





**INSTALLATION  
CHECKLIST**

**GETTING STARTED**

**HOSTING SERVICES  
FOR CUSTOM  
DOMAIN CUSTOMERS**

**ONGOING SERVICE  
AND SUPPORT**

**ADDITIONAL INFO**

**Turn your contacts on to  
affordable, powerful solutions  
from Charter Business and  
earn a \$50 credit on your bill.**

Click on **ADDITIONAL INFO** tab for more information.

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## 1 INSTALLATION CHECKLIST

We've created the following checklists of specifications and site requirements to ensure that the installation of your service runs smoothly. Please review this information and prepare your facility accordingly prior to your installation date.

**Identify The Facility Entry Point:** Confirm the location where the Charter Business fiber connection will enter your building.

**Create A Secure Storage Location For Terminating Equipment:** Please choose a safe and secure area in your building to house all terminating equipment. Talk with your Charter Business sales representative for details about the amount of space you will need.

**Provide Power For The CPE:** You may need to have a power source for the customer premises equipment (CPE), the terminal, other associated equipment, and wiring required for your connection.

**Provide Rack Space:** If your service configuration requires additional equipment from Charter Business, you will need to provide secure rack space for that equipment. Contact your Charter Business representative to determine how much rack space you might need.

**Provide Connections To The Local LAN:** Depending on your fiber connection, you may need to have a cable extension or patch facilities for your LAN connection.

### OTHER INSTALLATION CONSIDERATIONS

You may already have made arrangements for the following, but please ensure that all of these requirements are in place at the time of installation:

- Electrical 15A or “15 AMP AC electrical circuits”
- Standby power for at least eight hours
- Environmentally controlled space large enough to house all necessary equipment
- 24-hour access for approved Charter Business technicians
- Entry for outside plant
- Surge protection
  
- Space for demarcation point 12 – 24 or “punch down block for fiber.” This is the point where the fiber strand from Charter Business terminates.
- Ground bar

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## 2 GETTING STARTED

### 2.1 CHARTER BUSINESS SERVICE CHOICES

Charter Business® offers a choice of high-speed internet access speeds as well as a selection of services that can include:

- Static IP addresses
- Commercial email, Domain Name System (DNS) and web hosting

#### **Custom Domain**

For customers with custom domain names, Charter provides email accounts and web space on a domain provided.

Your service order outlines the initial service options you have selected. You've already chosen the speed combination that best meets your needs. The next step is to begin the registration and installation process.

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## 3 HOSTING SERVICES FOR CUSTOM DOMAIN CUSTOMERS

Your fiber internet service provides you with a web-based email administration tool you can use to manage the services included with your internet service. You'll be in control of your email services, which will enable you to add, modify, and delete your email accounts; manage email groups; and allocate email storage.

### 3.1 DOMAIN NAME REGISTRATION

#### No Domain Name Registered

If you don't have a registered domain name, you will need to contact a domain registrar to search, select, and set up your own custom domain.

You'll find a list of registrars at [www.icann.org/registrars/accredited-list.html](http://www.icann.org/registrars/accredited-list.html). Registration fees and terms vary by registrar. Once you have registered your domain, enter it in **Table 1**, in Section 3.5.

**Note:** Complete the next step before contacting a domain registrar. If you give them the primary and secondary domain name servers as part of the registration process, you will not have to go back and change it.

#### Domain Name Already Registered

If you already have a registered domain name, enter it in **Table 1**. The domain you specify will be configured on Charter DNS servers.

**Note:** If you have existing email accounts and websites using your domain name, wait until Charter notifies you that the hosting services have been provisioned on Charter's servers before proceeding to the next step. That will usually be within one business day of the time that your Charter Business representative receives and submits the information you provide.

When describing custom domains within the text of this document, the following syntax is used `<your-domain>`. This syntax represents a domain name in the form of `<name>.<suffix>`. Substitute the actual domain name you have registered for `<your-domain>`. For example: `WestEndHardware.com` or `TheWidgetCo.net`.

### 3.2 CHARTER DNS SERVERS

The registrar of your domain name needs the primary and secondary server information provided below. It identifies Charter DNS servers as primary and secondary name servers. If you are registering a domain for the first time, you should provide this information during the registration process. If your domain is already registered, you need to submit the server information below to your registrar.

Submit the following domain name server information to your registrar:

**Primary Name Server**  
AUTH0.NS.CHARTER.NET

**Secondary Name Server**  
AUTH1.NS.CHARTER.NET



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### 3 HOSTING SERVICES FOR CUSTOM DOMAIN CUSTOMERS

Charter Business will configure the following services for your domain:

RECORD TYPE	VALUE	PURPOSE
A record	www.<your-domain>	Identify website location
A record	mail.<your-domain>	Mail access via web interface
A record	pop.<your-domain>	For client retrieval of messages via POP protocol
A record	smtp.<your-domain>	For client sending of messages via SMTP protocol
A record	<your-domain>	Identify website without www. prefix
MX record	mail.<your-domain>	Identify the electronic mail server
NS record	auth0.ns.charter.net	Identify primary DNS server
NS record	auth1.ns.charter.net	Identify secondary DNS server

#### 3.3 ESTABLISH AN EMAIL ACCOUNT ADMINISTRATOR

Charter Business will set up an account named “administrator” for your custom domain that allows you to manage your email accounts. This account will always be named “administrator” and will have an email address of administrator@<your-domain>.

You can use this account to:

- Add accounts
- Delete accounts
- Rename accounts
- Change account passwords
- Set various account parameters

The administrator email account can also be used to send and receive messages but is limited to 1MB message storage and does not count against your mailbox quota. Select an administrator password and enter this information in **Table 2** (in Section 2.5).

Email passwords can be 6 to 8 characters in length and can contain lowercase letters (a-z), uppercase letters (A-Z), digits (0-9), underscores (\_), hyphens (-) or dots (.) EXCEPT \$ \ \* ! \$ { } [ ] | & ; ( ) < > space. Passwords are case sensitive.



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### 3 HOSTING SERVICES FOR CUSTOM DOMAIN CUSTOMERS

#### 3.4 SELECT A CONTROL PANEL USER NAME AND PASSWORD

Control Panel access allows you to update and maintain your website content. Specify the Control Panel user name and password you want created, and enter them in **Table 3** (in Section 5.5).

Your Control Panel user name must be unique. Control Panel user names can consist of 1 to 32 characters. It must start with a lowercase letter (a-z) followed by lowercase letters (a-z), digits (0-9), underscores ( \_ ), hyphens (-) or dots (.). Account names are not case sensitive.

Control Panel passwords can be 6 to 8 characters in length and can contain lowercase letters (a-z), uppercase letters (A-Z), digits (0-9), underscores ( \_ ), hyphens (-) or dots (.) EXCEPT \$ \ \* ! \$ { } [ ] | & ; ( ) < > space. Passwords are case sensitive.

#### 3.5 SUBMIT INFORMATION TO CHARTER BUSINESS

Below, you should list a domain name, email administrator account name and password, and Control Panel user name and password. All are needed to set up your custom domain and provide administrator access to the Charter email and web servers. Contact your Charter Business representative with this information.

Hosting services are usually created within one business day after your Charter Business representative receives and submits the information.

**Table 1**

DOMAIN NAME (E.G., MYCOMPANYDOMAIN.COM)
<input type="text"/>

**Table 2**

EMAIL ADMINISTRATOR ACCOUNT NAME	PASSWORD
<input type="text" value="administrator@&lt;your-domain&gt;"/>	<input type="text"/>

**Table 3**

CONTROL PANEL USER NAME	PASSWORD
<input type="text"/>	<input type="text"/>

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## 3 HOSTING SERVICES FOR CUSTOM DOMAIN CUSTOMERS

### 3.6 CREATE EMAIL ACCOUNTS

If you have existing email accounts in your previous domain, you may want to set up email accounts before any DNS changes take effect to provide continuity of email services.

**In Your Browser, Enter <http://209.225.8.75>**

- Press the **Enter** key.
- When prompted, enter your email administrator account name and password.
- Press the **Enter** key. You can now access the WebAdmin interface for the domain.

#### Setting Up Email Accounts

Note: Email domain administration is available only through the browser-based WebAdmin interface. The following procedure describes the steps for your email administrator to follow when setting up email accounts.

- Go to Mail Settings>Messages screen
- Click Mailbox Administration

#### Create A New Mailbox

- Click New Mailbox.
- Complete the fields shown in the graphic, and then click OK.

**Full Name:** To identify the member in the group.

**Username:** This will be the login and username for the mailbox.

**Password:** Assign a new password for this account.

**Domain:** Select domain for this email account.

**Allocate Quota:** Enter total capacity for this mailbox. Standard storage quota will apply if not stated. Maximum mailbox size cannot exceed the available quota for the domain. Be aware that the Allocate Quota field (number of Kb maximum for the mailbox) should **NOT** contain a comma.

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## 3 HOSTING SERVICES FOR CUSTOM DOMAIN CUSTOMERS

### Testing email accounts

To test an email account, log on to the WebUser interface and use the following procedure. In your browser, enter: **http://209.225.8.75**

- Press the **Enter** key.
- When prompted, enter your email administrator account name and password.

Note: Make certain to log in with a fully qualified email address (e.g., administrator@<your-domain>)

- Press the **Enter** key. You can now access the WebUser interface.

**After** DNS changes have been completed:

- In your browser, enter: **http://mail.<your-domain>**.
- Press the **Enter** key.
- When prompted, enter your email administrator account name and password.

Note: Make certain to log in with a fully qualified email address (e.g., administrator@<your-domain>)

- Press the **Enter** key. You can now access the Administrator Account for your domain.

### 3.7 CONFIGURE YOUR EMAIL CLIENT

After you have given Charter the necessary information to configure your email, you may need to set up your email client application to send and receive email through the Charter electronic mail system.

Consult your email client documentation for the specific information needed for your configuration. The following table shows the settings for Microsoft Office Outlook®. Substitute your account and custom domain names for <account-name> and <your-domain>, respectively. **(See Table 4).**



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### 3 HOSTING SERVICES FOR CUSTOM DOMAIN CUSTOMERS

**Table 4**

PARAMETER	VALUE
Email address	<account-name>@<your-domain>
Reply address	<account-name>@<your-domain>
Incoming email (POP3)	pop.<your-domain>
Outgoing email (SMTP)	smtp.<your-domain>
Account name	<account-name>@<your-domain>
Account password	<user-specified>
Connection	connect-via-LAN
Server port, incoming (POP3)	110 (default)
Server port, outgoing (SMTP)	25 (default)
Server requires a secure connection (SSL)	NO (default)
Incoming electronic mail server, log in using secure password authentication	NO (default)
Outgoing electronic mail server, server requires authentication	NO (default)

#### SMTP Authentication Process

1. Open your email application.
2. In the top menu bar, there should be a selection (usually labeled Options, Tools or Accounts) that will allow you to view the settings for your email account.
3. Once that option has been selected and the window has opened, look for Server, Outgoing Server or SMTP headings.

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4. Once located, ensure that:

- a. Your Outgoing / SMTP server is listed as smtp.charterinternet.com.
- b. Ensure that a check mark or option is selected to enable password authentication on the outgoing server you just located.
- c. By default, most email applications already will have been set up to use the same username and password already created on the account.

5. It is recommended that you “Apply” and / or “OK” out of all open windows and restart the email program.

### 3.8 ACCESSING EMAIL THROUGH THE WEB

Your email accounts are also accessible through the web. You can read and send messages from any web-enabled device. To access email from the web: In your browser, enter: <http://mail.<your-domain>>

- Press the **Enter** key.
- When prompted, type the account name and password.

Note: Make certain to log in with a fully qualified email address (e.g., administrator@<your-domain>)

- Press the **Enter** key.
- To end the email session, log out of the WebUser interface and close the browser window.

### 3.9 MANAGING WEBSITE CONTENT

Your connection gives you access to files that enable you to manage your website content.

#### Accessing The Control Panel

- Go to <http://www.<your-domain>/manager>.
- Type in control panel user name and password. Online support available through user manual and “Help” movie.

#### Accessing Your Website

To browse to your website, go to <http://www.<your-domain>>

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## 4 ONGOING SERVICE AND SUPPORT

### 4.1 CONSIDERATIONS WHEN USING CHARTER BUSINESS HOSTED SERVICES

The following should be taken into account when using Charter Business Hosted Services:

**Email Size:** An email and its attachments can total up to 30MB.

**Number Of Recipients Per Email:** The number of recipients for any single email is limited to 250. This limitation helps prevent “spam.”

**Storage Space Per Account:** Each custom email account is assigned 250MB of storage space. Custom email accounts are managed by your domain administrator who controls the total email storage and can assign variable storage limits to each email account.

**Compatible Applications:** Charter web servers support HTML-compatible applications such as JavaScript, Macromedia® Shockwave® Player, RealAudio® files, and Microsoft® FrontPage® server extensions. Charter web servers do not support streaming audio, Perl, or CGI (Common Gateway Interface) scripts.

Macromedia does not sponsor, affiliate with, or endorse Charter Business products and/or services. RealAudio streaming files must be downloaded to use; file streaming is not supported.

### 4.2 QUESTIONS

For additional information about email, web, DNS, domain names, and transferring or redirecting DNS services, see Charter Business’s online FAQ section at [Charter-Business.com](http://Charter-Business.com); click on the links Customer Support > Browse for Solutions.

### 4.3 PAYMENT OPTIONS

Charter Business will accommodate monthly bill payments by check, credit card, or electronic fund transfers. To make arrangements for automatic payment, call Charter Business Customer Care at 800.314.7195. Of course, you can always pay in person at the nearest Charter payment office.

Note: Billing begins on the day of installation.

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#### 4.4 CHANGING OR UPGRADING SERVICES

To fulfill Charter Business's commitment to your success, we keep our services updated and at the leading edge of communication technologies. For your reference, current service packages, speeds, and service options can be viewed online at [Charter-Business.com](http://Charter-Business.com).

Contact your Charter Business representative or Charter Business Customer Care to:

- Purchase additional email accounts, additional custom email and web storage, and additional IP addresses.
- Upgrade your service package.
- Increase your speed.

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## Charter Business® Refer-A-Business program

### WHAT IT IS

The Charter Business® Refer-A-Business Program makes it easy to earn a \$50 credit on your Charter Business bill by letting us know about business contacts who could benefit from our services.

### HOW IT WORKS

Simply refer another business to us by completing a lead form on the Charter Business website:

[Charter-Business.com/BusinessReferral](http://Charter-Business.com/BusinessReferral). We'll contact your referral and handle the rest. Once your referral's internet or cable TV services are installed and they are billed, we'll give each of you a \$50 credit toward your bills. (May subscribe to telephone, however, credit will not be applied to Telephone-Only accounts)

### WHO TO REFER

Any clients, vendors, or other contacts who might like a great deal on reliable high-speed internet, telephone, and cable TV solutions and who aren't already Charter Business customers.

### THE CHARTER BUSINESS BUNDLE®

Referrals can save time and money with one bill and get discounts off our standard rates when they bundle Charter Business High-Speed Internet, Telephone, and/or Cable TV

Visit [Charter-Business.com/BusinessReferral](http://Charter-Business.com/BusinessReferral)

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