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THANK YOU FOR CHOOSING CHARTER BUSINESS® INTERNET PLUS

Charter's high-speed network gives your business a competitive edge. Charter's technology and support improve your company's responsiveness and productivity. And that gives you the ability to run your business better. You've already determined the kind of service you require. Now you're ready to log on and get to work.

Please use this interactive kit as a guide to help you make the most of your **Charter Business® Internet Plus**. By clicking through the navigation at the top of this page you'll find easy-to-follow instructions for getting your office ready for installation and using all the services your new internet connection has to offer.

We encourage you to store this guide in a convenient location, close to your computer, so that you may reference it in the future.

Should you have any additional questions or concerns regarding your new Internet service, our highly trained customer service representatives and technical support personnel can be reached by calling **800.314.7195**. We look forward to meeting all your communications needs with one simple connection for high-speed Internet, cable television and telephone.

Thank you for choosing Charter Business.

**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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1.1 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:

- Dynamic or static IP addresses
- Commercial email, Domain Name System (DNS) and web hosting

Charter Business offers commercial email and web hosting for both non-custom and custom domains. The type of account you have selected determines your configuration: non-custom **CharterInternet.com** or custom domain.

Non-custom Domain

For customers without a custom domain name, email accounts and web space are provided on the CharterInternet.com domain.

Custom Domain

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

Your service order details 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.

1.2 COMPUTER SYSTEM MINIMUM REQUIREMENTS

Charter Business Internet Plus high-speed internet access service is compatible with most systems, servers, and local area networks. To ensure your service functions at optimal speed and performance, review your system requirements prior to installation.

The most current system requirements are maintained online.

Go to Charter-Business.com. Click on the link: **Support.**



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1.3 CHARTER PRIVACY POLICY AND ACCEPTABLE USE POLICY

Before using Charter's internet services, familiarize all users with the Charter Privacy Policy and Acceptable Use Policy.

Charter Privacy Policy

The Charter Privacy Policy covers important facts about information Charter collects, how Charter uses and protects it, and the limited circumstances under which Charter may disclose some of that information. You can find the policy at **Charter-Business.com**, then click on the Privacy Policy link.

Acceptable Use Policy

The Acceptable Use Policy prohibits commercial customers from reselling or redistributing network access and services, except for customers who are explicitly permitted by contract. You can find this policy online at **Charter-Business.com**, then click on the AUP link.

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2 SERVICE INSTALLATION

2.1 INSTALLATION AND VERIFICATION OF SERVICE

On the day of installation, Charter will provide a coaxial cable network connection to the modem. The installer will verify that the connection is active and demonstrate that internet access is available.

Charter does not install software, modify customer computer configurations or local area networks, or connect the customer equipment to the modem.

2.2 CONNECTION OF EQUIPMENT TO THE CHARTER MODEM

It is your responsibility to make the physical connection between your equipment and the modem as well as to manage the configuration and operation of your computer equipment and any local area network.

Note: Before you connect your equipment to the Charter modem, be sure you have a current backup of your computer data and operating system configuration.

To connect your equipment to the Charter modem, we recommend the following steps:

- Shut down and unplug your computer from its electrical connection.
- Unplug the cable modem's electrical connection.
- Verify that the cable modem is connected to the cable wall outlet. If not:
 - Attach one end of the coaxial cable to the back of the cable modem.
 - Attach the other end to the cable wall outlet.
- Connect the cable modem to your computer/router/firewall/server via either the Ethernet cable or USB cable.
 - Plug one end of the cable into the appropriate connection on the computer.
 - Plug the other end into the cable modem.
 - Make sure the cable is securely seated in its connector.

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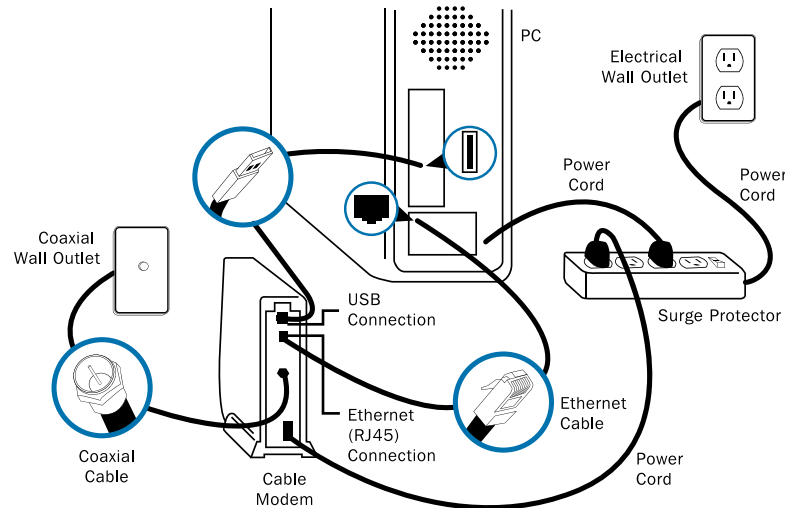
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- Plug the cable modem into its electrical connection and verify that the front-panel lights are on. (Refer to the instructions that accompanied the modem for specific additional information.)
- Plug your computer into its electrical connection.
- Restart the computer.



Note: Either USB or Ethernet cable is required, not both. Also, Charter strongly recommends always using a surge protector.

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3 AFTER INSTALLATION

3.1 TEST INTERNET ACCESS

Use either of the following options to test your cable-based internet access.

Display internet browser default home page:

- Launch a browser on the computer connected to the modem.
- If the default home page is displayed, you have internet access.
- From your browser screen, select **Refresh** or **Reload** to ensure the page was not loaded from a cached page.

Display Charter Business® home page:

- In your browser, enter **Charter-Business.com**.
- Press the **Enter** key.
- If the Charter Business home page displays, you have internet access.



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3.2 TROUBLESHOOTING

There are a number of standard troubleshooting measures you can apply when trying to resolve service issues.

Troubleshooting Common Problems

PROBLEM	SOLUTION
Power light is off	<ul style="list-style-type: none"> • Check that the modem power cord is properly plugged into both the device and the electrical outlet. • Check that the electrical outlet is working. If it is not, try an outlet that is working. • If the modem has a Standby button, check to see if the device is in standby mode. If it is, press or toggle the button to disengage standby mode and reconnect service. • If the modem is still not providing service, call the Charter Business Customer Care Center at 800.314.7195.
Cannot receive or send data (but power light is on)	<ul style="list-style-type: none"> • Turn the modem off if it has an on/off switch and unplug it from the power supply. • Turn your computer(s) or networking device off. • Reconnect the modem to the power supply, and turn it on if it has an on/off switch. • Wait 60 seconds and then restart your computer(s) or networking device.

Note: If, after attempting to troubleshoot a problem, you need to contact Charter for additional technical support, we will need to know the state of the modem status lights. Note any light(s) that are not lit—this may indicate where the error occurred.



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Unlit Modem Lights

The following table describes what unlit modem lights indicate.

LIGHT	DURING NORMAL OPERATION	DESCRIPTION
AMBIT		
Power	On solid green	Indicates the modem has power.
USB	Flashing green, if you are using USB	Indicates the modem is transferring data over the USB cable (if you are using this connection).
ENET	Flashing green, if you are using Enet	Indicates the modem is transferring data over the Ethernet cable (if you are using this connection).
Send	Random	Flashes when the modem sends data to the internet.
Receive	Random	Flashes when the modem receives data from the internet.
Sync	On solid green	Indicates the modem has established a connection.
Ready/Cable	On solid green	Indicates the modem is ready to send/receive data.
CISCO UBR		
OK	On solid green	Indicates the modem has power.
(Port) 1	On/flashing/off	If on or flashing, the modem has activity through this port.
(Port) 2	On/flashing/off	If on or flashing, the modem has activity through this port.
(Port) 3	On/flashing/off	If on or flashing, the modem has activity through this port.
(Port) 4	On/flashing/off	If on or flashing, the modem has activity through this port.



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LIGHT	DURING NORMAL OPERATION	DESCRIPTION
CISCO UBR		
CATV ACT (activity)	Flashing green	Indicates the modem has activity.
CATV Link	On solid green	Indicates the modem has established a connection.
DS (downstream)	On solid green	Indicates the modem has locked to downstream channel.
US (upstream)	On solid green	Indicates the modem has communication on the upstream channel.
DSNR (downsignal-to-noise ratio)	On solid green	Indicates the modem is receiving a good downstream signal.
MSG (message)	Off	We do not use this light.
MOTOROLA SURFBOARD		
Power	On solid green	Indicates the modem has power.
Receive	On solid green	Indicates the modem has acquired a downstream connection.
Send	On solid green	Indicates the modem has acquired an upstream connection.
Online	On solid green	Indicates the modem has established a connection.
Activity	Flashing amber	Flashes when transmitting and receiving data.
Standby	Off	If on, modem is in standby mode.

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Assistance

If you need assistance, visit our Customer Support page at **Charter-Business.com** or call Charter Business Customer Care (open 24 hours a day, 7 days a week) at 800.314.7195.

When calling, please have the following information ready, so we can help you as quickly as possible:

- The exact and full customer name on the Commercial Service Agreement.
- Your Charter Business customer account number.
- The name of the designated contact person for your company (if it is not you) and his or her contact information (phone, address, email).
- For customers with a static IP address, the static IP addressing information is provided during installation.

A Charter Business representative will help you with your internet access connection and make sure that the modem is working correctly. Charter will not be able to assist you with computer or local area network problems.

Note: If you are operating a local area network, you may be instructed to connect one computer directly to the modem in order to determine the problem's source. This involves connecting the Ethernet or USB cable directly from one computer to the Ethernet or USB port on the modem. In this situation, you must disconnect any other equipment (e.g., router or hub) that may be connected to the modem.

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4.1 CUSTOMER NAME REGISTRATION

Please provide the name prefix that you will use—for example, <http://JoeB.charterinternet.com>, <http://<customername>.charterinternet.com>.

Enter your name prefix into **Table 1** in Section 4.7.

4.2 SETUP AND ADMINISTRATION OF YOUR EMAIL ACCOUNTS

It's easy to manage your email services using **My Charter Account**—our customized, web-based application included with Charter Business® Internet Plus service. To get started just follow these steps.

Set Up Your Initial Account Log-in ID and Password

Complete the following three steps to set up your email accounts.

Go to <https://update.charterinternet.com>. Follow the instructions to create a My Charter Account log-in ID and password. They are necessary to access the **My Charter Account** web application.

Note: If you were given log-in information when your service was being installed, use it here. You will need your Charter Business Account number to establish a My Charter Account.

Select a security question and answer that will provide a secure way for us to confirm your identity in case you forget your ID or password.

Note: Charter will never ask you for an email account password or your My Charter Account password.

Establish a single email account on Charterinternet.com. It will be referred to as the administrator account.

- Specify the account name and account password.
- Write them down and file them in a secure location for future reference.

4.3 CHANGE YOUR INITIAL MY CHARTER ACCOUNT PASSWORD

When you access My Charter Account for the first time after email account setup, we encourage you to change your password to ensure confidentiality. You can also change your My Charter Account log-in ID and your security question and answer.

Enter <https://update.charterinternet.com> or go to Charter-Business.com and click **My Account**. Enter your **My Charter Account** log-in ID and password and click the **Submit** button. The **My Charter Account** page displays.

Click the Update Account link on the left-hand navigation bar. The Update Online Account page displays.

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On the **Update Online Account** page:

- Enter your **My Charter Account** log-in ID.
- Enter your password.
- In the Confirm Password field, enter your password again.

Optional:

- Select a different security question and provide the security answer.
- Change your preferred email address from the one listed in the email field. This email address receives an email message when changes are made to the account.

If you have made any changes, click the **Submit** button to accept your entries. An email message will be sent to your registered email address, and you will be returned to the My Charter Account page. If you did not make any changes, you can use the links on the left-hand side to go to a different web page or click the **Log Out** button at the top to exit.

4.4 CREATE YOUR EMAIL ACCOUNTS

To create your email accounts, make sure you are on the **My Charter Account** page (see steps in Section 4.3).

Click the **My Email Accounts** link on the left-hand navigation bar.

On the **Add or Edit Email Accounts** page below the table, click the Add Email Account button. The Add a New Email Account page displays.

On the Add a New Email Account page in the username text field, type the email account name.

Email account 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.

Note: Email account names cannot be Postmaster, Hostmaster, Root, Webpages, or Abuse.

In the Password field, type the email account password. In the Confirm Password field, retype the password. 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. Click the **Save** button. Your email account is created and available for use. Repeat the process for each email account you want to create.



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4.5 CONFIGURE YOUR EMAIL CLIENT

To use the accounts you created, you need to set up your email client to send and receive messages through the Charter electronic mail system. Consult your email client documentation for the specific information and process for your configuration.

The Following List Shows the Settings for Microsoft® Office Outlook.

PARAMETER	VALUE
Email address	<account-name>@charterinternet.com
Reply address	<account-name>@charterinternet.com
Incoming email (POP3)	pop.charterinternet.com
Outgoing email (SMTP)	smtp.charterinternet.com
Account name Account password	<account-name>@charterinternet.com <user-specified>
Connection	Connect-via-LAN
Server port, incoming (POP3) Server port, outgoing (SMTP)	110 (default) 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)

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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.
4. Once located, ensure that:
 - a. Your Outgoing / SMTP server is listed as smtp.charterinternet.com.
 - b. A check mark or option is selected that enables password authentication on the outgoing server you just located. By default, most email applications will have already 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.

4.6 ACCESSING EMAIL THROUGH THE WEB

Your email accounts are also accessible via the web. You can read and send messages from any browser or web-enabled device.

To access your account remotely go to <http://mail.Charterinternet.com>.

- Press **Enter**
- When prompted, enter your account name and password
- Press **Enter**



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4.7 SETUP AND ADMINISTRATION OF YOUR WEBSITE

Select a Control Panel User ID and Password

Control Panel access allows you to update and maintain your website content. Select the Control Panel user name and password you want created and enter it in **Table 2**.

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.

Submit Service Setup Information to Charter Business

Table 1

CUSTOMER USER NAME / CONTROL PANEL USER NAME	PASSWORD
_____	_____
e.g., JoeB.charterinternet.com	

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

Accessing the Control Panel

Go to <http://<customer-name>.charterinternet.com/manager>

- Type in Control Panel user name and password
- Online support is available through the user manual and “Help” movie

Accessing Your Website

To browse to your website go to: <http://<customer-name>.charterinternet.com>

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5.1 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. Registration fees and terms vary by registrar. Once you have registered your domain, enter it in **Table 1** (in Section 5.5).

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 24 hours 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.

5.2 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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Charter Business Will Configure the Services in this Table 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

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5.3 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

The administrator email account also can 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 5.5).

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.

5.4 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.



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5.5 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.

Table 1

DOMAIN NAME (e.g., MyCompanyDomain.com)
<input type="text"/>

Table 2

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

Table 3

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

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

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5.6 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.





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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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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.

5.7 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.



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5 CUSTOM DOMAIN NAME CUSTOMERS

PARAMETER	VALUE
Email address	<account-name>@charterinternet.com
Reply address	<account-name>@charterinternet.com
Incoming email (POP3)	pop.charterinternet.com
Outgoing email (SMTP)	smtp.charterinternet.com
Account name Account password	<account-name>@charterinternet.com <user-specified>
Connection	Connect-via-LAN
Server port, incoming (POP3) Server port, outgoing (SMTP)	110 (default) 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.
4. Once located, ensure that:

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- a. Your Outgoing/SMTP server is listed as smtp.charterinternet.com.
 - b. Ensure a check mark or option is selected that enables password authentication on the outgoing server you just located. By default, most email applications will have already 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.

5.8 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.

5.9 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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6 ONGOING SERVICE AND SUPPORT

6.1 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 non-custom email account is assigned 100MB of storage space. 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 files must be downloaded to use; file streaming is not supported.

6.2 QUESTIONS

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

6.3 PAYMENT OPTIONS

Charter Business will accommodate monthly bill payments by check, credit card, or electronic fund transfers. To make arrangements for automatic payment, call the Charter Business Customer Care Center 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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6.4 CHANGING OR UPGRADING SERVICES

To fulfill the Charter Business 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.

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

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

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At Charter Business, we provide you with the best services available. Our account executives, service representatives and, support staff are committed to providing you with knowledge-based solutions for your business needs. Don't hesitate to contact us whenever you have questions or need assistance. The following glossary of terms has been provided to enable better communication.

Coaxial Cable

A type of wire that consists of a center wire surrounded by insulation and then a grounded shield of braided wire. The shield minimizes electrical and radio frequency interference.

DNS

Domain name system (or service or server) is an internet service that translates domain names into numeric IP addresses. It is a worldwide network of servers that maintains a distributed, shared database, mapping the name and corresponding IP address of every publicly accessible device on the internet.

DOCSIS

DOCSIS, or data over cable service interface specification, defines interface standards for cable modems and supporting equipment.

Domain Name

A domain is the text name corresponding to the numeric IP address of a computer on the internet. For example, in the URL <http://www.Charter-Business.com/ProductsAndServices.aspx>, the domain name is Charter-Business.com. Every domain name has a suffix that indicates which top-level domain (TLD) it belongs to, such as .gov, .edu, .org, and .com. Because the internet is based on IP addresses, rather than on domain names, every web server requires a domain name system (DNS) server to translate domain names into IP addresses.

Dynamic IP

An IP address that changes. See IP and Static IP / Dynamic IP.

Email Server

Often referred to as "mail server," an email server is a computer within your network that works as your virtual post office. A mail server usually includes a database of user accounts that the mail server recognizes and handles within the network.

FTP

File transfer protocol is a protocol for exchanging files over the internet. FTP works in the same way as HTTP for transferring web pages from a server to a browser, and SMTP for transferring email. Like these technologies, FTP uses the internet's TCP/IP protocols to enable data transfer.

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Host

A computer that is connected to a TCP/IP network, including the internet. Each host has a unique IP address.

HTTP

Hypertext transfer protocol. The communication protocol that defines how web documents are requested and delivered over the internet.

ICANN

Internet corporation for assigned names and numbers.

IP

Internet protocol (IP) specifies the format of packets (a piece of a message containing a destination address) and the addressing scheme. Most networks combine IP with TCP (transmission control protocol), which establishes a virtual connection between a destination and a source. IP by itself is something like the postal system. It allows you to address a package and drop it in the system, but there's no direct link between you and the recipient. TCP/IP, on the other hand, establishes a connection between two hosts so that they can send messages back and forth for a period of time.

IP Address

An identifying number for a computer or device on an IP network; messages are delivered to the destination's IP address. Connecting a private network to the internet requires using registered IP addresses (called internet addresses) to avoid duplicates.

Static/Dynamic IP

Static IP addresses do not change; dynamic addresses do change (although the domain name stays the same). With a dynamic IP address, the need for change is determined by the system's DHCP (dynamic host configuration protocol) server configuration; it is often beneficial to large network administrators. Static IP addresses are most advantageous for customers who use certain types of VPN software or who are running a server on-site.

ISP

An internet service provider is a company that provides access to the internet. The ISP provides the software and information you need so that, equipped with a modem, you can log on to the internet, browse the World Wide Web and USENET (a worldwide bulletin board system), and send and receive email.

Internet

A global network connecting millions of computers in more than 100 countries. The internet is decentralized, and each internet computer, called a host, is independent. The internet is not synonymous with World Wide Web.

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LAN/WAN

A computer network. Local area networks are confined to a single building or group of buildings. However, one LAN can be connected to other LANs over any distance. A system of LANs connected in this way is called a wide area network (WAN).

Modem

A modulator-demodulator (modem) is a device that enables a computer to transmit data over telephone or cable lines. Computer information is stored digitally, but transmitted information is transmitted in the form of analog waves. A modem converts information between the two forms.

Registering a Domain Name

The only way to register and start using a domain name is to use the services of a domain name registrar. The domain name industry is regulated and overseen by ICANN, the organization that is responsible for certifying companies as domain name registrars. Only a domain name registrar is permitted to access and modify the master database of domain names maintained by InterNIC.

Router

A device that forwards data packets along networks (e.g., between a LAN and its ISP's network). Routers are located where two or more networks connect.

Server

A computer or device on a network that manages network resources.

SMTP

Simple mail transfer protocol. The internet standard protocol for transferring electronic mail messages from one computer to another. SMTP specifies how two mail systems interact and the format of control messages they exchange to transfer mail.

TCP/IP

Transmission control protocol. See IP.

URL

Uniform resource locator, the global address of documents and resources on the World Wide Web. The first part of the address (such as http:// or ftp://), indicates what protocol to use. The second part (**Charter-Business.com**) specifies the IP address or the domain name.

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VPN

Virtual private network, a private data network that makes use of the public telecommunication infrastructure, maintaining privacy through the use of a tunneling protocol and security procedures. The goal of a VPN is to provide the same capabilities of a private network at a much lower cost by using the shared public infrastructure.

World Wide Web

A system of internet servers that supports specially formatted documents.

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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. 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

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