



## **General Questions about TC3Net Residential DSL:**

DSL (Digital Subscriber Line) is broadband technology that provides high-speed data transmission (up to 7.1 Mbps) over an existing telephone line. Speeds are up to 50 times faster than a standard 28.8 Kbps dial-up modem. Plus, DSL Service is instant - with one click you have a lightning-fast connection to the Internet. The technology requires that you be within 18,000 feet of a DSL-equipped phone office.

With DSL, customers use a single telephone line for high-speed data communications, including uploading and downloading multimedia. They can also use the same line simultaneously for voice or faxing.

Connections to corporate LANs are virtually continuous. There are no call setup delays or busy signals. A single click on an icon provides an immediate connection. Employees working from home can access their company's data network quickly and efficiently with the speed afforded by DSL service.

DSL technology also provides broadband connectivity for high-speed services such as video-on-demand, online gaming, home shopping, and distance learning to name a few.

### **· How does DSL work?**

DSL technology takes advantage of the bandwidth and data transmission capacity of the copper wires that are already connected to most homes and businesses. DSL does this by using higher frequencies for data transfer than those used for a normal voice telephone call. Think of it like a 12 lane highway, your voice uses 2 lanes and DSL uses the rest. Both services can exist on the line without interference from the other. In other words, you can talk all you want and be online at the same time.

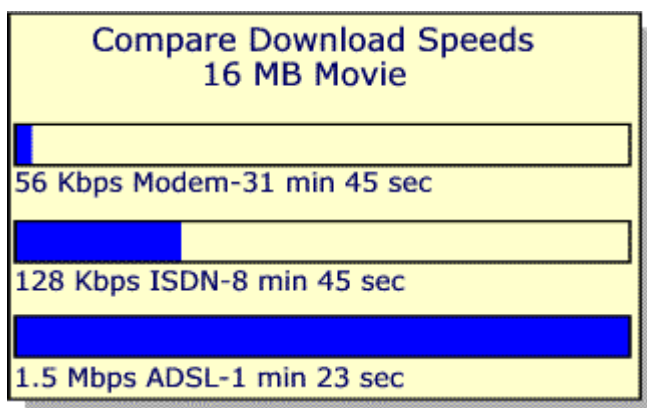
### **· Can I use an existing phone line for DSL?**

Yes, TC3Net is able to do what is called line-sharing on most home phone lines. With line-sharing, every phone jack in your home will have DSL signal on it. In some cases, the existing line to your home may not be capable of carrying a line-shared service. If this is true, TC3Net will run a new line to your home at no cost to you. If we do have to run a new line, a contracted installer will visit your home to run the line.



**- How fast is DSL?**

DSL provides data transfer speeds of up to 50 times faster than a standard 28.8 Kbps modem and 11 times faster than a 128 Kbps ISDN connection. The table shows the difference DSL speeds can make in typical file download times. With greatly improved data transfer speeds, the Internet experience becomes much more enjoyable and efficient for customers.



**-What Can I do with DSL?**

By taking advantage of DSL speeds customers can do more in less time. DSL Internet applications include:

**E-commerce**

DSL speeds electronic transactions. You spend far less time waiting for pages to download giving you far more time to shop and compare.

**LAN Access from Home**

With DSL, employees can access their corporate LAN from home and maintain productivity with faster response times than a dial-up connection.

**Multimedia**

Fast multimedia file downloads and uploads make DSL a cost-effective solution for graphics-oriented businesses. DSL's speed also makes it an excellent solution for gamers and customers who download music and entertainment files.

**Distance Learning**



DSL supports live video, making it a cost-effective tool for distance learning and corporate training programs.

#### Online Gaming

DSL speeds make playing games over the Internet as fast and as exciting as playing them from a CD or on a game machine.

#### · **Can I get DSL?**

To find out if you can get DSL and if so what kind, visit our website ([www.tc3net.com](http://www.tc3net.com)) or call our office at (517) 265-7872 or (888) 682-1256 and speak to a member of our customer support staff.

#### · **Are there any limitations on this service?**

All customers are subject to our Acceptable Use Policy.

DSL is limited by the distance from your location to the telephone company's Central Office your service is being routed from. The greater your distance from the Central Office, the lower the maximum speed we will be able to offer you. Past a certain point (which is different with each different kind of DSL), we won't be able to provide you with DSL service at all.

#### · **What kinds of DSL service does TC3Net offer?**

For current product offerings and pricing, please visit [www.tc3net.com](http://www.tc3net.com)

#### · **How does DSL compare to cable Internet access?**

With a cable Internet connection, there is a single line run into your area on which every cable Internet and television subscriber in your area shares. If there are very few other people online generating traffic across that line, your connection may be fast. Conversely, if there are a lot of other people online your connection will be slower. With a DSL connection, a line is run directly to your location so you are the only one using the bandwidth allocated to that line. You will get much more consistent speeds and more reliable service.

#### · **Are there computer system requirements to use DSL?**

A network interface card (NIC) is needed. Windows 98 or greater/Mac OS 8.5 or greater.

#### · **How long does installation take?**

Generally, once we get a signed contract back from you the installation process takes ten days to three weeks before your new DSL line is completely installed and ready for use. Sometimes we encounter special circumstances where additional work may be needed on the line before it will be ready for use, which would increase this time frame. In some rare



cases, there may not be any lines available in your area over which we can run the service, which would prevent us from providing service to you altogether.

**-Who does the installation?**

For residential ADSL users, the modem is shipped with instruction on how to perform an installation successfully.

**-Can I use a DSL modem from another service?**

·No. The equipment we provide has been thoroughly tested to guarantee it will work with our connection.

**-Can I hook more than one computer to the DSL modem?**

Yes. The current modem has connection for 5 computer. If more are needed, one can hook a hub (not included) to service more.

**· If I'm having problems with my DSL connection. What kind of support is available?**

Call our office at 517-265-7872 for customer support.

Our office hours are Monday - Friday 9:00AM – 5:00PM.

Phone Support Hours are: Monday - Friday 8:30AM – 5:00PM, Saturday 10:00AM-2:00PM

**· What happens if I move to a new address?**

While in a contract, to move DSL service to a new location there is a \$65 moving as well as 2 to 3 weeks install service at a new location. If a client moves to a location that TC3Net can not serve and the client has not satisfied the term of the contract, the early cancellation fee will be charged.

**· I currently have a telephony network running over my home telephone wiring. Will this interfere with DSL service?**

Running a telephony network on your home phone lines will prevent us from doing line sharing on the DSL line.

**· Is there a dial-up account included with my DSL service?**

Yes. There is a free limited dial-up account with 5 hours of online time per month included with this service. To set up this account.

**· Can I get a static IP address?**

A static IP address is not available with residential DSL service



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**· I have heard that an always-on connection poses a higher security risk. Should I install a firewall or firewall software?**

Because of the increased security risk of an always-on connection, there is a NAT firewall enabled on all TC3Net modem / routers we provide.

**· What if I want to change my connection speed? Will I have to sign a new contract? Are there any other fees involved?**

*Upgrading your speed:*

You must be eligible for a higher speed in order to upgrade your speed. If you're not sure if you are eligible, call our office. There is a one-time \$65 fee for upgrading your speed as well as the increased cost of that speed.

*Downgrading your speed:*

There is a one-time \$65 fee for downgrading your.

**· What will it cost me if I want to terminate my contract early?**

Should you terminate your contract before the 6 month term, there is a \$120 early termination fee.