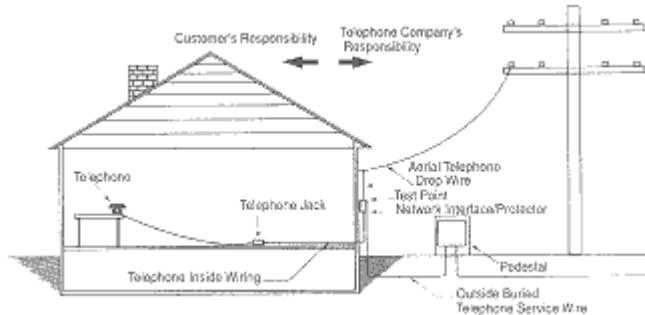


## Before you call us...

These simple test may help determine the source of the problem. These tests may save you time and money!

### PROBLEM: No Dial tone or static on the line



- Check all telephone cords - from jack to telephone base and from telephone base to the handset - make sure they are not loose or damaged.
- Hang up all telephones. Make sure all equipment is working .. like answering machines, fax machines, Caller ID boxes, computer modems, and telephone sets. To check, unplug each piece of equipment from the phone jack and the electrical outlet. Leave everything unplugged for 5 minutes. Then try plugging in the equipment one item at a time to see if the trouble still exists.
- If all equipment is working, test to determine if the problem is inside or outside the house:
  - Take a working phone (single phone line only) to the network interface box, which is outside where the phone line enters the house.
  - Remove the modular plug from the test jack and insert the modular plug from your phone.
  - If the same problem occurs, the problem may be in your phone line. Call Consolidated to report trouble with your line.
  - If the same problem does not occur, the actual problem may be in your wiring. Call Consolidated to report the trouble with your inside wiring.
  - If the problem is in your telephone set, follow the instructions on your warranty or contact the store you purchased it from for repair or replacement.

### PROBLEM: Unable to call long distance

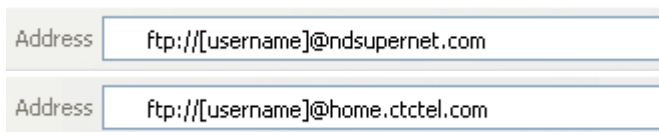
- Try using a different phone.
- Call Consolidated to determine the source of the problem.

## Personal Home Page Storage Access

- To access any web storage space, you will need to know the following information: Host name, username, password, URL of site and what type of server you are accessing.
- For Consolidated's Free PERSONAL web storage space, the information you will need is:
  - Host Name: home.ctctel.com (for dial-up users) or home.ndsupernet.com (for broadband users)
  - Username: the beginning part of your e-mail address before the @ sign.
  - Password: the same password that is used for your e-mail address above

- URL: `http://home.ctctel.com/[username]` or `http://home.ndsupernet.com/[username]`.  
[username] signifies the part before the @ sign of your e-mail address.
- Type of Server: Unix. This means that Front page Extensions are NOT supported and the files are case sensitive. The file `pic.JPG` is considered a different file from `pic.jpg`.
- Now you will need to create your site if it has not already been created. We do not give technical support for creating a web site but a quick search on the Web will bring thousands of sites that will give you directions and help.
- Once your site has been created - and make sure the first (or home ) page is called `index.htm` or `index.html`, you will need a program to transfer the site to the storage location for viewing. FTP clients or file transfer protocol clients are the programs used to transfer the text pages and graphics. Some examples of FTP clients are:
  - WS FTP
  - Cute FTP
  - Coffee Cup FTP
  - Internet Explorer can also be used as an FTP client.
- To access your storage space via Internet Explorer, follow the directions below:

1. Enter the appropriate FTP URL into the browser address bar and press ENTER (looks like your e-mail address):



The image shows two browser address bars. The first one contains the text `ftp://[username]@ndsupernet.com`. The second one contains the text `ftp://[username]@home.ctctel.com`. Both address bars have a light gray background and a blue border.

2. Once you have pressed enter, you will be prompted with a login screen. Enter your username (if not already there) and your password and press Log in



3. Now that you have been successfully logged into your hosting space, you can drag and drop files from Windows Explorer or My Documents into the browser to transfer them to the site.