

INTERNET SERVICES.

As a WildBlue customer, you receive the following services at no additional cost:

WildBlue Portal – The WildBlue Portal will provide you with news, weather, calendar, web favorites and stocks, as well as allow you to view your bill, locate technical support or chat live with one of our customer care agents. The WildBlue Portal features broadband video and audio entertainment and great shopping deals for WildBlue customers.

The WildBlue Portal allows each email address connected to your account to have its own Portal start page. Every member of your household can customize his or her own Internet experience.

Email – Create up to 10 email addresses per account (with options for more), allowing different members of your household to have their own email addresses. You receive your first email address when WildBlue service is installed. The household member with this address is the Primary User. The Primary User can create additional email accounts.

To set up an email POP3 client, access web-based email or add a new email address to your account, click *Customer Care* on the WildBlue Portal, then select *Email*.

Build Web Pages – Create your own personal web site. Personal web pages are a great way of sharing information. Tell others about your interests and hobbies, share photos, create links, and more.

WildBlue provides up to 20 MB of disk space for your web site. Additional disk space options are available as your site grows. WildBlue also provides easy-to-use web page authoring tools to help you get started.

To start building your personal web site, click *Build Web Pages* on the WildBlue Portal.

Dial-up Access – With the Pro Pak, WildBlue offers 10 hours per month of local dial-up access. Dial-up access is also available a la carte with our other packages for a small additional fee. You may want to use the dial-up service to access your WildBlue email when you are traveling. You can also purchase blocks of dial-up access time for a small additional fee. We have thousands of local dial-up numbers throughout the U.S. and Canada. Visit *Customer Care* on the WildBlue Portal for local access numbers.

LET US KNOW HOW WE CAN HELP YOU.

Sales: 1-866-WILDBLUE
(1-866-945-3258)

Service/Technical Support: www.wildblue.net
1-866-945-3272

Available at www.wildblue.net: Check My Email
Update My Billing Address
Update My Profile
Billing Information
Make a Payment
Password Change
Technical Information (Equipment, Installation and Internet Service)
Contact WildBlue (Chat or Email)
Frequently Asked Questions



Not available in all areas. Requires a clear view of the southern sky. Downstream speed comparison between Pro Pak and 42Kbps dial-up. Value Pak is up to 10x faster than dial-up. Speeds are not guaranteed. Usage subject to WildBlue's Fair Access Policy. Monthly fees refer to Value Pak. Equipment and installation charges, taxes and minimum term commitments also apply. Prices subject to change.
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WELCOME TO YOUR WILDBLUE WORLD.

Quick Start Guide



GETTING STARTED.

By choosing WildBlue, you are only a few easy steps away from experiencing Satellite Speed Internet!

1.

Installation

A WildBlue-certified technician will conduct a site survey and install your satellite dish and modem in an optimal location to receive WildBlue service.

2.

Connection

With the dish and modem installed, the technician will connect your computer to the WildBlue network.

3.

Computer and Email Setup

The technician will establish the correct browser settings for optimal service performance as well as assist you with creating your WildBlue email service and email address (optional).

4.

Enjoy

The WildBlue service is up and functioning. You can now take full advantage of Satellite Speed Internet.



RUNNING SMOOTHLY.

To ensure the best experience with the WildBlue service, we recommend the following:

Virus Protection – After your WildBlue service is activated, your computer is always connected to the Internet. To help prevent unwanted infections on your computer and the possibility of data loss, you are required to have an up-to-date anti-virus program installed prior to your WildBlue installation.

Operating System Updates – Updates may be available to your operating system. We recommend regularly checking with your operating system provider for updates, or setting up your computer to receive automatic notification of updates.

Security – A firewall and anti-spyware protection are recommended for keeping your WildBlue service running smoothly.

Wireless Connection – Many WildBlue customers enjoy being able to wirelessly connect their computers to the Internet using a wireless router. Most well known brands of wireless routers work seamlessly with the WildBlue service. You can purchase wireless routers at a local consumer electronics store or online. Many of these routers include firewall protection.

TROUBLESHOOTING.

Problem	Description	Solution
<i>I can't surf the Internet.</i>	When I try to surf the Internet, web pages do not display.	Check the connections from your satellite modem to your computer. Unplug the power to the satellite modem, wait 60 seconds, then plug it in again.
<i>I can surf, but it seems slow.</i>	Pages appear, but the speed seems slower than before.	In your web browser program, clear the history, and also verify your browser has the optimized settings for WildBlue service. (Instructions available at www.wildblue.net .)
<i>I can't receive email.</i>	I do not receive new emails in my email program.	In your email program, verify the incoming and outgoing mail server settings are set properly to the WildBlue settings provided when your service was established. (Available at www.wildblue.net .)

If you still need assistance, please call Customer Care toll-free at 1-866-945-3272.

www.wildblue.net

www.wildblue.net

is your self-help resource for information on:

automatic notification of system updates

security features and requirements

solutions to common problems

Or please call us toll-free at 1-866-945-3272.

GETTING MORE OUT OF WILDBLUE.

Every WildBlue package is an excellent combination of performance and price. However, you may want even more from your WildBlue Satellite Speed Internet service, and we have options to meet your needs.

Upgrade to Pro Pak. More Speed. More Features. Just \$79.95 per month!

Pro Pak is the ultimate high-speed Internet service from WildBlue:

- Blazing download speed of 1.5Mbps
- 10 email addresses
- 20MB of web space
- 10 hours of dial-up access included

WildBlue Service Protection Plan – Protect your WildBlue investment for as little as \$4.95 per month. The WildBlue Service Protection Plan includes all of the following:

- Free repair or replacement of defective WildBlue equipment
- Discounted in-home service calls
- Free power surge related repairs
- Free dish antenna realignments

Contact WildBlue today at 1-866-WILDBLUE to upgrade!