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internet

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WOW! internet

WOW! Internet places the entire World Wide Web (www) at your fingertips. With WOW! Internet's high speeds you can access any site on the web faster than ever!

What is WOW! Internet? WOW!'s High-Speed Internet service utilizes our advanced broadband network to provide the ultimate Internet experience. You get lightning-fast speed, exceptional reliability, customizable content, the latest features and outstanding customer support with our always-on Internet access solution.

Instant, Blazing Access Always on and lightning-fast, access to the Internet has never been so easy. Once you've tried broadband Internet, you'll never be satisfied with dial-up again. You'll never have the inconvenience of tying up your phone line either. *What could be better?*

In-Home Installation Our specially trained installers make house calls to ensure you have the perfect connection for accessing the web and take all of the hassle out of setting-up your computer. You'll be surfing the web like never before.

Stay Informed & Entertained Our service doesn't just provide access to the web; it also offers fresh, informative content updated constantly and presented the way you want it. Our Customer Homepage gives you the latest in news, sports, weather and current events in your community. At **wowway.net** you'll find a plethora of information to keep you in the know and having fun!

WOW! Email WOW! Email offers an easy to use solution that lets you check email at home or anywhere with an Internet connection. You can easily organize emails, set up an address book and manage your calendar. And then it is at your fingertips no matter where you are. Log into your email account on the Customer Homepage at **wowway.net**.

Around the Clock Support Our Internet support staff is not just available from nine to five; we are there to take your call whenever you need us, 24/7, 365 days a year. That's how committed we are to providing the extraordinary service and support you deserve.

WOW! Security

The Internet can be a dangerous place if you don't know your way around. But fear not, WOW! has partnered with F-Secure®, a leading provider of anti-virus and firewall software. Viruses, hackers, scammers and other various Internet bad guys don't stand a chance against WOW! Security.With WOW! Security, you have a posse of computer protecting products by your side like anti-virus and firewall protection, web-filtering spam blockers, anti-spyware and pop-up blocking. Plus, WOW! Security is automatically updated so you're safe from even the newest viruses.

WOW! Variety Pak

Get exclusive access to online subscriber content on the web. It's a free pass to the best sites in research, sports, and media. WOW! Variety Pak delivers you unlimited access to entertainment and subscription sites including:

American Greetings
iKnowThat
MLB.com
NASCAR.com
PlaySports TV
Shockwave.com
TrackPass

All of that and you get complimentary access to WOW! Radio. With over 20 stations for you to peruse, there's something for every music listener's taste.

**Speeds not available in all areas.*
WOW! Security and WOW! Variety Pak available for additional monthly subscriptions. Learn more at wowway.net.

How to Register Your WOW! Internet Account

Selecting email address and password

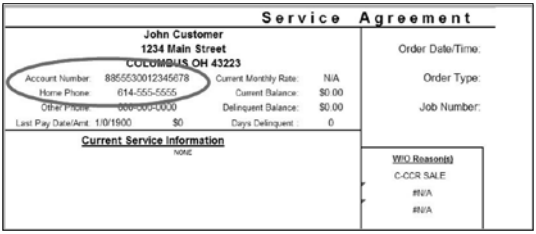
To choose your WOW! Internet email address and password, as well as register your account from your home computer, go to wowway.net and click on the “Register” link in the WOW! Email box (Figure 1).

Figure 1

Click on the “Register” link and the following screen will be presented (Figure 2).

Figure 2

Enter your WOW! account number and the phone number that is associated with your account. Your account number is located on your installation work order. Click “submit”.



Service Agreement

John Customer
1234 Main Street
COLUMBUS OH 43223

Account Number: 8855530012345678
Home Phone: 614-555-5555
Other Phone: 000-000-0000
Last Pay Date/Amt: 1/0/1900 $0

Current Monthly Rate: N/A
Current Balance: $0.00
Delinquent Balance: $0.00
Days Delinquent: 0

Order Date/Time:
Order Type:
Job Number:

Current Service Information
NONE

W/O Reason(s)
C-CCR SALE
#N/A
#N/A

Figure 3

Continue to the User Information screen. (Figure 4) In the User Name field you will create the primary WOW! Internet email address associated with this account. For example, if you choose JohnDoe1234, your main WOW! Internet email address will be JohnDoe1234@wowway.com. If the user name is already in use, you will be prompted to select a different user name. Your user name must be at least four characters.

Figure 4

Your password must be at least eight characters. You will also need to choose a security question that you will be prompted to answer if you forget your user name or password. Your answer is case sensitive.

After a successful creation of a user name and password, you will be returned to your WOW! Customer Home Page and you will be logged in.

Using Multiple Email Accounts

With WOW! Internet you can have up to 7 free email addresses (mailboxes) so that everyone in your house can have their own email address. Each additional mailbox must be associated with the Primary User Account. The Primary User Account can create additional mailboxes via the My Account section at **wowway.net**.

WOW! Email gives you access to your email from any computer that has an Internet connection. There is no need to use a separate email program to manage your email. Simply log in on the WOW! Customer Home Page to manage your email, address book, and calendar.

With WOW! Mail you can see your first five messages right from your WOW! Customer Home Page. To view the messages simply click on the message and it will open the full featured email page.

Composing and Sending Email Messages

You can compose and send your email messages as soon as you write them, or you can compose a draft and return to it later to finish and send.

The first step to composing a new message is to click New on the toolbar to open a blank compose page. You can also right-click the name in the Sent By section of an email and select **New Email**, to open a blank Compose page. Depending on your mail preferences, the blank compose page opens in the content pane or opens as a separate compose window.

In the Compose window, enter the email address of the person or persons to whom you are sending the message in the To: field. You can click **To** to look up a person's email address in order to search through your contacts. To add BCC addresses, click **Show BCC** next to the Cc: text field in the message header.

You can either compose your message in HTML or in plain text. The default format is configured in your Preferences, Mail --> Composition. To quickly change the format for this message only, click **Options** on the compose toolbar and select either **HTML** or **Plain Text**.

- HTML format lets you compose your message with different font styles, create tables, add color, and insert hyper links.
- Plain Text format produces text with no style or formatting. Any computer can read this type of message.

You can attach files, such as pictures, documents, spreadsheets, and audio files to your message.

To compose a new mail message:

1. Click New from the toolbar. The compose page is displayed.
2. If you are not using the default identity, in the Account drop-down list, select the identity (also known as persona) to use.
3. Complete the address, subject line, and body text as needed. Enter the body of the message in the text box below Subject.

   *To check the spelling in the message, click **Spell Check**.*

   To add an attachment, click Add Attachment.

   *Add your signature. If you have different accounts set up, in the Accounts drop down, select the email address to use for this email. If you have signatures style defined for the account, click **Signature** on the Compose toolbar to add that signature.*
4. Click **Send** to send the message.

   If you don't want to send the message immediately, click **Save Draft**. The message is saved in the Drafts folder.

Using Spell Check

1. To check the spelling of your message, click **Spell Check**, on the toolbar. Words that are unknown to the spell checker are highlighted.
2. Click on a highlighted word. A pop-up displays suggested corrections.
3. Select the correct word. The word is highlighted in another color.
4. To accept your changes and close the spell checker, click on **Resume Editing**.

Replying to mail messages

You can reply to only the sender of a message or you can reply to the sender and all other recipients of the message.

- **Reply** replies only to the sender of the original message. It does not include any other addresses that might be in the To: or Cc: fields. Clicking **Reply** opens a new mail Compose page and populates the To: field with the name of the person who sent you the message.
- **Reply to All** includes all recipients from the previous message. You can use this option if you want everyone who saw the previous message to also see your response.

Using Reply only preserves the body text. Attachments from the original message are not included in the reply.

Clicking **Reply** or **Reply to All** opens the Compose page, with the text from the old message preserved. Depending on how you set up your user preferences, the text from previous messages may have a character showing the number of previous exchanges that have occurred since this text was written. For example:

> Previous message
> > Message before previous message
> > > And so forth

Address Book

Your Address Book

Address Book is where you can store contact details. By default a Contacts and an Emailed Contacts address book are created in Address Book. You can create additional address books and share them with others.

You can add contacts to any of your address books. Only a name is required to create a contact. You can also create detailed contact cards that include full name, multiple email addresses, work addresses, home addresses, and other addresses, phone numbers, and notes about that contact. You can also create group contact lists.

The Emailed Contacts address book is populated when you send an email to a new address that is not in one of your other address books. You can disable this feature from your Preferences, Address Book tab. Remove the check from **Settings**, **Add new contacts to "Emailed Contacts"**.

When you compose an email, the auto-complete feature displays a list of names from your address books that match the text you are typing.

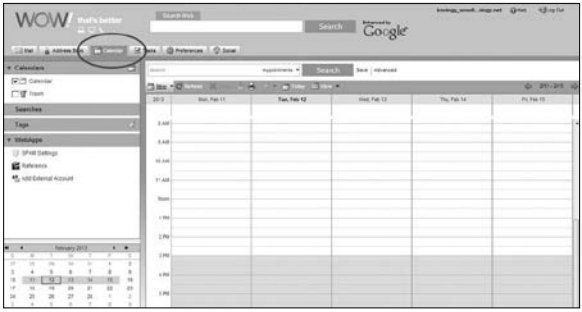
Viewing your contact information

You can view the contact names in a list or as cards. The List view is a vertical list of all of your contacts. The Cards view shows all the information you entered on the contact form.

You can change the view by using the Address Book View drop-down.

Complete contact information displays as a tool tip when you pass the mouse cursor over a name in an email message or in the email content view, if that name is in one of your address books.

Calendar



The Calendar lets you track and schedule your appointments, meetings, and events.

Calendar includes the following features:

- Create different personal calendars.
- Create appointments, schedule meetings and mark them as private or public.
- Create all-day events.
- Use the QuickAdd dialog to quickly create an appointment.
- Display your free/busy status.
- View other people's free/busy schedules to facilitate group scheduling with other WOW! email users.
- Create recurring appointments.
- View your calendars by various views, day, 5-day work week, 7-day week, and the entire month.
- Quickly view your calendar schedule for the day from email messages or from the mini-calendar.
- Accept/Tentative/Reject an invitation with one click.
- Share your calendars with other WOW! Email users.
- Print your calendars.
- Create and manage multiple calendars.
- Delegate permission to view or manage your calendars.
- Import and export other calendar programs.

To open the Calendar view, select the **Calendar** tab. The Work Week view is the default and is displayed when Calendar is opened the first time.

You can change which view is displayed when Calendar is opened from the Preferences > Calendar tab.

You can change your view from the Calendar toolbar, to see activities for a day, work week, full week, or month. Changing the Calendar view from the toolbar only changes the view for that session.

Preferences

- Manage how your mailbox features work for Mail, Address Book and Calendar.
- Create mail filters.
- Assign shortcut keys to quickly access email folders, saved searches, and tags.

internet

troubleshooting

If your Internet is temporarily down, there is a basic diagnosis for loss of the Internet service. Many things can cause the loss of Internet access. Here are some basic troubleshooting techniques that you can try.

- Try restarting your computer and see if that helps. Most issues can be resolved with a simple restart of the computer.
- Try rebooting the cable modem and try bypassing the router, hub, or switch and restarting the computer.
- If you are using multiple computers or a gaming system on the service, try unplugging the power to your router, hub, or switch for 20 seconds. Then plug it back in and restart your computer.
- If there are any firewalls on the system, try disabling them temporarily to see if that resolves the issue.

minimum system requirements

PC compatible

300 MHz processor or higher

128 MB RAM

50 MB available hard drive space

Windows XP, Service Packz or higher

CD-ROM drive

Available ethernet card slot and RJ45 cable

Web browser (Firefox 2.5+ or IE 7.0+ recommended)

Mac compatible

68040 processor or higher

32 MB RAM

50 MB available hard drive space

Mac OS 9 (or better)

CD-ROM drive

10BaseT ethernet card and RJ45 cable

Web browser (Firefox 2.5+ or IE 7.0+ recommended)

frequently asked questions

What is the maximum size for file attachments?
The maximum file size that can be sent through the WOW! email service is 25 MB. Incoming email attachments are only limited by the size of your mailbox, which is 10 GB.

How many emails can my inbox hold?
There is not a set number of emails that are allowed in the inbox. Each email account is provided 10 GB of space for messages. A typical text email message is approximately 30 KB. If a user receives larger emails with file attachments, the message capacity will be reduced.

How do I know if an email is really from WOW! ?
Here are some ways to identify if an email is actually from WOW!:

- WOW! will never send a file attachment to a customer. *NOTE: For webmail users the monthly update may appear as an HTML attachment. This is only because webmail does not support HTML formatting that is used for this email.*
- WOW! will never ask for any password or credit card information through email.
- WOW! will not send email to customers notifying them about abuses of their email account. Any contact of this sort would be done over the phone or, if the abuse was severe enough, the account may be temporarily deactivated to stop the offense until we can contact the user.