

★ TSTAR INTERNET, INC. ★

ACCOUNT SETUP INFORMATION

To setup your TSTAR account in **WINDOWS**, follow the instructions labeled "**Getting Connected to TSTAR**".

It is very important that the information be entered exactly as it appears on this page; **all letters are lower case and there should be no spaces between any letters or numbers.**

Your E-mail address is: _____ **@tstar.net**

Question	Answer
Do I already have a service provider?	Yes
User Login Name	_____@tstar.net
Login Password	
Do you need a TTY login window?	No
Email Login Name (POP User Name)	
Email Password	
Service Provider's phone (modem) number *(see note below)	
Primary DNS Server/Address	10.10.0.2
Secondary DNS Server/Address	10.10.0.3
Domain Name	tstar.net
POP Server/Address	mail.tstar.net
SMTP Server/Address	smtp.tstar.net
NNTP Server/Address	news.tstar.net

Note: If you have call waiting, consult your phone book on how to disable it.

*This number is a toll-free call. It is your responsibility to verify that your computer is not programmed to dial a "1" for long distance.

Welcome to
TSTAR INTERNET, INC.

1510 Highway 281 N. Suite 204S

P.O. Box 667

Marble Falls, TX 78654

830-693-6967

830-868-9374

325-347-9204

800-693-6967

tstar@tstar.net

<http://www.tstar.net>

Office Hours: Monday – Friday: 8:30AM – 5:30PM (closed Saturday & Sunday)

Telephone Support Hours: Monday – Friday: 8:30AM – 9PM, Saturday 9AM – 2PM

Note: This information is provided to assist you in connecting to the Internet and sending/receiving email via TSTAR. It is very important that you keep this information and your Account Setup Information" for future reference. If you have any problems or load new software in the future, you will most likely need this information. Most common questions and problems are covered in this material; however, if you are not able to connect to TSTAR or send/receive email **after following these instructions**, please call TSTAR for assistance. (Refer to Technical Support Policy below.)

Technical Support Policy: TSTAR Internet provides over-the-phone technical support and **limited** in-office support. For phone support, it is best if the customer is in front of the computer with it on and can provide the version of their operating system. Support is provided 8:30AM to 9PM Monday through Friday and 9AM to 2PM on Saturday. The telephone is answered 24 hours a day by voice mail and calls will be returned during regular support hours. If the problem cannot be solved over the phone, TSTAR Internet can perform *basic, internet-related* software installations and can test and diagnose *internet-related* hardware problems in the office, but hardware repairs must be done at a computer repair store. TSTAR Internet **only** provides support for *internet-related* problems; support is **not** provided for hardware or software unrelated to the internet.

Billing Policy: Payments are due in advance for service month. (Bills are **EMAILED** monthly and the due date is always the first day of each month.) Our system is designed to deny access to accounts not paid by the first of the month, so please send your payments in by the due date. If monthly payments are not convenient for you, we also offer quarterly, semiannual, and annual payment plans which include discounts as well (see below). **Bank drafting is also available.**

Discounts for Advance Payment: (Prices are for Basic Online Account – up to 200 hours)

- **3 Months** - \$18.95 / month = \$56.85
- **6 Months** - \$17.95 / month = \$107.70
- **12 Months** - \$16.95 / month = \$203.40