

DIALUP SERVICE

1. What features are included with the Standard Comporium Dialup plan?
2. Is Comporium easy to use?
3. Can I have multiple accounts with Comporium?
4. Where can I dialup to Comporium service and are their telephone charges?
5. Can I access my Comporium email away from home?
6. How reliable are Comporium's dial-up connections? How fast are they?
7. Can I use other email services through Comporium?
8. What if I need Technical or customer support? How does Comporium help me?
9. I have an Apple Macintosh computer. Can I use Comporium?
10. How are we billed for Internet service?
11. How do I sign up for Comporium Internet?

1. What features are included with the Standard Comporium Dialup plan?

Comporium's Standard Dialup plan offers many features including:

- Local Dialup number
- Web-based Email
- v.90/v.92 capable modems
- Spam and Virus filtering for email
- 24/7 Technical Support
- 7 additional free personal email accounts plus 1 main account
- Unlimited Hours and Usage
- No Restricted or Premium Hours
- 20mb space for a Non-Commercial Website

2. Is Comporium easy to use?

Yes. If you ever have any questions, Comporium offers free business hours Customer Service and 24/7 Technical support to help you out. Just call 884-5577.

3. Can I have multiple accounts with Comporium?

Yes! You can set up multiple free email addresses with Comporium. Many members of your home can have his or her own email address from just one Internet account.

4. Where can I dialup to Comporium® service and are their telephone charges?

Comporium has local dialup numbers in Transylvania County and other partnering ISP areas. Check our Access Numbers Page for local dialup numbers.

5. Can I access my Comporium email away from home?

Yes! It's easy for Comporium members to check their email from the World Wide Web. Just go to the Comporium home page and click on the User Utilities page. You can get your Comporium email anywhere Internet access is available!

6. How reliable are Comporium's dial-up connections?

How fast are they? Comporium makes it easy for you to connect to the Internet with no busy signals. Comporium allows you to access the Web at dial-up speeds of up to 56 Kbps-the fastest dial-up connection available! All of our numbers support the V.90/v.92 standard.

7. Can I use other email services through Comporium?

Comporium gives you complete access to the Internet so you can use Comporium to get online and check email for other email addresses and accounts that you use. Plus with Comporium you get 8 Comporium email addresses.

8. What if I need Technical Support?

Comporium offers 24/7 technical Support for all Comporium-related services including, dial-up, email client software and web-based email. Technical Support can be reached at 884-5577, Option 2.

9. I have an Apple Macintosh computer. Can I use Comporium?

Yes. Comporium can be used with PCs or Macs. We can provide software or walk you through the configuring of your computer for easy access to Comporium.

10. How are we billed for Internet service?

Your monthly Internet access will conveniently appear on your Comporium bill.

11. How do I sign up for Comporium Internet?

Contact us at 884-5577 to start using Comporium today!