

# Ameritech.net™

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## High Speed FAQ

### Regular FAQ

1. What's the big deal about Ameritech.net's High Speed Internet Service? Why is it better than the Internet access I have now?
2. What is ADSL?
3. How much does it cost?
4. Where is it available?
5. Will I incur any hourly charges when I use the ADSL line?
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8. What additional equipment do I need for the service?
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11. Who do I call when I need help?
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### Geek FAQ

**What's the big deal about Ameritech.net's High Speed Internet Service? Why is it better than the Internet access I have now?**

Our High Speed service provides two big advantages over dial-up Internet access:

1. **Speed.** Our customers surf the Web and download files at speeds up to 1.0Mbps (128Kbps upstream). That's 35 times faster than standard 28.8Kbps modems.
2. **"Always on" connection.** Ameritech.net High Speed members never need to dial in again: when their computer is on, they're on the Internet.

These two features will change the way you use the Internet. With that much speed instantly available whenever your computer is on, you can use the computer the way you would a phone, a radio, or a TV: to check the forecast, leave a message for a friend, find directions to a concert, or make travel reservations.

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**What is ADSL?**

ADSL is an acronym for Asymmetric Digital Subscriber Line, a technology which provides high-speed data over the same telephone wiring that 28.8 modems use. An "ADSL line" is just a new way of using the phone line you've got right now. (In fact, the ADSL modem plugs into the computer and the phone jack exactly as a standard modem does.)

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#### **How much does it cost?**

Ameritech.net High Speed customers get unlimited high-speed Internet access for only \$49.95 a month through the rest of 1998 (beginning next year the monthly fee will be \$59.95 a month). An installation fee of \$150 covers everything you need to get started online (right now we're waiving the \$199 equipment fee).

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#### **Where is it available?**

Right now, Ameritech.net High Speed Internet Access is available in Ann Arbor and Royal Oak, MI. In just a few months, it will be available in other areas around Detroit, and in many Chicago suburbs as well. If you'd like us to contact you when High Speed Internet Access comes to your area, send us a message. Let us know where you live and how we can contact you, and we'll keep you posted!

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#### **Will I incur any hourly charges when I use the ADSL line?**

No. The monthly fee of \$49.95 covers everything you need for unlimited access: the ADSL line itself, the modem, and your Ameritech.net membership.

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#### **What are the system requirements for the service?**

The High Speed Internet Service requires a desktop PC running Windows 95 with 16MB RAM, 32MB of free disk space, and a CD-ROM drive. (We plan to support a wide variety of system configurations in the near future -- like MacOS, Windows NT, and laptop computers.)

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#### **How are cable modems different from Ameritech.net's High Speed Internet Service?**

Although cable modems provide high speed Internet access and are appropriate for some users, they face limitations that ADSL does not:

- Cable modem users must share their bandwidth with other users in the area: if their neighbors are online and downloading files, the speed starts to drop. That doesn't happen with Ameritech.net, since the bandwidth is dedicated to each customer.
- Cable modems require a coaxial cable to run from your TV hookup to the computer you use. ADSL plugs into the same telephone jack you're using right now.
- Cable modem services usually do not support a wide variety of applications. Users who become more

sophisticated may want to move beyond email and Web surfing to hosting their own FTP servers, providing gopher directories, using telnet, etc. Ameritech.net's High Speed Internet Service is flexible enough to grow with the skills and interests of our members.

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**What additional equipment do I need for the service?**

Ameritech.net will provide members with an ADSL modem and a "NIC," or network interface card. (The NIC plugs into your computer's PCI slot.) Right now we're waiving the equipment charge of \$199 -- it's a great deal!

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**How do I order ADSL?**

Just give us a call us at 1 (800) 910-4369. An Ameritech.net representative will ask you a few questions and arrange for an installation date to accommodate your schedule. It's easy!

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**What is the installation process?**

When you order the Ameritech.net High Speed Internet Service, two authorized Ameritech representatives will visit your home to install it. The first will hook up the ADSL line at your location; this work will happen outside, and you probably won't even know we've been there.

On your installation date, our second representative will make some minor changes to your telephone wiring, hook up the ADSL modem and Network Interface Card (NIC) to your computer, and install the Ameritech.net software. Finally, we'll make sure you're up and running and answer any additional questions you may have.

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**Who do I call when I need help?**

Toll-free customer service and technical support for Ameritech.net's High Speed Internet Service is available 8 AM to 11 PM Central. Just call 1 (800) 910-4369.

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**Can I use Ameritech.net away from my desktop PC at home?**

Absolutely! You can dial into any of Ameritech.net's local access numbers across the Great Lakes region using your member ID and password. To take advantage of our High Speed Service, of course, you must use your home computer.

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**Can I keep my current email address?**

If you're already an Ameritech.net member, you can keep your current email address when you sign up for High Speed Internet Service. If you're coming to us from another provider, we'll give you an Ameritech.net email address -- but you can still use your existing email address, if your current Internet service provider allows it.

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**Nice overview, but you didn't answer all my questions.**

**Where can I find out more?**

If you absorb technical information like Michael Jordan drinks Gatorade, visit the [Geek FAQ](#). You'll find all the ADSL answers your delightfully geeky mind craves.

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# Ameritech.net™

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## High Speed Features and Availability

### Features

With speed like this--up to 1.0 megabits per second!--you can experience the Internet as you've always imagined it. You'll be able to blaze through high-bandwidth, graphics-intensive sites, watch live video broadcasts on your PC, or download the biggest browser update in minutes instead of hours.

But there's a lot more to the service than speed:

- The dedicated, "always on" connection means no more waiting and no more busy signals. You'll never need to dial in again.
- Our secure, dedicated bandwidth guarantees you won't be sharing the service with your neighbors.
- Our authorized Ameritech representatives will professionally install all the additional equipment you need, including a high-speed modem and PCI network interface card.
- Your Ameritech.net account gives you email addresses and homepage space for the whole family (up to five).
- Access to more than 40,000 newsgroups gives members one of the most comprehensive Usenet feeds in the Midwest.
- Ameritech.net provides great customer service and technical support--everything you expect from a market leader in Internet access.

### System requirements

To take advantage of our High Speed Internet Service, your computer needs to meet a few minimum requirements:

- A desktop PC with a Pentium processor
- Microsoft Windows(r) 95
- 16MB of RAM
- 32MB of free hard drive space
- A CD-ROM drive

We plan to support a wide variety of system configurations in the near future-- like MacOS, Windows NT, and laptop computers. Stay tuned!

### Availability

Right now, Ameritech.net High Speed Internet Service is available in Ann Arbor and Royal Oak, Michigan (and

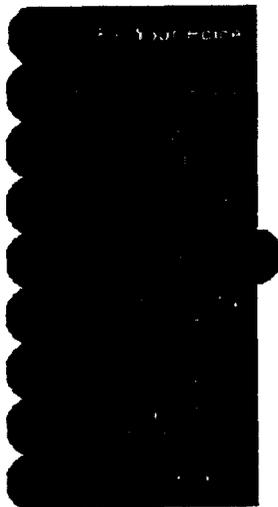
surrounding areas). In just a few months, it will be available in other areas around Detroit, and in many Chicago suburbs as well. If you'd like us to contact you when High Speed Internet Access comes to your area, send us a message. Let us know where you live and how we can contact you, and we'll keep you posted!

#### **How to order**

We're offering a 30-day risk-free test drive of this remarkable new technology. The cost is just \$49.95 per month for unlimited access, plus a one-time installation fee of \$150. To learn more, or to sign up, just call 1-800-910-4369 and we'll take care of the rest. If after 30 days you're dissatisfied for any reason, we'll refund your money--no questions asked. It's that simple. So call 1-800-910-4369 and sign up today!

\*Ameritech.net is not available in all areas. The total price includes a \$6.00 monthly fee for services provided by UUNET. Prices do not include applicable taxes. Offer subject to change. ©1998 Ameritech Corporation. All rights reserved. Ameritech.net is a service mark of Ameritech. Windows 95 and Internet Explorer are registered trademarks of Microsoft Corporation.

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### Infospeed DSL Pricing



### SPECIAL OFFER

#### Infospeed DSL Internet Packages - Monthly Rate

Personal Infospeed (Infospeed 640 Kbps & Bell Atlantic.net)	\$59.95
Professional Infospeed (Infospeed 1.6 Mbps & Bell Atlantic.net)	\$109.95
Power Infospeed (Infospeed 7.1 Mbps & Bell Atlantic.net)	\$189.95

#### Infospeed DSL - Monthly Rate

Infospeed 640 Kbps	\$39.95
Infospeed 1.6 Mbps	\$59.95
Infospeed 7.1 Mbps	\$109.95

#### One Time Charges

One-time charges include the following:

Service Connection Charge:	\$99.00
DSL Modem:	\$325.00
Turnkey Home Installation:	\$99.00

*Please note that if you do not already have an Ethernet card, you will need to purchase one from Bell Atlantic or any other retail provider of Ethernet cards.*

*The minimum PC system requirements for Infospeed DSL at present are:*

- Windows 95/98 or NT 4.0 (Macintosh support coming in 1999)
- Intel Pentium/Pentium Pro/Pentium MMX/Pentium II, AMD K5/K6, or Cyrix 586/686 processor
- 32MB RAM
- 25MB free hard drive space
- CD-ROM drive
- resources to accommodate an Ethernet card if one is not already present (available slot, available IRQ, available I/O resources)

#### Special Offer

For customers subscribing to a Bell Atlantic.net DSL package

for twelve months, the DSL modem is only \$99 and the Ethernet card\* and turnkey home installation are free!

\*Offer available on selected Ethernet cards only.

[If you're currently a Bell Atlantic ISDN customer, click here to find out about our ISDN Rewards upgrade program.](#)

*The levels of Infospeed DSL service available to you will vary based on your distance from your Bell Atlantic Central Office. Infospeed DSL is not available in all areas.*

#### **ISDN Rewards**

Bell Atlantic will be "technology-change proofing" its high speed services by introducing an **ISDN Rewards** program concurrent with the launch of its Infospeed product line. Once Bell Atlantic Infospeed service is available in an area, Bell Atlantic residential customers who have purchased an ISDN modem from Bell Atlantic will be guaranteed an ADSL modem from the company at no additional charge when they subscribe to our Bell Atlantic.net DSL offering with a 12-month commitment.

Bell Atlantic residential customers who prefer to use another Internet provider will receive 1/2-off Bell Atlantic's normal ADSL modem price when they purchase an ADSL modem from Bell Atlantic. So, customers who want high-speed Internet access need not wait until ADSL-powered Infospeed is available in their area. Where Bell Atlantic Infospeed is not available or is not compatible with a person's line, customers can still order Bell Atlantic ISDN service for high-speed Internet access. Bell Atlantic ISDN service is available - today - to nearly 20 million households in the mid-Atlantic region and the Northeast. ISDN can provide Internet connections that are more than four times faster than traditional 28.8 Kbps modems. Nearly half of the one million ISDN lines installed in the United States are used by Bell Atlantic customers.

*Purchase of InfoSpeed DSL not required. Limit one per household. ISDN modem must have been purchased from Bell Atlantic's Residential ISDN Center in Norfolk, VA or from Bell Atlantic's authorized sales agent IDRC or Telamon. Return of the ISDN digital modem invalidates this offer. Terms and Conditions associated with this program are subject to change.*

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# Infospeed<sup>™</sup> DSL

**Get more of the web the way you want it. Fast.**

Dear [REDACTED]

Now you have the power to tap into the Web, with the advanced speed and access you've been looking for.

Introducing Infospeed<sup>™</sup> DSL from Bell Atlantic.

Infospeed DSL from Bell Atlantic gives you an ultra-fast connection to the Internet—with speeds ranging from 11 to 126 times faster than a 56K modem. It also gives you a connection that's always on, so you'll never have to wait. And because it expands the power of your home phone line, you can surf the Web without tying up your phone line.

To sum up, Infospeed DSL offers you the advantage of:

- **High-speed data access.** Up to 640Kbps to 7.1Mbps downstream (from the Internet to your home).
- **Access through your existing home phone line.** Talk on the phone and surf the web at the same time—and get all of your services on one monthly bill.
- **Dedicated service.** Unlike other technologies (such as cable modems), you'll never have to share your bandwidth with other users, so your connection speed won't slow down when your neighbors log on.
- **Always-on access.** Provides you with a constant connection to your Internet Service Provider (ISP)—eliminating dial-up and busy signals.
- **24-hour Infospeed DSL technical support.** Bell Atlantic will be there for you, whenever you need our help.

Depending on your needs, Infospeed DSL is available in three speeds (see ordering information below) and works with Bell Atlantic.net<sup>™</sup> or any DSL-compatible Internet access provider. And to make high-speed access completely affordable, Bell Atlantic offers you a great money-saving deal:

**Order Bell Atlantic.net DSL service and get a Westell DSL modem for just \$49.**

Just make a 12-month commitment. In addition to the special modem price (which includes \$50 cash back), you'll get home installation and an Ethernet card for FREE. That's a savings of up to \$434.

When you order Infospeed DSL, you'll pay a \$99 service connection fee. With Bell Atlantic.net, you'll get the full DSL connection for just \$148. Then you'll pay just a convenient, flat monthly rate. If you're not completely satisfied with your service within the first 30 days, Bell Atlantic will issue you a complete refund.

➔ **To order or get more information about Bell Atlantic Infospeed DSL, simply visit our website at [www.BellAtlantic.com/Infospeed](http://www.BellAtlantic.com/Infospeed)—or call 1-877-305-8330, and press 101.**

Sincerely,

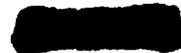


Peter Castleton  
Director, Data Products

See reverse side for additional customer information.

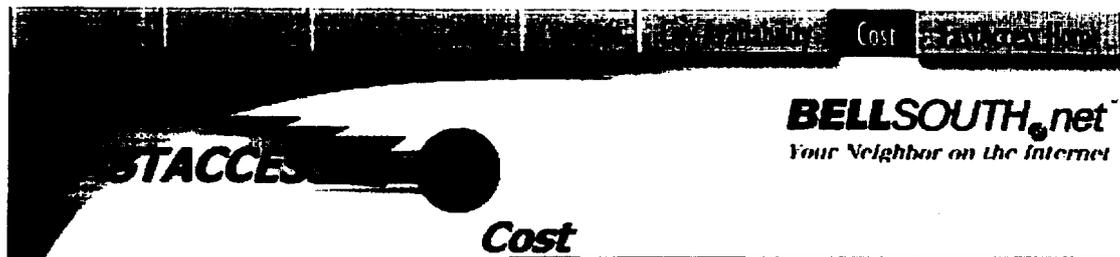
Special modem price includes \$50 manufacturer's cash back available from Westall Inc., available to first 20,000 InfoSpeed DSL customers ordering the service by 6/30/99. Requires mail-in of cash back coupon to Westall. Regular prices: \$325 modem, \$99 home installation, \$49.95 - \$59.95 Ethernet card. Ethernet card offer available on select cards only. Purchase of InfoSpeed DSL from Bell Atlantic not required. Limit one per household.

Limited to customers directly billed by Bell Atlantic. You must call Bell Atlantic at 1-800-339-8027 within thirty days from service turn-up or equipment installation by Bell Atlantic, whichever is later. Bell Atlantic will apply a credit to your bill for the service connection charge and any monthly-billed service charge. Depending on your method of payment, Bell Atlantic will credit your phone bill or credit card for Bell Atlantic-purchased equipment, turnkey home installation, and Bell Atlantic.net service (one month). Although you will be credited for Ethernet cards and the splitter, Bell Atlantic will not request their return if under \$60, nor dispatch a technician to remove them. Limit one refund per household.





| [BellSouth Products](#) | [BellSouth.net Home](#) |



#### Monthly Rate

~~\$79.95~~

BellSouth.net FastAccess service is only **\$49.95** per month for unlimited monthly usage if you are a subscriber to **BellSouth Complete Choice®** or **Business Choice®** telephone feature packages. This amount includes the use of all regular BellSouth.net features and support. *(If you would like more information about **BellSouth Complete Choice®** go to **BellSouth products and services area**, where after entering your phone number, you will get information about **Complete Choice®** and other **BellSouth products** available in your neighborhood.)*

*Remember  
you'll still be  
able to use  
it as a phone  
line while  
you're on  
the Internet!*

~~\$59.95~~

BellSouth.net FastAccess service is only **\$59.95** per month for unlimited monthly usage when purchased by itself. This amount includes the use of all regular BellSouth.net features and support.

Your regular monthly telephone service charges are not included in these amounts.

**Installation** A one-time installation fee will be charged for configuring your computer and phone line for FastAccess service. The fee includes a \$199.95 equipment charge for the FastAccess modem and related equipment, and a \$99.95 installation charge for the FastAccess line activation and on-site installation.



- features & benefits
- availability
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**other access products:**

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- dsl
- frame relay
- ds1
- ds3
- atm

**Basic DSL Internet Access**

Pacific Bell Internet Basic DSL is designed to provide the same features that dial-up analog and single user ISDN customers receive today, only at much faster speeds.

**Features**

Speed Available	384 Kbps/128 Kbps or 384 Kbps/384 Kbps or 1.5 Mbps/384 Kbps
Unlimited Usage	yes
Static IP Address	1
Pacific Bell Internet POP E-mail Accounts	1
Pacific Bell Internet POP E-mail Accounts (starting Dec 1)	3
Pacific Bell Internet POP E-mail Alias (starting Dec 1)	2
Personal Home Page	yes
Pacific Bell Internet Extra Access Analog Modem Access Account	yes
Pacific Bell Internet News Server Access	yes

**Pricing**

The total monthly price for **Basic DSL Internet Access** is a combined price for both the Pacific Bell DSL feature on your telephone line and the Internet access from Pacific Bell Internet Services.

**In addition, there is a one-time installation fee of \$125 from Pacific Bell.**

Pacific Bell Internet is offering **DSL Home Pack**, a complete solution package including all necessary equipment starting as low as \$299.

	Pacific Bell	Pacific Bell	Total Monthly
--	--------------	--------------	---------------

Access Speeds	Pacific Bell Monthly Price (for DSL feature on your telephone line)	Internet Monthly Price (for Basic DSL *)	Price for Basic DSL Internet Access (not including installation fees)
384 Kbps/128 Kbps	\$59	\$30	\$89
384 Kbps/384 Kbps	\$99	\$60	\$159
1.5 Mbps/384 Kbps	\$189	\$90	\$279

\* Pricing for Pacific Bell Internet Basic DSL includes GSP charges.

### Hardware Requirements

When you order Basic DSL service, Pacific Bell will work with you to coordinate the ordering and installation of the appropriate hardware. All hardware and installation services are provided by Prime Services Group.

You will need the following hardware for Basic DSL Internet Access:

- Alcatel 1000 DSL Modem
- POTS Splitter
- Kingston KNE40T Network Interface Card (NIC)
- Pacific Bell Internet's customized version of Netscape Navigator or Communicator.

For more information, please see the recommended system requirements for Pacific Bell Software.

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### For More Information

To see if you qualify for DSL or to order DSL service please call the DSL Order Center at **888-884-2DSL**.



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DSL

## DSL Internet Access Solutions

Pacific Bell Internet offers several complete solution packages designed to get you or your business on the Internet quickly and easily. Solution packages are available for individuals as well as for customers with a LAN. Both solution packages include the required networking hardware, hardware configuration, and on-site installation -- all at a significant cost savings

### DSL Home Pack - *For single workstation customers*

DSL Home Pack features include:

- DSL service installation from Pacific Bell (384K/128K, 384K/384K or 1.5M/384K)
- DSL Basic Internet access from Pacific Bell Internet (1 year term required)
- DSL hardware package from Prime Services Group:
  - DSL modem
  - Splitter
  - Inside Wiring
  - On-site Installation

Total start-up cost for DSL Home Pack - **\$299\*** (\$249 without NIC)

### DSL Internet Access Pack - *For customers with a LAN*

DSL Internet Access Pack features include:

- DSL service installation from Pacific Bell (384K/128K, 384K/384K or 1.5M/384K)
- DSL Enhanced or Business Internet access from Pacific Bell Internet (1 year term required)
- DSL hardware package from Prime Services Group:
  - DSL modem
  - Splitter
  - Inside Wiring
  - On-site Installation

Total start-up cost for DSL Internet Access Pack - **\$449\*** (\$50 more with NIC)

Total start-up cost for DSL Internet Access Pack with Router - **\$1,224\*** (\$1,274 with NIC)  
(A Dual Ethernet Port router is required for Business DSL.)

\* Pricing assumes Pacific Bell term contract for 384K/384K and 1.5M/384K speeds. Add \$125 without

term contract.



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## Personal Technology

### Dell bundling DSL modems

By Brooke Crothers  
Staff Writer, CNET News.com  
November 20, 1998, 9:00 a.m. PT

**comdex update LAS VEGAS—Dell and Compaq see eye to eye on one thing: the enormous sales potential for coupling personal computers with high-speed modems.**

On the heels of [Compaq's rollout](#) on Monday, [Dell](#) announced yesterday that it is shipping PCs with high-speed digital modems from [Cisco Systems](#) in conjunction with service from telecommunications giant US West.

Dell now offers the DSL modems as an option on its Dimension line of home PCs. A Dimension PC with Cisco ADSL modem, 333-MHz Celeron processor from Intel, and a 15-inch monitor will cost \$1,399, Dell said. The high-speed modems will be available as an option for \$199.

Dimension owners living in 14 cities, including Denver, Phoenix, Seattle, and Portland, will be able to access US West's MegaBit service, which costs \$59.95 per month.

Both Compaq and Dell see the incorporation of high-speed modems as key to future PC sales, as connection to the Internet has become a major reason for buying computers. As the trend continues, Net connection speeds may begin to eclipse chip speeds as the most significant yardstick for a computer's performance.

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straight," said Carl Everett, senior vice president in charge of personal systems at Dell, describing the observed doubling of processor speeds about every 18 months but suggesting increasing modem speeds are becoming more important.

In other words, as people spend more time on the Net, a computer's speed is perceived more through its online fleetness than on its number-crunching prowess.

"Fast baud [modem speed] has caught fast MIPS [chip speed]" in importance, Everett proclaimed.

Monthly fees for the service will begin at roughly \$40. Compaq is targeting these price points also. "Once you get below \$50 [for high-speed modem service] 70 percent of PC users express a strong interest," said Rod Schrock, senior vice president in charge of the consumer product group at Compaq.

Dell said the service will capitalize on its direct sales model **QUOTE SNAPSHOT**

November 20, 1998, 1:01 p.m.  
PT

Dell Computer Corp. DELL  
64.3750 +1.3125 +2.08%  
US West Inc. USW  
60.5625 +0.8750 +1.47%

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because Dell can find out where a customer lives when they call to order and configure a computer. Once this is determined, they can tell the customer what level of service is available in their region and, if it is available, help the customer to set it up.

In fact, for this reason, Compaq is also going direct with its high-speed modem equipped PCs launched on Monday.

Everett said Dell will offer speeds of 7 mbps (megabits per second), which is almost five times faster than the "G Lite" standard-based modems Compaq discussed on Monday. A 1.5-mbps G Lite modem is roughly 25 times faster than today's 56-kbps modems, though connection speeds for all DSL modems can vary greatly depending on location and sophistication of service.

Everett also said Dell should be ready to offer similar hardware-service bundles with SouthWest Bell and Bell Atlantic sometime in the next few months.

The announcement comes in the wake of a series of previous tie-ups. In October, Dell and Internet service provider @Home Network agreed to make sure @Home service works with cable modem-ready PCs in Dell's Dimension line for home and small business consumers. By early next year, the companies said, the partnership should result in availability of Dell PCs customized for cable modem service in areas where the @Home service is available in North America.

The service provided by @Home enables users to download at typical speeds of between 1.5 and 3 mbps.

This is all part of Dell's move to enhance its "ConnectDirect" initiative. The computer maker has also hooked up with SBC Communications for DSL access.

SBC, which owns telecommunications companies such as Pacific Bell and Southwestern Bell, is jointly marketing DSL Internet access service with Dell in select Texas and California cities.

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