

Subject: Information about NETCOM On-line Communications Services

NETCOM On-Line Communications Services
4000 Moorpark Ave, Suite 200 San Jose, CA 95117

Thank you for asking about NETCOM. Here is a brief description of our networking services. If you need more information, please feel free to call us directly and ask for either a Business Account Representative or a Personal Account Representative. Either can be reached nationwide at 1-800-501-8649. Callers from the San Jose area or from outside the United States should call 408/554-8649.

NETCOM - The Only Connection You Need

NETCOM can be your gateway to economical communications world wide. Using local access points in major metropolitan areas throughout the United States, NETCOM offers Internet connections (including electronic mail, file transfer, and remote login), news feeds, source archives, communications consulting services, discounts on purchases of communication equipment, and other services.

NETCOM has provided high quality Internet services since 1988. Its customers include: large defense contractors, chip manufacturers, oil companies, large computer manufacturers, insurance, and investment companies. NETCOM is a communications leader in terms of low cost, reliable connectivity 24 hours each day, 7 days each week, 365 days each year.

NETCOM is committed to providing the highest possible quality service; one which will continue to expand to meet our customers needs. By using state-of-the-art communication equipment, we have been able to continually improve the quality of service delivered while maintaining low cost connectivity, all without connect time charges.

Our network is an advanced, high-speed digital network that provides connectivity from an expanding set of major cities throughout the United States. Our network can be used to connect branch offices, provide local calling for telecomputing, establish on-demand or direct Internet connections, connections for News, E-Mail, and personal dial-up services. NETCOM's network is owned, operated and maintained by NETCOM, so there are no commercial use restrictions or connect time charges. NETCOM is also a member of the Commercial Internet eXchange (CIX).

NETWORK CONNECTIONS

Connecting your enterprise's network through NETCOM allows you to have your own permanent IP address so that Internet users can, for example, transfer files to or from your site or telnet to or from your site. Connections to NETCOM can be made by any computer workstation or server with a high speed V.32bis or V.42bis modem and PPP (Point-to-point Protocol) or SLIP (Serial Line Internet Protocol) communications software. NETCOM provides Internet Domain registration services for your node, provides you with a Class C IP address, and routes Internet traffic (e.g.,

electronic mail) to your site. NETCOM can also provide you with a network news feed.

PPP and SLIP are methods that are used to connect your IP network to the Internet and other Networks over a standard voice grade phone line with an inexpensive modem. The link may be established on-demand to reduce air time and eliminate the cost associated with dedicated circuits.

Besides the monthly service fee, there is an installation fee associated with each type of network connection.

9600/14400 SLIP Dialup (dedicated port).....\$160.00/month
A dedicated port, SLIP dialup connection will provide your company with unlimited dialup access to any of NETCOM's local access points and direct Internet access for a low, fixed monthly fee.

19.2KB SLIP leased line.....\$200.00/month
A leased line provides your company with a dedicated digital connection to the Internet access for a low, fixed monthly fee.

56KB leased line\$400.00/month
T1 leased line\$1000.00/month
These higher speed connections are available for sites with higher transmission requirements.

USENET - FIXED LOW COST WITH LOCAL ACCESS

USENET is a separate computer network that links many, many pairs of computers. It has many gateways into the Internet. USENET carries USENET newsgroups, an electronic forum of more than 4500 groups. In newsgroups, information is formally and informally exchanged on many subjects including: communications, computers, software bug fixes, medical research, law, biology, and social issues. You or your company can choose to receive a full or partial feed from any one of the local access points on NETCOM's UUCP network.

One of the more popular services that NETCOM provides is a combined E-Mail and netnews-feed service. Your UUCP site can establish a fast uucp link with our server for quick, reliable delivery of E-Mail and netnews. When you set up an E-Mail/netnews feed, the NETCOM staff will assist you in establishing a registered site and domain name. Once you are registered, anyone on the Internet or USENET will be able to send you mail with a simple user-name@company-name.com Internet address. Since NETCOM is a backbone site and a major Internet site, your mail will be processed and delivered promptly. There are no connect time or additional charges for this type of account, just one fixed monthly fee.

Besides the monthly service fee, there is an installation fee associated with each network connection.

Low volume mail w/ domain service (10 hrs p/mo).....\$25.00/month
USENET and E-Mail Feed. (uucp).....\$45.00/month
Dialup account (shell access).....\$45.00/month
USENET, E-Mail and Dialup (uucp + shell).....\$60.00/month

PERSONAL HOST DIALUP ACCOUNT WITH UNIX SHELL

NETCOM offers personal accounts on NETCOM's UNIX hosts with unlimited use for a flat monthly fee. While many people have access to the network at their place of employment or school, a personal account at NETCOM can provide a private and reliable home base for E-Mail, storage of source code and other personal data. All shell account users may choose from csh, tcsh, ksh, sh, bash, or a custom, menu-driven shells. With a personal account you can expect 24 hour access to E-Mail, USENET news, ftp, telnet, IRC, compilers, games, text processing tools, editors, and file transfer utilities (u/x/y/z/-modem, kermit).

NETCOM also offers an you "electronic newspaper" subscription; NETCOM serves a commercial news feed with, for example, UPI wire-service news, reports on yesterday's stock market, computer industry news, syndicated columns and features, financial information, and news on thousands of other topics. This service is available via the netnews news-readers.

Besides the monthly service fee, there is an installation fee associated with each network connection.

Dialup Account (invoiced).....\$19.50/month
Dialup Account (Credit Card, Auto-Billed).....\$17.50/month

PERSONAL NETWORK CONNECTIONS

Users who want to connect individual computer workstations to the Internet can use NETCOM's Personal Network Connection service. Here, the individual computer can use the tailored network client software, like TurboGopher or Eudora, written for specific operating environments. This service allows a user to take full advantage of network information resources like gopher and World Wide Web in the local workstation environment for a small monthly fee and a low hourly charge. There is an installation fee for this service.

Personal Network Connection (SLIP/PPP).....\$19.50 plus \$2.00/hr

ACCOUNT REGISTRATION

There are several ways to establish your connection. To connect your network or for a News/Mail feed, please contact one of our account representatives by telephone at 408-554-8649. Your representative will be happy to discuss connection alternatives, equipment lease or purchases and network planning.

For a personal account, you can register on-line using our guest account. It will provide you with a menu driven environment in which to register, plus give you easy access to more information on our services. You can register 24 hours a day. One of our Personal Account Representatives will call you during business hours to verify our reception of your information. Once you have been contacted, you can expect that your account will be activated within 4 business hours if you have prepaid with VISA or MASTERCARD.

To access the guest account, make sure that your communication settings

are 8-1-N and use VT100 for a terminal emulator. After you connect, log in as "guest". Remember, you must use lower case letters and you will not be asked for a password. You can also log in via telnet by using netcom.netcom.com or an IP address of 192.100.81.100.

ACCESS NUMBERS

Here are some of the local access numbers for dial-in using 1200/2400/9600/19200(14400) V.32bis/V.42bis modems:

Telephone	Metropolitan area
o 206-547-5992	Seattle, WA
o 212-354-3870	New York, NY
o 214-753-0045	Dallas, TX
o 303-758-0101	Denver, CO
o 310-842-8835	Los Angeles, CA
o 312-380-0340	Chicago, IL
o 404-303-9765	Atlanta, GA
o 408-261-4700	San Jose, CA
o 408-459-9851	Santa Cruz, CA
o 415-328-9940	Palo Alto, CA
o 415-985-5650	San Francisco, CA
o 503-626-6833	Portland, OR
o 510-274-2900	Walnut Creek, CA
o 510-426-6610	Pleasanton, CA
o 510-865-9004	Alameda, CA
o 512-206-4950	Austin, TX
o 617-237-8600	Boston, MA
o 619-234-0524	San Diego, CA
o 703-255-5951	Washington, DC
o 714-708-3800	Irvine, CA
o 818-585-3400	Pasadena, CA
o 916-965-1371	Sacramento, CA

NETCOM

Voice: (800) 501-8649 (408) 554-8649 Fax: (408) 241-9145
for a voice list of our local numbers please call: (800) 488-2558