



# **High-Speed Internet Information & Overview**

**March 2007**

**Allband Communications Cooperative**  
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**Curran, MI 48728**  
**Main: 989-369-9999**  
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**Internet/Email Technical Support: 866-500-6922**

## Service Overview

Allband offers high-speed Internet service for \$30.92 per month plus applicable taxes. To insure operational stability, Allband, which is an incumbent local exchange carrier, has opted into the current National Exchange Carrier Association (NECA) tariff. Therefore, effective March 1, 2007 Allband will be providing High-speed Internet Service per the rate and terms contained in the tariff.

Per the NECA tariff, there is a service connection charge of \$99.00 which is waived for a service commitment of 12 months or longer. If service is discontinued before 12 months, the \$99.00 charge will be applied to your account at that time. If you have questions regarding these changes, please contact us at 989-369-9999

Allband's High-Speed Internet package includes the following features:

- Always on service, no dial-up needed and there is no charge for staying connected
- Up to 50 times faster than dial-up!
- High-speed service (up to 3 Mb/s Upload and up to 3 Mb/s download)
- (5) E-mail Accounts (Primary 25 Mb plus (4) Secondary 5 Mb Accounts)
- MyMail™ Spam & Virus Filtering
- 10 Mb User Web Storage Space (Upgradeable)
- 24/7/365 Live Answer Tech Support with Toll Free Access
- E-mail Tech Support
- Customized Web Portal (news, weather, email, account management, etc.)
- POP3/SMTP Configurable (Outlook, Outlook Express, etc.)

## **Connecting to the Internet**

Allband used Point-to-Point Protocol over Ethernet (PPPoE) technology to protect the cooperative's network and your personal Internet connection. In order to connect to the Internet through Allband's network, a user name and password is required. You will not be able to connect by simply plugging your computer into the Ethernet port on our equipment. This method allows us to maintain and protect your connection and prevents individuals from using your Internet without permission.

To connect to the Internet via PPPoE, you must either set up a direct connection on your computer or use a router with PPPoE functionality. The method of connection that is desired will be initially setup by an Allband technician and technical support is available to help you with the maintenance of your connection to the Internet.

### ***Using a Router (we recommend it!)***

Wireless routers are available for purchase through Allband. Allband will pre-configure your router and install it for you at the time of your service installation. A typical one-time charge for a router is \$40 or \$50 dollars depending on the model and there is no mark-up on the equipment. Allband highly recommends the use of routers, especially if you are using computers running operating systems older than Windows XP Service Pack 2.

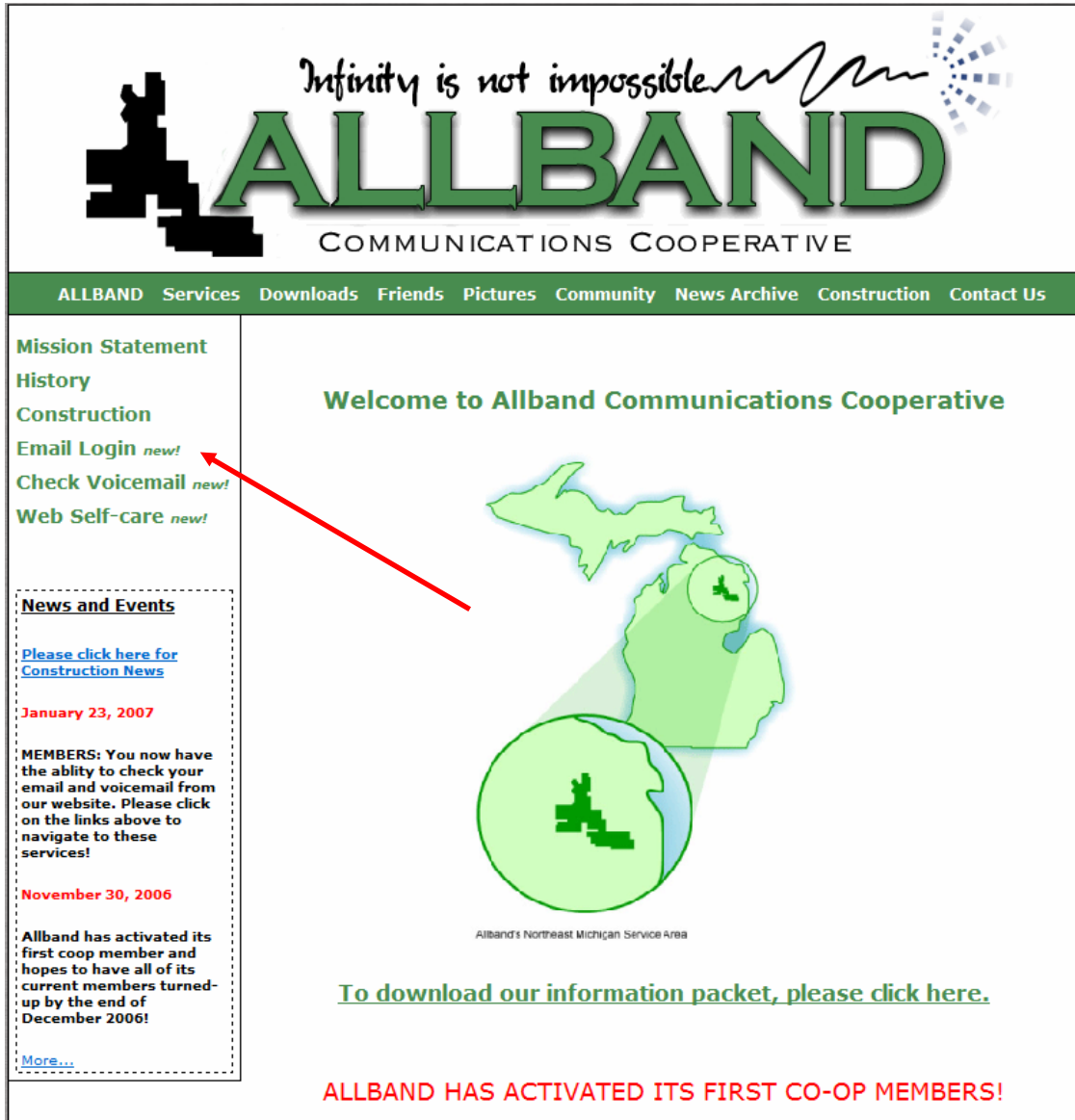
The benefits of using a wireless router are:

- One-time fee (no leasing)
- Ability to use multiple computers with your Internet Connection
- One-time PPPoE set-up on the router allows instant connections for new or guest computers (no configuration necessary)
- Has a built in firewall which will protect your computers from incoming and outgoing intrusions
- Allows computers with wireless capabilities to be used anywhere in your household from 400 to 1000 ft away (depending on model).



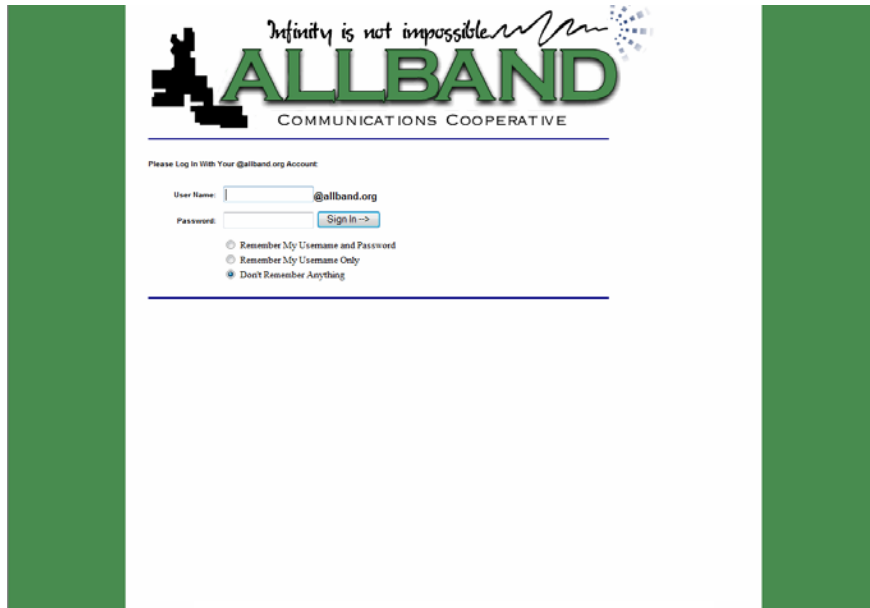
# Email Access

To access your email account(s) point your Internet browser to <http://mail.allband.org> or navigate to the cooperative's website at [www.allband.org](http://www.allband.org) and click on the Email Login Link (Figure 1), which will open a new window to the email web login (Figure 2).

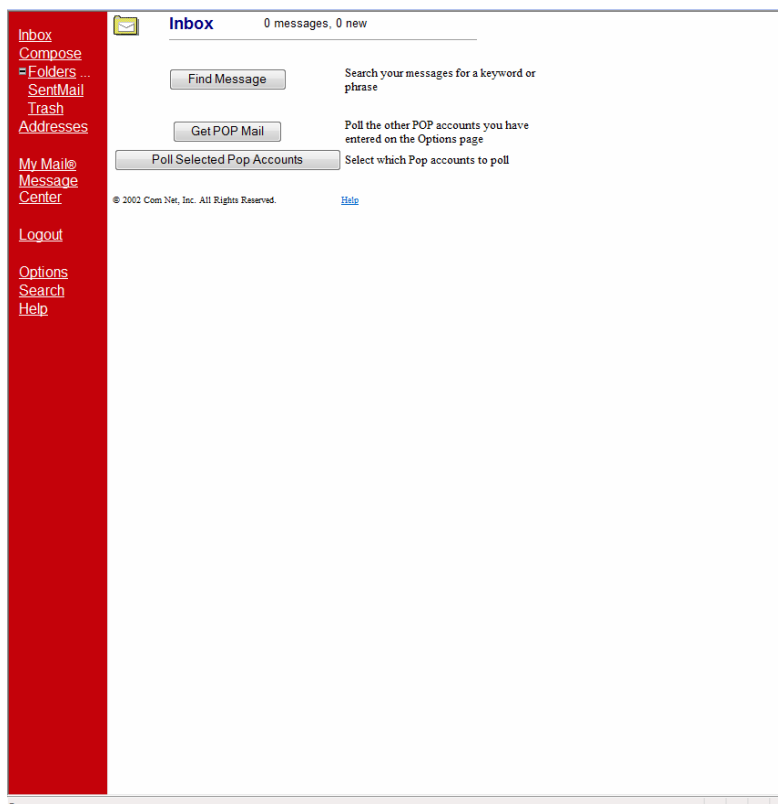


**Figure 1**  
**[www.allband.org](http://www.allband.org)**

Once you have navigated to the email login screen, enter your email username and your password. You will be redirected to the email website (Figure 3) where you can view and compose email.



**Figure 2**  
**Email Login**

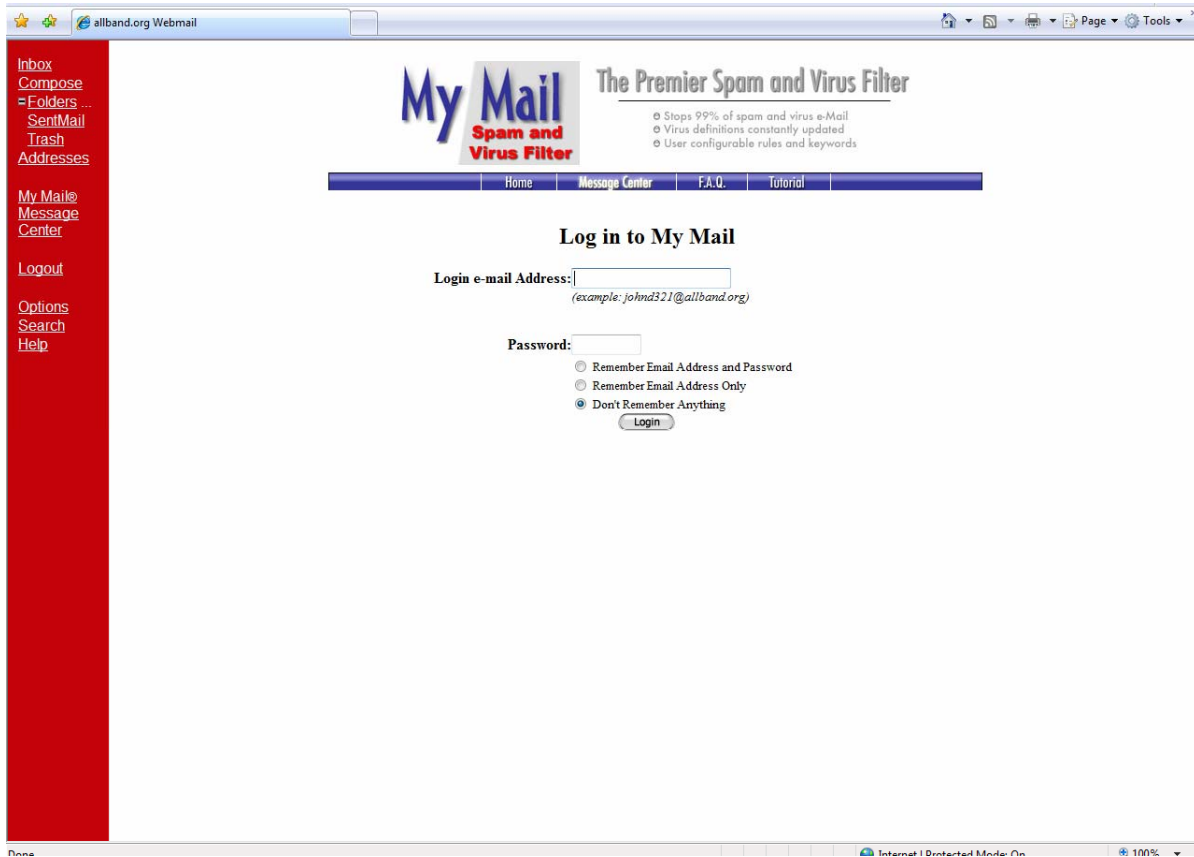


**Figure 3**  
**Online Email Interface**

## MyMail: Spam/Virus Protection

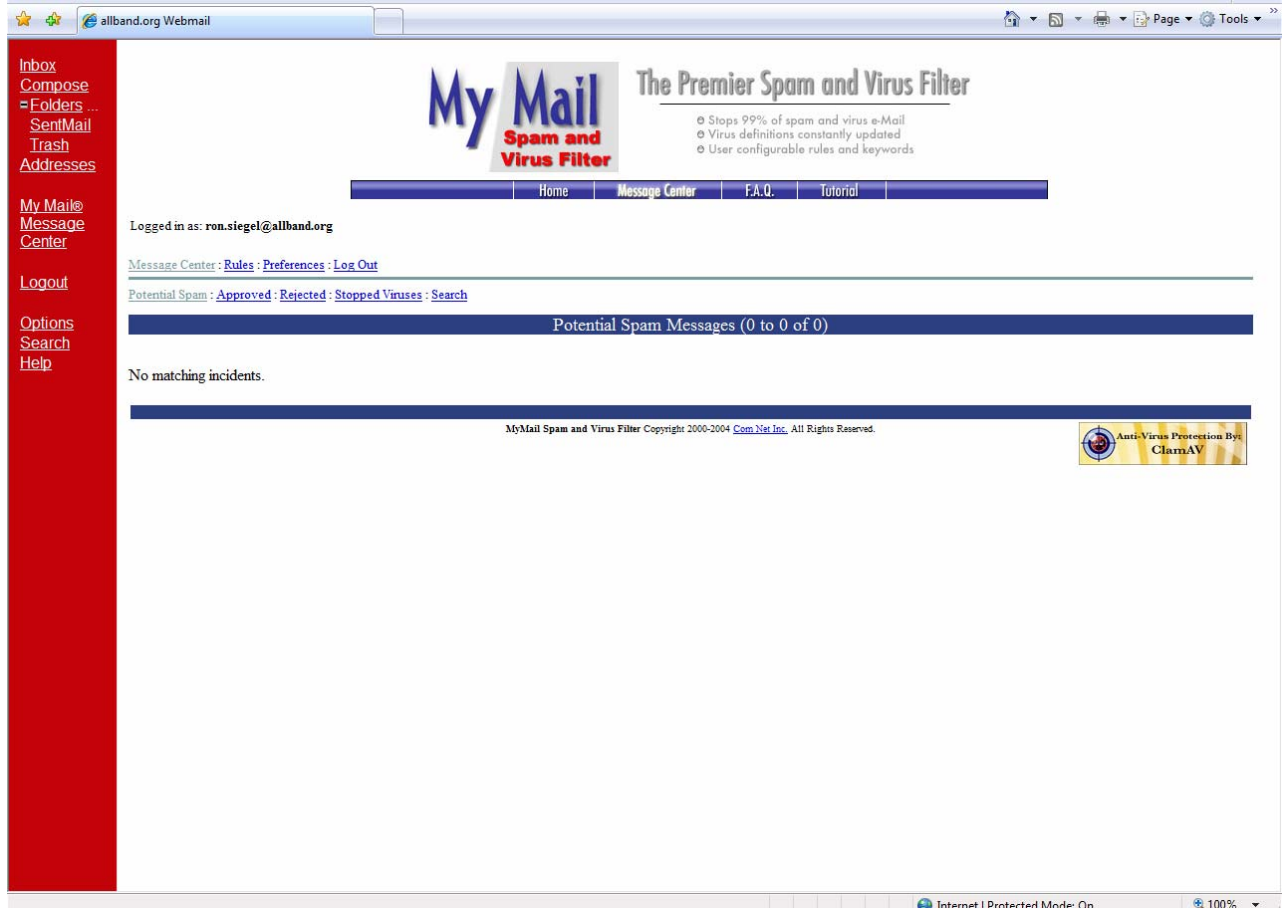
Allband offers an internal spam and virus filter to protect you from harmful emails. If an email that appears to be Spam or contains a virus is received by our system, it will automatically be sent to the My Mail storage area. To access the My Mail website, click on the 'My Mail Message Center' link on your email page (Figure 3) and it will redirect you to the web page show in Figure 4. Once there, enter your full email address and account password (same as email) to check for email that was flagged as spam or contained viruses. It is recommended that you check this website frequently in case emails that are not spam are accidentally caught by the filter. If a message that is not spam is received, you can accept the sender as an approved contact within the interface so it will not happen again.

To provide additional protection against online threats, Allband recommends additional virus, spam and firewall protection such as McAfee, Norton or Windows One Care in addition to our email protection package.



**Figure 4**  
**My Mail Virus/Spam**  
**Protection**

To check for viruses that has been caught, click on the 'Stopped Viruses' Link shown in Figure 5. If you would like to disable the spam feature or change the scanning sensitivity of the filter, click on the 'Preferences' link to adjust your settings.



**Figure 5**  
**My Mail Virus/Spam**  
**Protection**

## Using POP3 Email Clients (Outlook, Outlook Express, etc.)

Allband's email interface supports the use of email clients such as Outlook and Outlook Express.

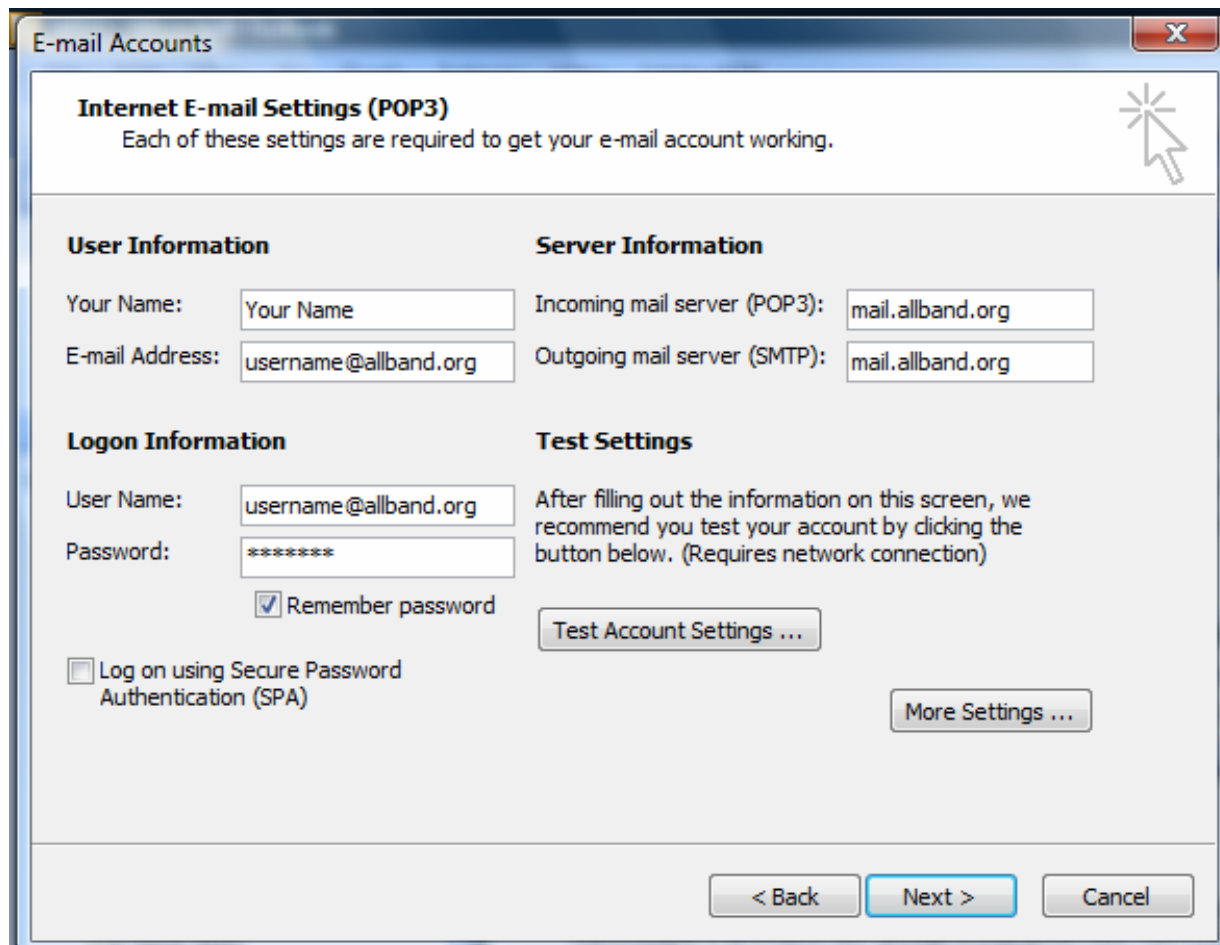
To configure your POP3 email client use the following settings (Figure 5 shows a configuration for Outlook 2003):

POP3: mail.allband.org

SMTP: mail.allband.org

These settings should work if you are using them on an ISP network other than Allband's, but it is possible that the ISP may block the SMTP request (sending mail). No other advanced settings are needed if you are on Allband's network.

For additional help with POP3 setup, please contact Allband's Internet/Email Technical Support at: 866-500-6922.



The screenshot shows the 'E-mail Accounts' window in Outlook 2003, specifically the 'Internet E-mail Settings (POP3)' tab. The window title is 'E-mail Accounts' and it has a close button (X) in the top right corner. Below the title bar, there is a sub-header 'Internet E-mail Settings (POP3)' and a note: 'Each of these settings are required to get your e-mail account working.' A mouse cursor is pointing at a star icon in the top right corner of the settings area.

The settings are organized into four sections:

- User Information:** 'Your Name' (text box with 'Your Name') and 'E-mail Address' (text box with 'username@allband.org').
- Server Information:** 'Incoming mail server (POP3):' (text box with 'mail.allband.org') and 'Outgoing mail server (SMTP):' (text box with 'mail.allband.org').
- Logon Information:** 'User Name:' (text box with 'username@allband.org'), 'Password:' (text box with '\*\*\*\*\*'), and a checked checkbox for 'Remember password'. There is also an unchecked checkbox for 'Log on using Secure Password Authentication (SPA)'.
- Test Settings:** A text box with the instruction: 'After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)'. Below this is a 'Test Account Settings ...' button.

At the bottom of the window, there are three buttons: '< Back', 'Next >', and 'Cancel'. A 'More Settings ...' button is also present in the bottom right area of the settings section.

**Figure 5**  
**Email Client Configuration**  
**(Outlook 2003)**

## **Customer Web Portal**

As a free service with our Internet package, Allband offers a customized web portal or home page where you can customize news, weather, stocks, horoscopes, contacts and other interactive fields. You will also have the ability to access your email and change account settings such as adding email addresses and changing your password from this portal. Allband will inform you when this service is available or feel free to keep an eye on our website for updates!

## **24/7 Internet Technical Support**

Allband technical support for your Internet connection and email account is available 24 hours a day, 7 days a week all year round. If you are having trouble with your Internet or email account please call our technical support group at **866-500-6922**. Please note that this number is for Internet and Email related issues only. If you are having a problem with your telephone service, please call **989-369-9999 or 866-500-6799**.

## **Ordering Information**

To place an order or request more information about Allband's Internet services, please contact Allband at 989-369-9999 or 866-500-6799.

To obtain Internet service from Allband, you must be a registered member of the Cooperative and at least subscribe to local telephone service per the terms and conditions of the Cooperative.