

USFAMILY HIGH SPEED INTERNET DSL SERVICE FAQs

HOW DOES HIGH SPEED DSL WORK?

DSL (Digital Subscriber Line) service is made up of two components:

- 1) The phone company provides a high frequency (DSL) service over the existing copper wires that run to your home. This service allows the high speed exchange of data between your computer and the Internet. (DSL service does not interfere with voice telephone service which operates at a different frequency over the same copper wires).
- 2) USFamily, as your Internet provider (ISP), provides you with a connection to the Internet as well as e-mail service and SPAM filtering.

DO I HAVE TO HAVE PHONE SERVICE (LAND LINE) TO USE DSL?

No. While standard and premium DSL provides high speed Internet with those who have home phone service, homes without phone service can utilize our Stand Alone DSL service. Stand Alone DSL is a great option for those that are interested in high speed Internet but only want to use cell phones or that want to use VOIP for phone service.

IS HIGH SPEED DSL WIRELESS CAPABLE?

YES! The DSL modem that USFamily recommends, rents and sells is fully wireless capable. If your laptops or desk top computers are equipped with "wireless cards" you can connect to the Internet from nearly anywhere in and around your home—wirelessly (without a wire between your computer and the modem).

DOES HIGH SPEED DSL PROVIDE ACCESS FOR MULTIPLE COMPUTERS?

YES! Multiple computers at the same address can be networked (either with wires or wirelessly) together and all can access the Internet simultaneously with just one High Speed Internet account with USFamily.

USFAMILY HIGH SPEED INTERNET POWERED BY DSL

GET STARTED NOW!

Your Internet service will be up and running in about 3-5 business days!

- DAY 1:** Place your order. (See inside for easy ordering instructions)
- DAY 2:** Receive an e-mail confirmation of your order. (This will indicate your connection date)
- DAYS 3-5:** Receive your wireless capable modem. Your DSL connection is completed to your home. (No one needs to come to your home)

YOUR HIGH SPEED INTERNET SERVICE IS READY TO GO! IT'S THAT SIMPLE!

FREE unlimited live telephone support is available to all USFamily subscribers to assist you in getting set up and in providing you customer service and technical support — by simply calling toll free (877) 259-3962.

BENEFITS OF USING USFAMILY HIGH SPEED INTERNET SERVICE:

- ▶ Lowest price
- ▶ No contracts
- ▶ 24/7 connection
- ▶ Talk and surf at the same time
- ▶ Allows multiple computer access
- ▶ Wireless capable modem available

IN ADDITION, YOU RECEIVE:

- ▶ FREE Unlimited live telephone support
- ▶ FREE E-mail addresses (up to 5)
- ▶ FREE Personal web space (20MB)
- ▶ FREE SPAM filter and e-mail virus scanning
- ▶ FREE Unlimited classified ads on USFamilymall.com

For complete details or to order USFamily High Speed DSL Service:

Call **(888) 800-1984**

or visit www.usfamilyhighspeed.net

FREE
TAKE ONE

FIRST
MONTH
FREE!

NO CONTRACTS
REQUIRED!

USFAMILY HIGH SPEED INTERNET

NOW AVAILABLE WITH WIRELESS HOME NETWORKING



POWERED BY DSL

• FOR PC AND MAC •

CHOOSE ONE OF THESE HIGH SPEED INTERNET OPTIONS:

STANDARD DSL BROADBAND INTERNET SERVICE \$19.99/MO.

PREMIUM DSL BROADBAND INTERNET SERVICE \$26.99/MO.

STAND ALONE DSL BROADBAND INTERNET SERVICE \$29.99/MO.

- COMPLETE DETAILS FOR ALL OPTIONS INSIDE -

ENJOY THE INTERNET MORE AND PAY LESS WITH USFAMILY.NET!

EVERYTHING YOU NEED TO BE ONLINE IN ABOUT 3 TO 5 DAYS!

FIRST MONTH FREE TRIAL

HIGH SPEED DSL

TAKE OUR SERVICE OUT FOR A TEST DRIVE.....

- ▶ We provide you with a FREE rental modem to use (\$ 7.50 value)
- ▶ We pay for the shipping of the modem to you (\$ 9.99 value)
- ▶ We waive the normal activation fee (\$99.99 value)
- ▶ We pay for your first month of Internet access (\$ 9.99 value)
- ▶ We send you a check to cover your first month of DSL service from the phone company (\$15.00-\$27.00 value)
- ▶ We send you an easy to follow self installation kit (FREE)

Your first month of service is COMPLETELY FREE!

Up to a \$154.47 value!

Best of all—there are NO contracts and NO obligations after the free trial!

TO CONTINUE YOUR SERVICE (AFTER THE FIRST MONTH FREE TRIAL):

You will continue to pay only for the DSL service that you have selected, which includes:

- ▶ Additional phone company charge for the DSL service
- ▶ Charge by USFamily for Internet access (including SPAM filtering and e-mail)

DSL Service	Phone Service Needed	Speed	Faster than Dial Up	TOTAL MONTHLY BILL	Includes Phone Co. DSL Charge*	Includes USFamily Charge**
Standard	Yes	256k	10 x	\$19.99	\$15.00	\$4.99
Premium	Yes	1.5 MB	60 x	\$26.99	\$22.00	\$4.99
Stand Alone	No	1.5 MB	60 x	\$29.99	\$27.00	\$2.99

You will also need to own, rent or purchase a compatible DSL modem:

- ▶ You can continue to rent the modem we send you during the free month trial for just \$7.50/month
- ▶ You can purchase the modem we send you during the free month trial for just \$79.99

TO DISCONTINUE YOUR SERVICE (AFTER THE FIRST MONTH FREE TRIAL):

Simply return the modem to USFamily and call both USFamily and the phone company and request that your DSL service be terminated. That's all there is to it—no penalties!

No phone service is required for Stand Alone DSL. Phone service is required for Standard and Premium DSL service. If you need phone service, USFamily will handle all the details for you in switching or establishing your phone service while keeping your current phone number.

* Current approximate phone company DSL monthly charges as of July 2006.

** Monthly charges good for 12 months following the free trial month. (Regularly \$9.99/mo. - semi-annual prepaid rate)

CHOOSE THE DSL SERVICE THAT IS BEST FOR YOU!

SELECT ONE OF THE FOLLOWING THREE DSL SERVICES

STANDARD DSL BROADBAND INTERNET SERVICE \$19.99/month

Up to 10X faster than Dial Up • Download Speed: 256 kbps • Upload Speed: 256 kbps

Perfect for those who use the Internet for surfing, researching, online banking and e-mailing at the lowest monthly cost for this high speed Internet service. Only one phone line at your home is needed - talk on the phone and surf on the Internet at the same time.

STANDARD DSL SPECIAL CODE: FHSS-

PREMIUM DSL BROADBAND INTERNET SERVICE \$26.99/month

Up to 60X faster than Dial Up • Download Speed: 1.5Mbps • Upload Speed: 768 kbps

Perfect for those who want the fastest speeds for online gaming, streaming video, photo sharing, movie and music downloading, video conferencing and real time stock trading in addition to surfing the web and e-mailing.

PREMIUM DSL SPECIAL CODE: FHSP-

IF YOU DO NOT HAVE PHONE SERVICE (LAND LINE) AT YOUR HOME, PLEASE SELECT STAND ALONE DSL.

STAND ALONE DSL BROADBAND INTERNET SERVICE \$29.99/month

Up to 60X faster than Dial Up • Download Speed: 1.5Mbps • Upload Speed: 768 kbps

Perfect for those who want high speed Internet, but don't want home phone service. This service provides the fastest speeds for online gaming, streaming video, photo sharing, movie and music downloading, video conferencing and real time stock trading in addition to surfing the web and e-mailing.

STAND ALONE DSL SPECIAL CODE: FHSA-

GETTING SET UP - IT'S SIMPLE!

ORDER YOUR HIGH SPEED INTERNET TODAY!

HIGH SPEED INTERNET ORDER FORM

NAME (FIRST/LAST)

STREET ADDRESS

CITY, STATE, ZIP

HOME PHONE NUMBER

(THIS SHOULD BE THE NUMBER YOU WOULD LIKE YOUR DSL SERVICE ON)

E-MAIL ADDRESS

BEST TIME TO CALL

SELECT DSL SERVICE

STANDARD

PREMIUM

STAND ALONE

SPECIAL CODE-SERIAL #

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SUBMIT YOUR ORDER FORM:

- ▶ **ONLINE:** www.USFamilyHighSpeed.net
(When prompted, enter the special code)
- ▶ **BY PHONE:** Call our DSL Sales Specialists toll free at: 1-888-800-1984
(Be sure to mention the special code)
- ▶ **BY E-MAIL:** Send an e-mail to highspeed@USFamily.Net
- ▶ **BY FAX:** Send a fax to (763) 444-2551
- ▶ **BY MAIL:** Send the order form above to:
USFamily DSL
4050 Olson Memorial Highway, Ste 190
Golden Valley, MN 55422

Your order will be processed and unless notified otherwise your modem will arrive at your home and service will be enabled within 3-5 business days of the receipt of your order.

Welcome to the family at 