

ORVComm

Frequently Asked Question & Answer and Troubleshooting Sheet

Overview: Ohio River Valley Communications (“ORVComm”) uses high bandwidth, radio-managed equipment to offer high-speed Internet access. This type of technology currently offers speeds ranging from 128 kilobits per second to 3 megabits per second. The network is supported by our backbone of T1 servers. Our standard service is 512 Kilobits per second.

The ORVComm wireless network is provided through distinct tower locations that distribute signal up to 12 miles from each tower. This allows us to cover large areas with minimal tower installations. We currently have 5 tower locations providing service to Rising Sun, Ohio County and some areas of Switzerland County.

For specific questions, please contact our technical support line at 438-2268 or refer to our website at www.orvcomm.com.

ORVComm Rates:

Residential and Not-for-Profit Organizations:

| | |
|---------|--------------------------------------|
| 512 kps | \$24.00 / month or \$264.00 per year |
| 1.0 mps | \$34.00 / month or \$384.00 per year |

Annual fees or to be paid in advance of service.
\$50.00 Installation Charge

Commercial:

| | |
|---------------------|--------------------------------------|
| 512 kps | \$29.00 / month or \$324.00 per year |
| 1.0 mps (<5 users) | \$35.00 / month or \$396.00 per year |
| 1.0 mps (5 or over) | \$40.00 / month or \$456.00 per year |
| >1.5 mps | Negotiated |

Annual fees or to be paid in advance of service.
\$100 Installation Charge

Below is a list of some typical questions about ORVComm.

Q: How do I sign up?

A: To obtain service, please fill out a customer application form and send it to our office at 200 N. Walnut St, Rising Sun, IN 47040. You may obtain an application online at www.orvcomm.com or at our office. When we receive your application, our technicians will conduct a signal test on location to determine if the quality of signal is sufficient at your designated location. If signal is sufficient the technician will schedule an appointment to install your service.

Q: What equipment is required to be installed at my location?

A: Our technicians will install a high-bandwidth radio, cable and 4-port router at your location. Many customers prefer “wireless routers” which may be provided at cost plus 10% handling fee or the customer may purchase their own router device. The technician will assign the static IP address for the router.

Q: How do I log onto ORVComm?

A: There is no “log on” associated with the ORVComm wireless Internet. You only need to open your Internet browser such as *Internet Explorer* or *Mozilla* and you are online.

Q: My Internet access seems slow. What is the problem?

A: Several factors affect the speed of your system:

- Sometimes, heavy customer demand at peak times during the day and on weekends can slow down access. To combat this problem, ORVComm is upgrading bandwidth to alleviate this issue.
- In some cases, your PC needs to be “rebooted” to clear the cache memory.
- On rare occasions equipment may fail or become damaged due to lightning, etc. If this is the case, ORVComm will dispatch a technician to repair as soon as possible.

Q: I have purchased a new computer and want to log onto my ORVComm service?

A: If you don't already have the service installed, call Monday through Friday from 8 a.m. to 5 p.m. to schedule an installation or send a request via email to rsmu.orvcomm.com.

If you already have ORVComm service, review the computer settings on your old PC. To setup the Internet, go to Control Panel, Network Connections, right click on Local Area Connections. Go to Internet protocol, right click on it and then go to the Properties Tab in the window below it. Click on the "Obtain an IP address automatically" and the system should be ready.

Q: What speed is ORVComm's high-speed Internet service?

A: ORVComm tries to maintain a minimum residential speed of 125 kbps (kilo bits per second) upload speed and 512 kbps download. Commercial speeds vary per the monthly charge. However, as much as we would like to guarantee speeds we cannot due to the many variables involved.

Q: How many computers can I connect to the service?

A: ORVComm provides a standard 4-port router at installation with which you can connect up to 4 devices. Many customers purchase wireless routers for use at their home or business. Our prices are determined by desired maximum speed and not the amount of computers at a residence. Only our commercial rate has a per seat fee.

Q: Will atmospheric conditions cause interruptions in service?

A: In general these types of conditions e.g. precipitation do not cause problems with service. Obviously, lightning associated with storms can damage equipment.

Q: How can I protect my computer from viruses and/or Internet spam?

A: You may go to our website www.orvcomm.com to download antivirus and spyware software. Many programs are available at local electronic provider retailers. ORVComm does not recommend particular software packages.

Q: If I need additional assistance, what hours is technical support available?

A: Monday through Friday, our technical support help desk is manned 8:00 a.m. until 5:00 p.m. After 5:00 p.m. until 10:00 p.m. our support staff will be "on call" for any calls made during this time. On weekends the support staff maintains an "on call" status from 8:00 a.m. to 10 p.m.

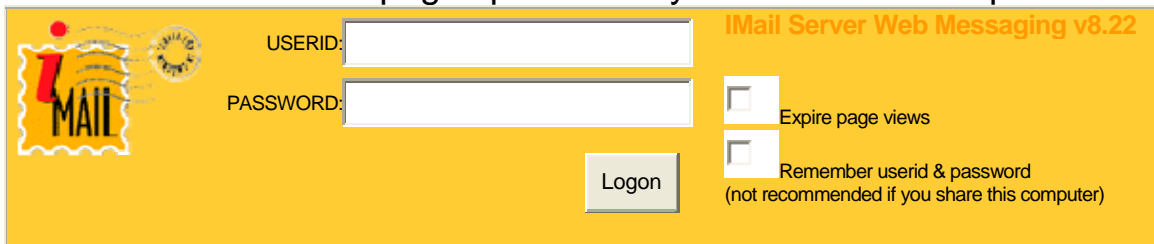
Any calls made after 10:00 p.m. will be returned the next day. During the “on call” periods, leave a message and a technical support person will return your call to help resolve the problem. The help desk phone number is 438-2268.

Q: What is I-mail?

A: Imail is the e-mail system that ORVComm uses. It is an Internet web-based system that allows our customers to access their e-mail from any computer that is on-line.

To access your email via I-mail go to our website and click Check Email or

1. Type this address in your browser:
<http://webmail.orvcomm.com:8383/>
2. When new page opens enter your username and password.



Regular mode active. Enter [secure](#) mode.

3. Click Logon enabling you to read and send email.

Q: I have forgotten my email password, how do I change it?

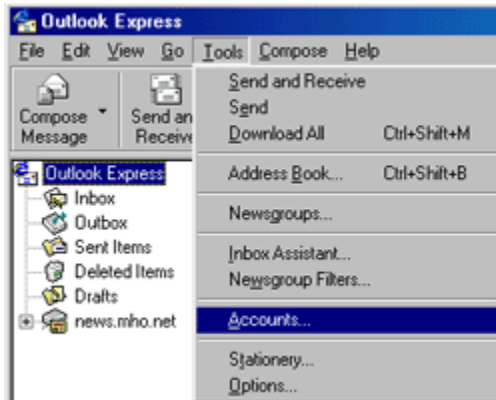
A: Only our technicians can issue or change passwords, call 438-2268.

Q: How do I configure my email program (e.g. Outlook Express) for my new email account?

A: Most email programs are similar, however they all feature different options. The information below is setting up a new account in Outlook Express:

1. Open Your Outlook Express Program

2. Click on Tools, then Accounts.



3. Click on Add, then Mail.



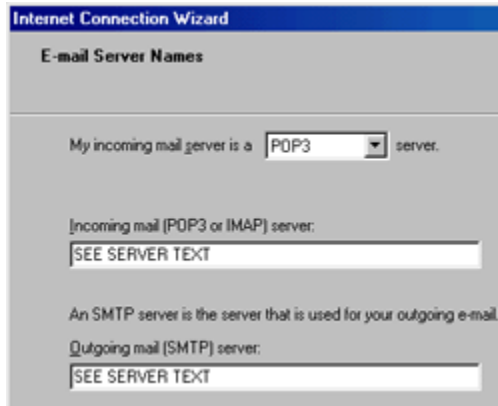
4. Type in Your Full Name and click Next.

Display name:
For example: John Smith

5. Type in Your E-Mail Address and click Next.

E-mail address:
For example: someone@microsoft.com

6. Use mail.orvcomm.com for the incoming mail server and smtp.orvcomm.com for the outgoing mail server.



7. Click Next.
8. Your user name should be filled in, just type in your Password, and click Next.



9. Click on Finish.



Configuring Your Email Program to Send and Receive From Other POP 3 Email Accounts:

- Email configuration steps 1-5 are to be followed in the same manner as shown above, substituting your additional email account information.
- Step #6: Use the incoming mail server information supplied with your additional email account. For example: mail.yourdomain.com. The outgoing mail server on step #6 will remain smtp.orvcomm.com.
- Complete the additional steps substituting your additional email account information.

Q: Can I connect to service from a laptop?

A: Any laptop or desk computer that has a 10Mbps NIC (Network Interface Card) installed can be programmed to access the service provided that you have the ORVComm service already installed at your home or business.

In addition, there are some “hotspots” located in the local community where you can connect to the network.

Q: [When will ORVComm be available in my area?](#)

A: If you are located in Rising Sun, Ohio County or northeastern Switzerland County it may be available already. Fill out an application form and our technician can test your site.

Demand for this service is very high and we are trying to accommodate potential customers as quickly as possible. Your patience is appreciated.

If service is not available we are continually looking at network expansion opportunities. Currently we are looking at further expansions in Switzerland County, Ripley County, Dearborn County and Northern Kentucky.

[Troubleshooting procedures](#)

The following processes have been helpful to solve many of the reported “no connection” issues.

- Make certain that all your equipment has power going to it and that nothing was unplugged by mistake. *(If all equipment is powered proceed to next step)*
- Check all cord connections to make certain there is connectivity between equipment. *(If all equipment is connected proceed to next step)*
- “Reboot the Radio Unit” - unplug the power supply for the radio and wait 30 seconds before plugging back into the outlet in order to reset it. *(If still no connection proceed to next step)*
- Unplug the power supply for the router, and wait 30 seconds before reconnecting in order that it resets. *(If still no connection proceed to next step)*
- IF the computer uses a firewall or anti-virus program.
 1. Disable the computer’s firewall and/or anti-virus.
 2. Check for Internet connectivity. *(If still no connection proceed to next step)*
- Contact ORVComm technical support experts via phone number 438-2268.