned IP address** and **Server assigned name server addresses**. Select the **Use IP header compression** and **Use default gateway on remote network** check boxes.

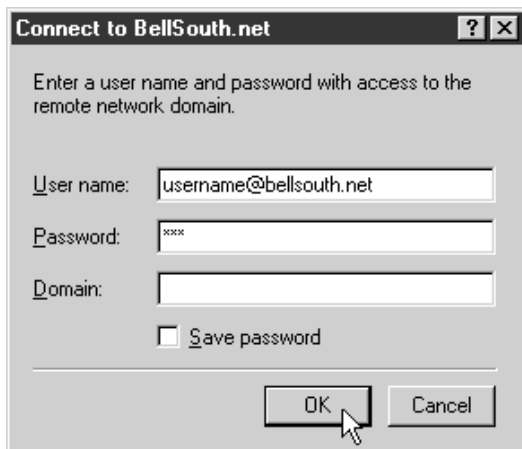


11. Click **OK**.
12. In the Edit Phonebook Entry screen, click **OK**.

13. In the Dial-Up Networking screen, click **Dial** to connect.



14. Enter your **user ID** (using the format **userid@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 user ID (using the format **userid@bellsouth.net**) and password in the respective fields, and enter a digit (e.g. 0) in the **Number** field.
15. Click the **Connect** button to launch your FastAccess DSL connection.

# Macintosh® Dial-Up Configuration

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

1. To open the TCP/IP configuration utility, click the **Apple** in the upper left corner of the screen, select **Control Panels**, and then click **TCP/IP**.
2. To create a new dial-up TCP/IP configuration, click the **File** menu and select **Configurations**.
3. Highlight a configuration and click **Duplicate**. In the prompt that appears, give the profile an appropriate name (e.g. **BellSouth.net**).
4. Select **Make Active** to make this the active configuration.
5. In the **Connect Via** field, select **PPP** from the drop-down menu. In the **Configure** field, select **Using PPP Server**. Close the window and choose Save when prompted.
6. To open the modem configuration utility, click the **Apple** in the upper left corner of the screen, select **Control Panels**, and then click **Modem**.
7. To create a new configuration for your modem, click the **File** menu and select **Configurations**.
8. Highlight a configuration and click **Duplicate**. In the prompt that appears, give the profile an appropriate name (e.g. **BellSouth.net**).
9. Select **Make Active** to make this the active configuration.
10. In the **Connect Via** field, select **Internal Modem** (or the dial-up modem of your choice) from the drop-down menu. In the **Modem** drop down menu, select the modem you want to connect with. Close the window and click **Save** when prompted.
11. To enter remote access settings for your BellSouth.net dial-up connection, click the **Apple** in the upper left corner of the screen, select **Control Panels**, and then click **Remote Access**.
12. To create a new configuration, click the **File** menu and select **Configurations**.
13. Highlight a configuration and choose **Duplicate**. In the prompt that appears, give the profile an appropriate name (e.g. **BellSouth.net**).
14. Enter your FastAccess user ID (using the format **userid@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 to the **File** menu and select **Configurations**. Highlight the **FastAccess DSL** connection. Select **Make Active**. Go to **Apple** and select **Control Panel**. Click **Modem** and go to the **File** menu and select **Configurations**. Highlight the **FastAccess DSL** connection. Select **Make Active**. Your **FastAccess DSL** connection is now the active connection.

# Connection Information

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

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

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

Metro	Dial-Up Phone Number
<b>ALABAMA</b>	
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
<b>FLORIDA</b>	
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
<b>GEORGIA</b>	
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
<b>KENTUCKY</b>	
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
<b>LOUISIANA</b>	
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
<b>MISSISSIPPI</b>	
Biloxi	(228) 374-3043
Hattiesburg	(601) 261-9448
Jackson	(601) 351-4826
<b>NORTH CAROLINA</b>	
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
<b>SOUTH CAROLINA</b>	
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
<b>TENNESSEE</b>	
Chattanooga	(423) 265-5045
Clarksville	(931) 221-0704
Jackson	(901) 265-0503
Knoxville	(423) 525-6729
Memphis	(901) 495-1700
Nashville	(615) 254-8787

# BellSouth® Internet Service

# Service Agreement

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

## 1. The Service.

### A. GENERAL

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

### B. FastAccess

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

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

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

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

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

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

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

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

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

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

### 13. DISPUTE RESOLUTION – INDEPENDENT ARBITRATION.

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

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

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

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

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

### 14. General.

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

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

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

THIS PAGE CONTAINS INFORMATION PERTAINING TO BELL SOUTH® INTERNET SERVICE. THE INFORMATION ON THIS PAGE MAY NOT APPLY TO PEOPLE WHO USE ANOTHER INTERNET SERVICE PROVIDER.

Copyright 2002 BellSouth Telecommunications, Inc. All Rights Reserved. Legal Notices and Privacy Statement.

