



CITIZENS NOTES

TELEPHONE | BROADBAND INTERNET | CABLE TELEVISION

Burlington Telecom's *Users Guide*

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Video-On-Demand

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...Much More...

Welcome to Burlington's Fiber-Optic Network!

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BURLINGTON TELECOM

**200 Church Street
Burlington, VT 05401**

Customer Service 540-0007

Mon-Fri 8 AM to 4:30 PM

Help Desk 540-0007

Mon-Fri 8AM to 8PM

Sat 10AM to 6PM

Sun 12 Noon to 5 PM

Published May 2007

2nd Edition

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Voice Mail Basics

Setting-up and Using Your Voice Mail

Accessing Your Voice Mail System

From your home (subscribed) phone

1. Dial *09
2. If prompted, enter your PIN (default is 0000) and then #

From a different phone:

1. Dial (802) 540-0975
2. Enter your 10-digit mailbox # (802-XXX-XXXX)
3. Enter your PIN and then #

Changing Your PIN (Password)

When you elect to have Voice Mail you are assigned a PIN (default is 0000), however we recommend that you change the password immediately. Don't forget to write your new password down and store it somewhere in case you forget.

1. Access your voicemail as in Lesson 1
2. Press 9 to access the mailbox setup menu
3. Press 2 to change your password
4. Enter your new password and then press #
5. When prompted to verify the password enter it again and then press #

Enter your new password by pressing numbers on the keypad, followed by the # key. Enter the password and # sign again to confirm. A prompt will inform you if you have successfully changed your password.

Record Your Greeting

1. Access your voicemail as in Lesson 1
2. Press 9 to access the mailbox setup menu
3. Press 1 for greeting options
4. Press 4 to record your greeting
5. Record your greeting and then press #
6. Press 2 to keep your greeting

Retrieve Messages

1. Access your voicemail as in Lesson 1
2. Your first new message may play immediately. If not, press 1 to listen to your messages. You will hear the announcement "You have x new messages and x saved messages"
3. Press 1 to listen to new messages
4. Press 2 to listen to saved messages
4. Press 4 to record your greeting
5. Record your greeting and then press #
6. Press 2 to keep your greeting

When retrieving messages, you can:

- Press 1 Play the message again
- Press 2 Save the message and play the next
- Press 3 Delete the message and play the next
- Press 4 Save the message as new
- Press 5 Reply to the message*
- Press 6 Forward the message to another mailbox*
- Press 7 Skip backward in the message
- Press 8 To pause the message
- Press 9 To skip forward in the message

*Voice Mail package must be set to allow this capability

CALL **540-0007** TO ORDER

Unified Messaging

Setting-up Unified Messaging and Phone Central



This application, which resides on your computer, will allow you to easily listen to your voicemail, save and delete messages, set and change notification settings, and change your password and your PIN.

Launching Phone Central

This application, which resides on your computer, will allow you to easily to easily listen to your voicemail, save and delete messages, set and change notification settings, and change your password.

In Windows, launch the Phone Central Application, go to Start, All Programs, Phone Central. Your user ID will be your 10 digit phone number without spaces: User ID: 802XXXXXXX
Password: 0000 (default)

To listen to your voicemail

Click on the Voice Mail tab and click on the Messages link. If you have messages you will see them displayed. Below the list of messages will be an audio player which will allow you to play and re-play, save, and delete your messages.

To set your daily notification

You can have Phone Central set to call you at a number of your choice. Click on the notifications tab, and then in the window click on the Daily Notify Tab. You must enable the feature by turning it on, then select the time you wish to be called and the number to call. If you have new messages, you will be automatically called at the set time. When you answer the call, an automated voice will let you know how many messages and then play them. Once done, choose Save.

(PC users only) When you sign up for unified messaging you will be sent an email that provides a link to our servers. This link will allow you to download and install the Phone Central Application. When you've connected through that link, you will be asked to click on another link which will download a file onto your computer called **setup.msi**

Once downloaded you will then launch the **setup.msi** file and install the Phone Central application.



Unified Messaging

Setting-up Unified Messaging *continued*

To set your email notification

You can have Phone Central set to call you at a number of your choice. Click on the notifications tab, and then in the window click on the Daily Notify Tab. You must enable the feature by turning it on, then select the time you wish to be called and the number to call. If you have new messages, you will be automatically called at the set time. When you answer the call, an automated voice will let you know how many new messages and then play them. Once done, choose Save.



To add a customized greeting

Certainly you can record and change your greeting for your voicemail box the traditional way by accessing the user controls through the telephone, but you can also add a sound file (.wav file) through Phone Central to use as your greeting. To add, click on Add and browse for the .wav file you wish to use. Once you have selected it, the file will appear in the window. Right click on the file and select it as your default greeting.



Changing password for Phone Central

This process is to change your password for accessing Phone Central, NOT for accessing your voicemail box via the telephone. Under the main Settings tab on the left click on the Change Password option and enter a new password. Once done, choose Save.



To change PIN codes for accessing Voicemail box via telephone.

This process is to change your PIN (Personal Identification Number) for accessing your voicemail box via the telephone, NOT for accessing the Phone Central application. If you change this using Phone Central make sure you remember this next time you use your phone to access your voicemail.



Under the main Voicemail tab on the left click on the Settings option and enter a new PIN. Once done, choose Save.

Under this tab you can also choose whether or not you wish the calling number of the party to be played when retrieving messages by turning on/off the **Announce Caller** feature. Once done, choose Save.

You can also choose to automatically enter your voicemail box without using your PIN by turning on/off the **Auto Login** feature. Once done, choose Save.

CALL 540-0007 TO ORDER

Unified Messaging

Receiving Your Voicemail via Email

Once you've established your Phone Central notification settings, any voicemail that is left for you at your number will automatically generate an email like this:



The email has an attachment that contains the audio message which can be played by any Windows Media Player. Opening the attachment will launch the Player and you will hear the voicemail message. (You may need to adjust the volume settings for your speakers.) From the email itself you can also send a message back to the voicemail box to save or delete the message. Deleting the email message will not delete the Voice Mail from the Voice Mail box. Conversely you can delete the Voicemail from your email voice and maintain a copy of the message with your email. Your choice.

You can also, of course, forward the voicemail onto any email address you choose.

Unified Messaging

CALL 540-0007 TO ORDER

Accessing Your Voicemail from the Internet



Installing Phone Central is not necessary to use and enjoy Burlington Telecom's Unified Messaging features. Once your Unified Messaging has been provisioned you can, from any computer connected to the internet, access your voicemail, save and delete messages, set and change notification settings, and change your password.

To utilize these features visit the Unified Messaging web portal. Log in at: www.managemyphone.com

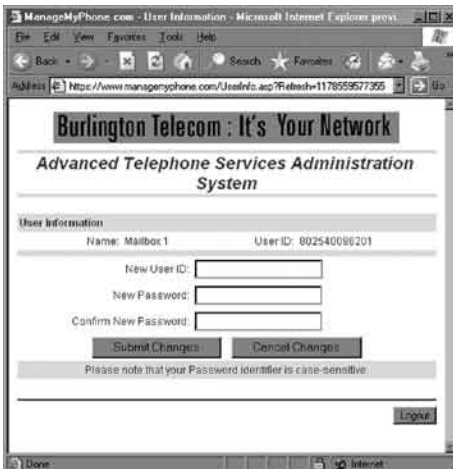
User ID: 802XXXXXXX
Password: 0000 (default)

Once launched, you will be able to listen to your voicemail, save and delete messages, set and change notification settings, and change your password.

To change password for accessing the webportal features

This process is to change your password for accessing the Unified Messaging web portal, NOT for accessing your voicemail box via the telephone.

Once logged in, click on the Edit box next to the User Identification box. Enter new password, confirm new password, and submit changes.



Unified Messaging

Accessing VM from the Internet continued

To listen to Voice Mail messages

Under Select Service click on the Voice Mail tab and if you have messages you will see them displayed.

Click on one of the messages and at the bottom of the messages will be audio controls: Play, Stop, Save, Delete.

To change the Settings

Next to the Voicemail tab you will see a Settings tab. Click on the Settings tab and you will be able to change both some **General Options** and the **Notification options**.

Settings: General Options

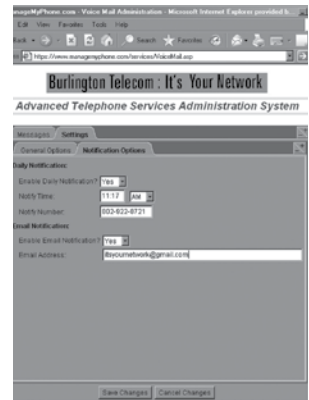
You can change your Voice Mail PIN (Personal Identification Number) for accessing your voicemail box via the telephone. NOTE: if you change this using the web portal make sure you remember this next time you use your phone to access your voicemail. Once done, choose Save.

You can choose to automatically enter your voicemail box without using your PIN by turning on/off the Auto Login feature. Once done, choose Save.

Settings: Notification Options

Your Voicemail is calling you! You can set your Voice Mail feature to call you at a number of your choice at the time of day of your choosing. You must enable the feature by turning it on, then select the time you wish to be called and the number to call. If you have new messages, you will be automatically called at the set time. When you answer the call, an automated voice will let you know how many messages and then play them. Once done, choose Save.

Have Voicemail sent to your email! You can set your Voice Mail feature to so that everytime a message is left in your box an email to you is sent with the message as an attachment. You must enable the feature by turning it on, then entering the email address you wish to use. Once done, choose Save. See previous section on **Receiving Your Voicemail via Email on page 5** to learn more.





Telephone Feature Instructions

Home Intercom: Allows you to dial your own number and speak with other phones on the same line.

- Dial your own number, listen for tone, hang-up. All extensions will ring. When remote phone is answered, ringing will stop. Pick up handset to talk with other party.

Distinctive Ring: Provides you with a second telephone number with a unique ring so you'll know which number is being called. Limit one distinctive ring per line.

Caller ID, Number only: Displays the number of an incoming call.

Caller ID Name & Number: Displays the name & number of an incoming caller.

Call Waiting: Alerts you to a second incoming call and allows you to switch between the calls.

- To end an existing call and answer a waiting call hang up, then allow the telephone to ring and answer it. To hold an existing call and answer a waiting call depress receiver button or flash key. To alternate between calls depress receiver button or flash key. To disconnect calls, hang up.

Call Waiting w/Caller ID: Displays the name and number of a second incoming call. [See Call Waiting for instructions.]

Call Forwarding Variable: Allows you to forward calls to any number at any time. *Note: You cannot use Voice Mail with Call Forwarding Features.*

- Dial *72 and listen for second dial tone, then dial number where the calls will be forwarded and listen for a confirmation tone. To turn off, dial *73.

Call Forwarding Busy: Allows you to have calls forwarded to a fixed number if your number is busy. *Note: You cannot use Voice Mail with Call Forwarding features.*

- To turn on Call Forwarding Busy dial *90 and listen for confirmation tones followed by a dial tone. Then dial the number where calls will be forwarded and listens for confirmation tones followed by a dial tone. To turn off Call Forwarding Busy dial *91 and listen for confirmation tones followed by a dial tone.

Call Forwarding Fixed: If your line is busy or if there is no answer, your calls are forwarded to a fixed number. You can activate and deactivate the feature but you cannot change the forwarding number without calling Burlington Telecom. *Note: You cannot use Voice Mail with Call Forwarding features.*

- To turn on Call Forwarding Fixed dial *94 and listen for confirmation tones. To turn off Call Forwarding Fixed the dial *95 and listen for confirmation tones.

Telephone Feature Instructions

Call Forwarding No Answer: Allows you to forward calls to a fixed number when there is no answer. *Note: You cannot use Voice Mail with Call Forwarding features.*

- To turn on Call Forwarding No Answer dial *92 and listen for confirmation tones followed by a dial tone. Then dial the number where you wish calls to be forwarded and listen for confirmation tones followed by a dial tone. To turn off Call Forwarding No Answer dial *93 and listen for confirmation tones followed by a dial tone.

Call Forwarding Selective: This allows you to specify up to 10 numbers that you wish to have forwarded to another telephone number. *Note: You cannot use Voice Mail with Call Forwarding features.*

- Dial *63 or *85 and you will hear an announcement stating that the service is turned on or off. Upon the first-time use, an announcement will prompt you to enter the number where you wish calls to be forwarded, followed by the pound sign (#). An announcement will prompt you to choose from the following options: Press 3 to turn service on or off; Press # to add an entry (01# adds the last calling party); Press * to delete an entry; Press 1 to review the list; Press 0 to hear the announcement again

Remote Call Forwarding: Allows you to set call forwarding features from a remote phone.

To set remote call forwarding:

- Dial 540-0123. After tone, dial your 10-digit phone number (include the area code). After tone, dial your PIN followed by the # key. After tone, dial *72. After tone, dial the 10-digit number to which you would like to forward your calls, (include the area code). You will receive a confirmation tone.

To remove remote call forwarding:

- Dial 540-0123. After tone, dial your 10-digit phone number (include the area code). After tone, dial your PIN followed by the # key. After tone, dial *73. You will receive a confirmation tone.



...continued...

Telephone Feature Instructions

3-Way Calling: Allows a third person to join in a two-party call.

- To add a third party to the call, flash once to place the other party on hold. When you hear a fresh dial tone, dial the third party's telephone number. After the call is answered, flash again to establish the 3-Way Calling connection. The second switch-hook flash must occur after the second called party starts ringing. Otherwise the second call is disconnected and the initiating party is reconnected to the original party. After the 3-Way Calling connection has been established, you can disconnect the last party added by a single switch-hook flash. You can terminate 3-Way Calling by simply hanging-up. If either of the other two parties hangs up while you are in conversation, 3-Way Calling is returned to a 2-party connection between you and the remaining party. You may hold the original party with privacy exclusion while dialing and talking with the third party and can later include the held party in 3-Way Calling by using a subsequent switch-hook flash that enables the 3-way conversation again.

Busy Redial (*66): Redials a busy number for up to 30 minutes, then rings you back when the call is connecting.

- To activate Busy Redial: After reaching busy number, press flash and release quickly. Listen for a special dial tone. Press *66. If the number is suddenly available, you will be connected. If it's still busy, you will hear another tone. Hang up. NOTE: Busy Redial service remains active for up to 30 minutes unless cancelled before the 30-minute limit elapses. When the called line and your line are idle, you will hear a special ring. Answer the phone; the called party's line rings. To deactivate Busy Redial: Take the phone off-hook and press *86. An announcement plays saying all outstanding Busy Redial requests are deactivated.

Call Return (*69): Allows you to place a call to the number of the last call that was received.

- Take the phone off-hook and dial *69. NOTE: Call Return service will remain active for up to 30 minutes unless cancelled before the 30-minute limit elapses. The switch plays back the number of the last party to call and you can press 1 to complete the call or hang up. If the last calling number is busy when your recall attempt is made, you'll hear an announcement - hang up. When both the your line and last calling party's line are idle, you'll hear a special ring. When you answer the phone, the last calling party's phone rings and, when answered, the call is completed.



Telephone Feature Instructions

Speed Dial 8: Allows you to dial up to 8 frequently-called numbers using a one-digit code.

To assign or change a Speed Dial code, dial the service code *74. Then enter the Speed Dial digit (2-9) followed by the telephone number you want dialed. Listen for a confirmation code, hang-up or repeat process to assign other Speed Dial codes. To speed dial your numbers, dial the assigned number (2-9) followed by the # symbol. To listen to the stored Speed Dial codes, press *78

Speed Dial 30: Allows you to dial up to 30 frequently-called numbers using a 2-digit code.

- To assign or change a Speed Dial code, dial the Speed Dial 30 service code *75, then enter the Speed Dial digits (20-49) followed by telephone number you wish to be dialed. To make a Speed Dial call dial the Speed Dial code number (20-49) and press the pound sign (#). To listen to your Speed Dial entries dial the *78 or *79 code.

Anonymous Call Rejection (ACR): Allows you to reject calls from people who have Caller ID Blocking on their telephone.

- When you activate ACR, callers to your line who are using Caller ID Blocking are routed to an announcement. Your phone will not ring. The announcement explains that you do not accept calls that employ Caller ID Blocking. The caller can, if they choose, unblock their ID and redial your number to get through. If you subscribe to this service you press *77 to activate and *87 to deactivate.

Call Block: Allows you to create a list of numbers that are blocked from reaching your number.

- Dial *80 and listen for special tone. To turn on/off Call Block press 3. To add a number to your Call Block list press # followed by the number you wish to block, followed by the # again. Repeat to add more numbers. To remove a number from your Call Block list press * followed by the number you wish to stop blocking, followed by the * again. To listen to the numbers you have blocked dial *80 wait for tone and press 1. To add the last number which called you to the Call Block list dial *80 wait for tone and press # followed by 01 followed by the # again.

Caller ID Block: Blocks your number on outgoing calls. A similar feature can be used on a per-call-basis.

- To activate the permanent Caller ID block call 540-0007. To activate the per-call Caller ID Block, press *67 and listen for tone, then dial the number. Your number will be blocked for the next outgoing call.

The National Do Not Call Registry

(from the Do Not Call website) The National Do Not Call Registry gives you a choice about whether to receive telemarketing calls at home. Most telemarketers should not call your number once it has been on the registry for 31 days. If they do, you can file a complaint at this Website. You can register your home or mobile phone for free. Your registration will be effective for five years. To register visit www.donotcall.gov or you can call 888-382-1222

eMail Basics - Password

How to change your email password

Note: In order to use BT's email you will need to establish email accounts with Customer Service at 540-0007.

Burlington Telecom offers up to seven email accounts so everyone in your household can have their own email address. These instructions detail the procedure for changing the password to your Burlington Telecom e-mail account. If you wish to add email addresses to your account you'll need to call Customer Service at 540-0007.

Step 1: Open your web browser and navigate to <http://users.burlingtontelecom.net>. Enter your complete email address and password in the respective fields and click the "Login" button to continue.

Step 2: After logging into the web interface, click on the "Change Password" link.

Step 3: Complete the change password form and click "Change Password" button. You will receive a confirmation that your password has been changed.

You have completed all of the steps required to change the password for your email account.



eMail Basics - Settings

How to setup and configure email

Note: In order to use BT's email you will first need to establish all email accounts with Customer Service at 540-0007.

Your Burlington Telecom email accounts will be setup as:
username@burlingtontelecom.net

Email accounts must be in all lowercase letters and can contain numbers, dashes, underscores and periods. User names must be at least 3 characters long.

Your primary email account will be set up when you place your initial service order. However, should you desire to set-up an email account in an email client (Outlook, Outlook Express, Thunderbird, etc.) manually, the following settings should be used:

Email Client Settings

Username: [your username]

Password: [your password]

Incoming (POP3)

Server: mail.burlingtontelecom.net

Outgoing (SMTP)

Server: mail.burlingtontelecom.net

On the following pages are instructions on setting up your email account with the three most popular email clients:

Microsoft Outlook

Microsoft Outlook Express

Mozilla Thunderbird

You can also access your email from any Internet connection by signing into:

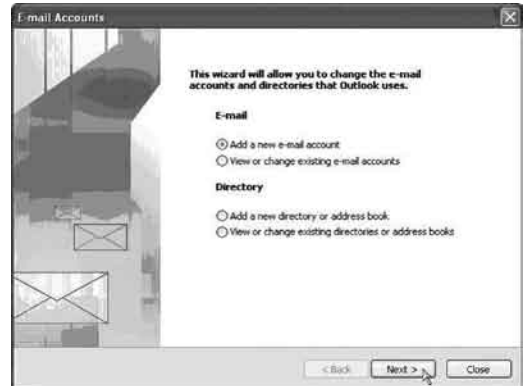
webmail.burlingtontelecom.net



eMail Basics - Outlook

Setting up your email with Outlook.

Step 1: Open Microsoft Outlook, select Tools, and then E-mail Accounts. The email Accounts window will appear. Select the “Add a new e-mail account” option and then click “Next” button.

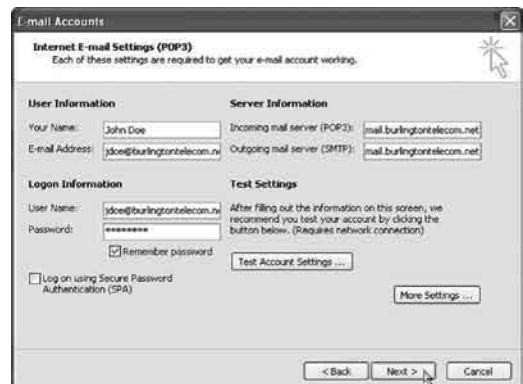


Step 2: Under Server Type, select the “POP3” option and then click “Next” button. .



Step 3: Under Internet E-mail Settings (POP3), complete the User Information section using your username and password followed by the Server Information and Logon Information sections using the information provided on the previous page “eMail Basics - Settings”.

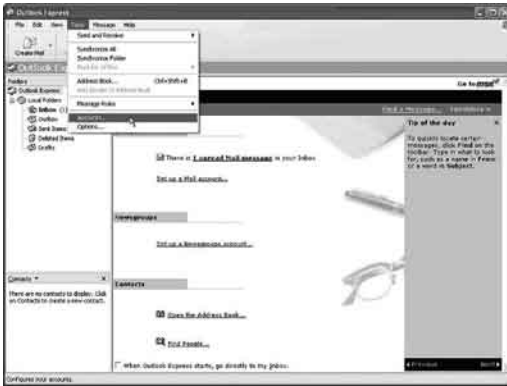
Step 4: After configuring your email settings, click on the “Finish” button to complete setup of your e-mail account. You have completed all of the steps required to setup Microsoft Outlook as your email client.



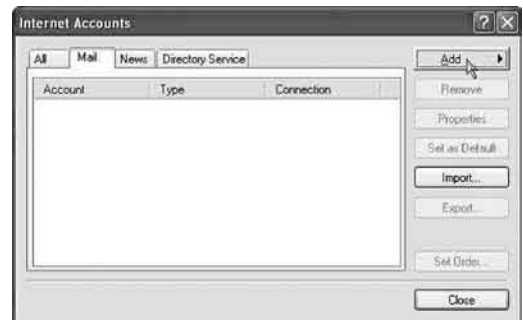
eMail Basics - Outlook Express

Setting up your email with Outlook Express.

Step 1: Open Microsoft Outlook Express, select Tools, and then Accounts.



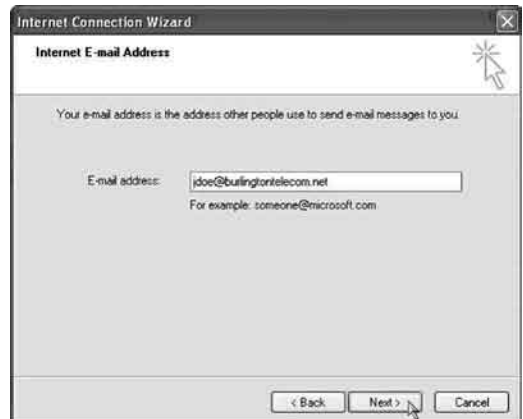
Step 2: The Internet Accounts window will appear. Click on the Add button and select the "Mail" option.



Step 3: The Internet Connection Wizard window will appear. Enter your name in the "Display Name" field and then click the "Next" button.



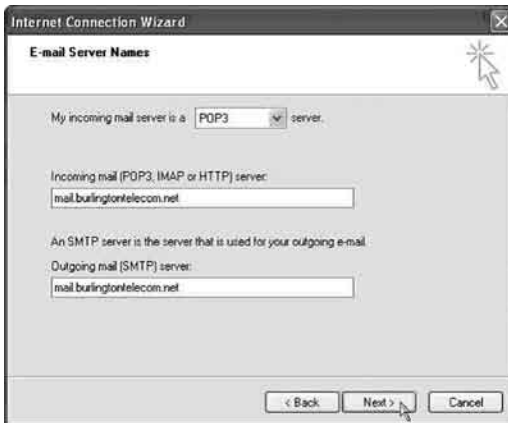
Step 4: Enter your email address in the "E-mail Address" field and then click the "Next" button.



...continued...

eMail Basics - Outlook Express

Step 5: Under E-Mail Server Names, select "POP3" from the drop down menu. Complete the Incoming and Outgoing mail server fields using the information displayed below and then click the "Next" button.



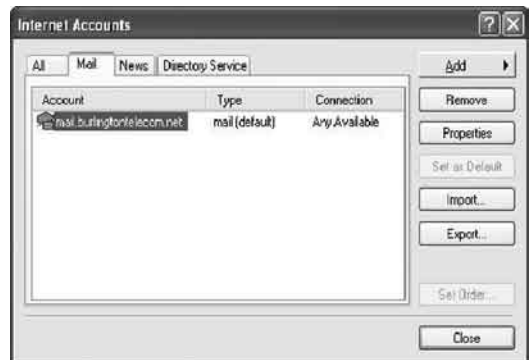
Step 6: Under Internet Mail Logon, enter your complete email address in the "Account Name" field and then complete the "Password" field with your account password. Make sure the "Remember Password" box is checked and then click the "Next" button. Click "Next" when ready.



Step 7: After configuring your email settings, click on the "Finish" button to complete setup of your e-mail account.



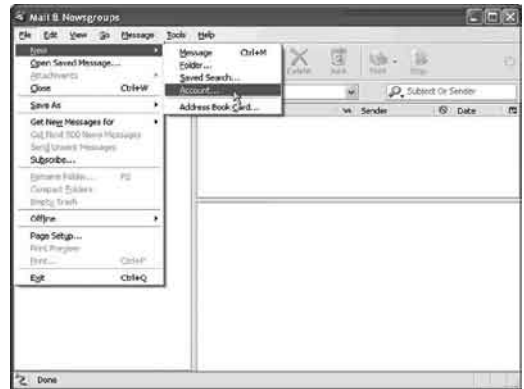
Step 8: The Internet Accounts window will reappear and the mail tab will display your new Burlington Telecom email account. Click the "Close" button to exit the account setup wizard. You have completed all of the steps required to setup Microsoft Outlook Express as your email client.



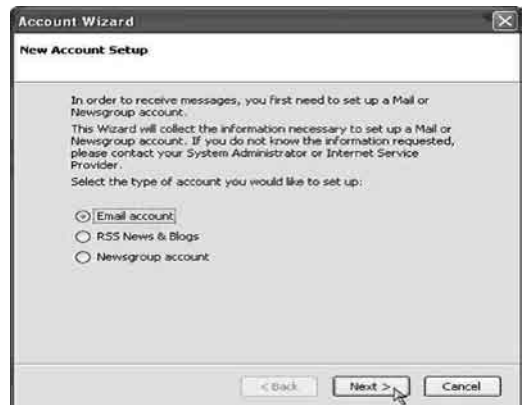
eMail Basics - Thunderbird

Setting up your email with Thunderbird

Step 1: Open Mozilla Thunderbird, click on the File menu and select new account.



Step 2: The New Account Setup window will appear. Select "Email account" then click the "Next" button to continue to the next screen.



Step 3: The Identity window will appear. Enter your name in the "Your Name" field and then enter your email address in the "Email Address" field. Click on the "Next" button to continue to the next screen.



...continued...

eMail Basics - Thunderbird

Step 4: The Server Information window will appear. Select "POP3" as the incoming mail server and complete both the Incoming and Outgoing Server fields. Click on the "Next" button to continue to the next screen.

The screenshot shows the 'Server Information' window of the Account Wizard. It has a title bar with 'Account Wizard' and a close button. The main content area is titled 'Server Information' and contains the following text: 'Select the type of incoming server you are using.' Below this are two radio buttons: 'POP' (selected) and 'IMAP'. The next line says 'Enter the name of your incoming server (for example, "mail.example.net").' Below this is a text input field labeled 'Incoming Server:' containing 'mail.burlingtontelecom.net'. The following text says 'Uncheck this checkbox to store mail for this account in its own directory. That will make this account appear as a top-level account. Otherwise, it will be part of the Local Folders Global Inbox account.' Below this is a checked checkbox labeled 'Use Global Inbox (store mail in Local Folders)'. The next line says 'Enter the name of your outgoing server (SMTP) (for example, "smtp.example.net").' Below this is a text input field labeled 'Outgoing Server:' containing 'mail.burlingtontelecom.net'. At the bottom are three buttons: '< Back', 'Next >', and 'Cancel'.

Step 5: Enter your complete email address in the "Incoming User Name" field and then click the "Next" button to continue to the next screen.

The screenshot shows the 'User Names' window of the Account Wizard. It has a title bar with 'Account Wizard' and a close button. The main content area is titled 'User Names' and contains the following text: 'Enter the incoming user name given to you by your email provider (for example, "jsmith").' Below this is a text input field labeled 'Incoming User Name:' containing 'jdoe@burlingtontelecom.net'. The following text says 'Your existing outgoing (SMTP) username, "lawboy@burlingtontelecom.net", will be used. You can modify outgoing server settings by choosing Account Settings from the Tools menu.' At the bottom are three buttons: '< Back', 'Next >', and 'Cancel'.

Step 6: Enter Burlington Telecom in the "Account Name" field and then click on the "Next" button to continue to the next screen.

The screenshot shows the 'Account Name' window of the Account Wizard. It has a title bar with 'Account Wizard' and a close button. The main content area is titled 'Account Name' and contains the following text: 'Enter the name by which you would like to refer to this account (for example, "Work Account", "Home Account" or "News Account").' Below this is a text input field labeled 'Account Name:' containing 'Burlington Telecom'. At the bottom are three buttons: '< Back', 'Next >', and 'Cancel'.

Step 7: After confirming that your email settings are correct, click on the "Finish" button to complete setup of your e-mail account.

The screenshot shows the 'Congratulations' window of the Account Wizard. It has a title bar with 'Account Wizard' and a close button. The main content area is titled 'Congratulations!' and contains the following text: 'Please verify that the information below is correct.' Below this is a list of settings: 'Account Name: Burlington Telecom', 'Email Address: jdoe@burlingtontelecom.net', 'Incoming User Name: jdoe@burlingtontelecom.net', 'Incoming Server Name: mail.burlingtontelecom.net', 'Incoming Server Type: POP3', 'Outgoing User Name: jdoe@burlingtontelecom.net', and 'Outgoing Server Name (SMTP): mail.burlingtontelecom.net'. At the bottom, it says 'Click Finish to save these settings and exit the Account Wizard.' Below this are three buttons: '< Back', 'Finish', and 'Cancel'.

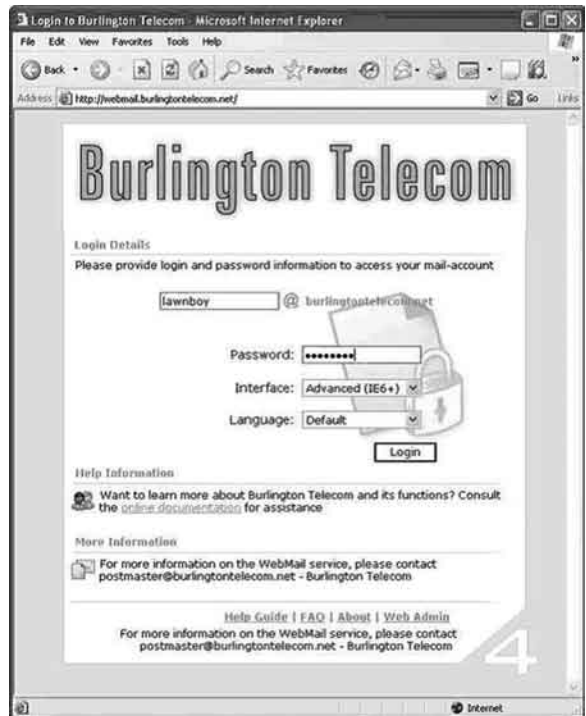
eMail Basics - Web Access

Accessing your email through the web.

Note: In order to use BT's email you will first need to establish all email accounts with Customer Service at 540-0007.

Burlington Telecom offers up to seven email accounts so everyone in your household can have their own email address. These instructions detail the procedure for logging into Burlington Telecom webmail. **NOTE: to utilize the webmail application you will need to disable any pop-up blockers in your web browser.**

Step 1: Open your web browser and navigate to <http://webmail.burlingtontelecom.net>. Enter your complete email address and password in the respective fields and click the "Login" button to continue.

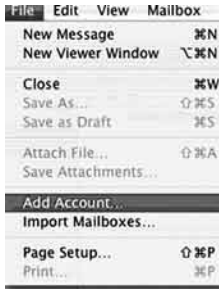


Step 2: A pop-up window will appear. You have completed all of the steps required to login to Burlington Telecom webmail. Again, to utilize the webmail application you will need to disable any pop-up blockers in your web browser.



eMail Basics - Mac Mail

Setting up your email with Mac Mail



Step 1: Open Mac Mail, choose File, Add account.

Step 2: Choose your account type (POP3). Enter an arbitrary name for the “Full name”, and your Burlington Telecom email address. Click the continue button.



Step 3: Enter “mail.burlingtontelecom.net for the “Incoming Mail Server”. Enter a username and password for the Burlington Telecom account. Click Continue.

Note: After clicking “Continue”, Mac Mail will check the incoming mail server account settings automatically.

eMail Basics - Mac Mail

Step 4: Enter “mail.burlingtontelecom.net” for the “Outgoing Mail Server” and click “Continue”.

Note: No other information is needed at this point. Mac Mail will now check the Outgoing Mail Server account settings automatically.



Step 5: Mac mail will display your newly created account information. Verify the account information, including syntax of the email address and incoming and outgoing mail server settings, and click “Continue.”

Internet - Home Networking

Setting Up A Home Network?

While Burlington Telecom provides internet service, we cannot come and set up your home network. The responsibility of installing and maintaining your home computer network is yours. There are, however, several reputable local computer “Geek” services that can provide you with on-site assistance. For the do-it-yourself folks here are some great resources to help you accomplish your home network goals:

- <http://www.microsoft.com/windowsxp/using/networking/setup/default.msp>
- <http://compnetworking.about.com/od/homenetworking/>
- <http://computer.howstuffworks.com/question353.htm>

Home networks can take many shapes and routers can vary and affect your network performance. Below are instructions for setting up a basic home network.

Basic Wired/Wireless Network Setup

There are a two basic steps to connect your network to work with Burlington Telecom’s Internet service.

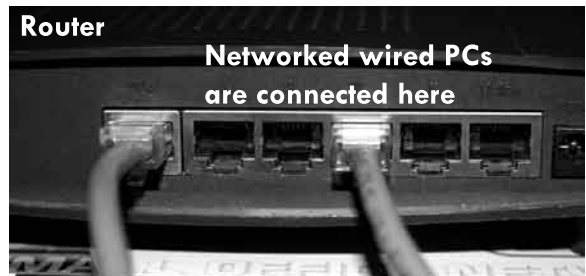
1. Connect your wired/wireless router

Step 1: With the computer off, and the wireless adapter card plugged into the computer designated for wireless access. Connect the Burlington Telecom Cat 5 Ethernet cable coming from the switch (face-plate on your wall, cable coming through the floor, or directly from switch) to the port often labeled “Internet”, “WAN”, or “WLAN” on the back of the router.



2. Connect your computer(s)

Step 2: Plug in another Cat 5 Ethernet cable directly to any other available port(s) on the back of the router if desiring a wired connection. Connect the other end(s) to the computer(s) directly.



Step 3: Power on the router.

Step 4: Power on the computer(s). You are now networked!

Internet - Security

Viruses, Worms, Spyware, & Firewalls

It's critical to take the time to review some of the threats that exist on the Internet, and to discuss some of the steps you can take to protect your computer.

A **COMPUTER VIRUS** is a piece of software code that replicates by inserting itself into another program; when the host program is run, additional copies of the virus are created, which helps the virus spread from machine to machine. There are a number of specialized viruses that can cause damage to your computer or your network.

An **E-MAIL VIRUS** is a piece of malicious code that attaches itself to an e-mail message; when opened, it typically will read your address book and e-mail itself to everyone listed. It does the same thing on each recipient's computer, and so on. A single e-mail virus can result in millions of false messages being sent.

A **TROJAN HORSE** is a piece of code that pretends to be one thing (a photo or a music file) but is in fact designed to cause some type of damage (such as completely erasing your hard drive).

A **WORM** is a type of virus that is specifically designed to replicate across computer networks. The code in a software worm is designed to seek out security flaws and reproduce by exploiting those flaws.

Another class of software that is causing problems is **SPYWARE**. A spyware program is a small program that lurks on your hard drive and gathers information about your computer activity (particularly web surfing). The spyware program will send the information back to the company or person who released it.

PROTECTIVE MEASURES: The single most important thing you should do is install an **ANTI-VIRUS PROGRAM**. There are a number of good commercial programs

out there, including Norton and McAfee, which cost about \$40 each. There is also a good free program called Antivir (<http://www.free-av.com/>). In addition to installing antivirus software, it is also important to make sure that the virus definitions are up-to-date. Most antiviral software companies update their definitions (the electronic signatures of viruses) each week.

When you install the anti-virus software, make sure that it is set up to scan all programs, e-mails, and other Web activity. Malicious programmers are a relentlessly creative bunch, and you want to protect yourself from as wide an array of threats as possible.

Second, install an anti-spyware program. There is no clear software leader in this category, but there is a good online resource to help you choose a program: The Anti-Spyware Guide (<http://www.firewallguide.com/spyware.htm>). Be careful of programs that say that they are anti-spyware, but are actually Trojan horses that install hidden programs.

Lastly, make sure that you have a **FIREWALL** running on your computer. A firewall is designed to blocked unauthorized access from outside your computer, and to track programs on your computer that try to access the Internet. The newer releases of Windows XP have a firewall built in, and that works reasonably well. Another alternative that is well-regarded is ZoneAlarm (<http://www.zonealarm.com>); again, the program is free for individual users.

By taking a few basic precautions, you can dramatically increase the security of your computer and your data.

Internet - Parental Controls

Parental Controls and Internet Safety Tips

There are many ways to protect your children from undesirable internet content. As it isn't always possible to directly monitor your child's internet habits, the following are some tips that may help.

Internet Tips for Parents

1. Place the computer in a well-trafficked area in the home where the whole family can use it, rather than out of sight in a bedroom. The computer should be set up where it is easy for parents to see the screen and monitor behavior.
2. Talk with your children to agree what kind of sites they are allowed to visit. Then check to make sure that they stay within these agreed limits. Most browsers have a history feature that will allow you to track where the user has surfed.
3. Talk with your children about practicing good "netiquette". Be sure to remind them the internet is a community not wholly unlike your own and that everyone has a better time if they're all respectful towards each other.
4. Keep your children out of unmonitored chat rooms. The best Internet filtering software blocks access to all chat to keep children safe from the threat of dangerous persons, perhaps masquerading as kids.
5. Become familiar with the quality family-friendly and kid-friendly sites on the Web. Load your computer with bookmarks to those sites, such as:
 - <http://www.yahooligans.com>
 - <http://www.alfy.com>
 - <http://www.timeforkids.com>
6. Chat rooms can be a great way to meet people online and have lots of fun. However, remember that Chat rooms are potentially open to misuse, so make sure your children are as cautious of strangers online as they would be in the outside world. Tell your children if they receive any obscene, abusive or threatening messages, they shouldn't respond, but to let you know, and you should consider telling your Internet service provider.
7. Inform your child that whatever they are told online may or may not be true.
8. Take advantage of the filtering software readily available in the marketplace. This software can help block access to inappropriate sites related to sex, drugs/alcohol, hate/violence, gambling etc and even chat.



Internet - Parental Controls

9. Find out what computer safeguards are utilized by your child's school, the public library, and at the homes of your child's friends. These are all places, outside your normal supervision, where your child could encounter an online predator or view undesirable content.
10. Know your child's e-mail password and tell them to inform you immediately about troubling, unsolicited e-mail. Make sure they understand it is not necessarily their fault if such e-mail arrives.
11. Let your child know that you are always there to talk, about anything they come across that may cause discomfort.
12. Instruct your child to never do any of the following without your permission:
 - Never to arrange a face-to-face meeting with someone they meet online.
 - Never to give out personal information such as their name, age, home address, school name or location, telephone numbers or financial information.
 - Never to download pictures from an unknown source, as there is a good chance there could be sexually explicit or other undesirable images.
 - Never download anything without your parents permission
 - Never to upload pictures of themselves on to the Internet or online service to people they do not know personally.



Television - Parental Controls

Parental Controls for Television

Setting your TV's Parental Controls is quick and easy. To do so, simply follow the instructions that follow and you will be rewarded with greater security in your child's viewing choices. You may need your PIN code to activate and deactivate the following features. Your default PIN code 1234. We strongly advise you to change this PIN immediately by using on-screen controls enabled by pressing the menu button on the remote control. If you have trouble changing your PIN please call help desk at 540-0007.

To begin the process, locate the arrow keys in the center of your remote control, they surround the Select button. These keys are essential to the process of setting your parental controls. Once your TV and cable are on, press the Menu button to the lower right of the arrow keys. This will bring up a list of options; using the arrow keys to navigate up and down, select Settings from the available list. A pop-up menu will appear to the right. Using your arrow keys and the Select button, choose Parental Controls.

Another screen will appear and you will now be able to set the maximum viewable settings for each service. The first option enables or disables the Parental Controls, turning them On or Off.

The second command allows you to set the maximum viewable setting based upon the Motion Pictures Association of America's (MPAA) rating system: (G, PG, PG-17, R, NC-17, & NR).

In order to set the maximum allowed rating, simply use the arrow keys to either the left or right of the rating value. Once you have indicated which direction you would like to go, use the Select button to "move" through the ratings toward the desired level. Continue doing so until you have reached the desired maximum level.

The third command allows you to set the maximum viewable setting based upon the VCHIP rating system; (TV-Y, TV-Y7, TV-G, TV-PG, TV-14, TV-MA, & NR). For a full explanation of these viewer ratings, please go to: <http://www.fcc.gov/vchip/>

The setting process is identical to the one used in step 2 above.

The fourth command allows you to block non-rated (NR) shows altogether in addition to whatever selection you made in the previous two options. Simply indicate Yes or No with the arrow keys and press Select on the desired choice.

The fifth option allows you to block titles that exceed your desired setting levels from appearing in the guide menu. As with step 4 above, simply indicate Yes or No with the arrow buttons and Select the desired choice.

Lastly, the sixth option, you are able to "hide" entire channels from view by using the arrow keys and the Select button to turn On or Off any channels you would like to restrict. After you've made your selections, be sure to select Save and Edit from the column on the left of the screen in order to save your changes!



Remote Control Help - Glossary ^{visual}

Set-Up (1) - Used to program your remote to work with various devices such as a TV, DVD Player, & audio equipment, etc.

Power (2) - To turn on your set top box or TV, DVD player etc. depending upon which “device” button you’ve selected.

Device Buttons (3) - Press to let your remote know what device you are trying to control (or program). For example, to turn on set top box, press the Atom symbol and then the power button.

Device buttons:

Atom (a) - set top box

VCR (b) - vcr or dvd player

TV (c) - television

Aux (d) - home theater or other audio equipment

Number Pad (4) - Directly enter channels for viewing and for entering codes as needed for programming.

Volume +/– (5) - Raises or lowers the sound level.

Channel +/- (6) - Selects the next or previous channel

Last (7) - Selects the last channel viewed

Guide (8) - Displays the TV program guide

Exit (9) - Exit the guide or other menus

Info (10) - View the current channel and program info

Menu (11) - Display menu for selected device

Navigation Keys (12) - Navigate the menu and guide; press “select” to chose a hi-lighted menu option

VCR/DVD/DVR function keys (13) - Play, fast forward, rewind, stop, pause, and record functions for your vcr, dvd, or dvr devices

Category Buttons (14)

DTV (a) - access regular television programming

Movies (b) - access Video On Demand programming

Music (c) - access to 45 digital music channels

Others - for future use





Remote Control Help - BASICS

Using the Remote to Control the Set Top Box:

You need our remote to change the channels, turn on/off the set top box, and access the channel guide. Our remote needs **you** to guide it to do as you desire. With this basic lesson we are going to learn:

1. How to turn on and off the set top box (picture)
2. How to change the channels
3. How to access the channel guide
4. How to access the digital music-only channels
5. How to access the Video-on-Demand features

1. How to turn on and off the set top box. To turn on or off the set top box you must first **press** the “Atom” Symbol . You are telling the remote what you now desire to control – the Set Top Box!. Now **press** the “Power” button. Voila! Your set top box should have turned on or off.

2. How to change the channels. To change the channels you also must make sure that initially you **press** the “Atom” Symbol before pressing the “Channel +/-” buttons. You can also change the channels by **directly entering** the channel number directly into your “Number Pad” (remember, you still need to **press** the “Atom” symbol first).

3. How to access the channel guide. Again, making sure that the “Atom” Symbol was the last device button chosen, **press** the “Guide” button and then **navigate** the channel menu using the “Navigation” controls. If you find a program you desire to watch, highlight it and **press** the center navigation button “Select”. Or if you wish to simply go back to what you were watching **press** the “Exit” button.

4. How to access the digital music-only channels. Our 45 digital music stations are accessed by **pressing** the “Music” button at the bottom of the remote. You can then use the “Channel +/-” buttons to find music that pleases you. To go back to the TV channels **press** the “DTV” button to the left of the “Music” button.

5. How to access the Video-on-Demand features. Access to a wide variety of movies and other programming is available by **pressing** the “Movies” button at the bottom of the remote. You can then use the “Navigation” buttons to find and select a film. You will need your PIN code to order a movie. Your PIN code default is 1234. (*You should change it to something more personal.*) To go back to the TV channels **press** the “DTV” button to the left of the “Music” button.



atom



power



channel +/-



number pad



guide



navigation



exit

Remote Control Help - BASICS



tv



set-up



power

number
pad

channel +

volume +/-
& mute

Using the Remote to Control the Volume on Your TV

1. Identify your TV make and location.
2. Refer to the fold-out documentation that came with the remote and **write** down the code(s) associated with your TV manufacturer
3. **Turn on** the TV manually.
4. With the BT remote control, **press** the “TV” device button
5. **Press and hold** the “Set-Up” button until the red LED light on remote blinks twice
6. Using the “Number Pad”, **enter** the first code on the list you wrote down. The LED light will blink once each time you enter a digit. If you have entered the code correctly the LED will blink twice after the last number.
7. Aim the remote control at TV and **press** “Power”. If the TV turned off you have been successful and can use the BT remote “volume +/-” button to adjust the volume . If it did not turn off, **return** to step 4 and proceed using the next manufacturers code you wrote down.

If you run out of codes and have not been successful at getting your TV to respond don't fret:

1. Make sure TV is still on.
2. **Press** the “Set-Up” button and **hold** until you see the LED blink twice.
3. Using the “Number Pad” **enter** 991. The LED will blink twice again.
4. Using the “Number Pad” **enter** 1.
5. **Aim** remote at TV and **press** the “Power” button and release. If the TV turns off **press** the “Set-Up” button and you are done.
6. If it doesn't respond, **press** the “channel +” button and the remote will try the next code. Continue this process of pressing the “channel +” button until the TV turns off. When TV does turn off **press** “Set-Up” and you are done! Repeat Loudly: “I am Master of my remote!”

Note: If you program your remote to control a TV in a specific location you will not be able to take that remote and operate some other TV in a different location without reprogramming it for that TV. Each set-top box and TV should have its own remote. Also, note that the “mute” button does not work on children at this time. We are working on a fix for that.

This info is provided to cover just the basics of using your universal remote. To program your remote to control other devices (dvd, home theater amplifier, etc.) please consult the instructions and codes that came with the remote. If you can't locate the instructions all remote control documentation can be found under the customer support section of our website. For further assistance or to report trouble please call 540-0007, option 2.

S-video Set-up - Television

Setting up your set top box to use S-video

S-video or “Separate Video “ is an analog video signal that carries video data as two separate signals (brightness and color), unlike composite video which carries the entire set of signals in one signal line. S-Video provides much-improved image reproduction compared to composite video. S-Video does not carry audio on the same cable.



BT's set-top boxes come equipped with S-video capability and cables. If your TV can accept this type of cable, you may want to try it. Here's how:

Step 1: Press menu button on the Myrio remote. When the menu is displayed, scroll to settings and a sub menu will appear.

Step 2: Select system settings.

Step 3: The system will ask you to enter your pin. This is the same pin you use to purchase video on demand. By default it is 1234, unless you've changed it. If you do not know your pin and 1234 does not work call helpdesk at 540-0007.

Step 4: When you enter your pin another menu will display. At the very bottom of that menu you will see something that says “optimize video output for.” Select “S-Video” and press select.

Then move back up to “Exit” and press select.

Step 5: When you do this a window will pop up indicating the need to reboot. Select yes. The set top will then reboot and the signal should now work on s-video.



Video-On-Demand - Television

Ordering Movies and Other Content on Demand

BTV subscribers can now enjoy a growing list of movies and special programming on demand!

Current prices are \$2.99 for older titles (24 hour rental), \$3.99 for new titles (24 hour rental), \$4.99 for Disney/Touchstone/Miramax titles (72 hour rental).

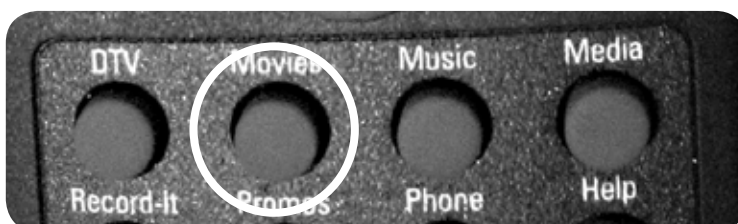
Our VOD system allows you to start, stop, pause, fast forward, rewind, to watch over, watch on multiple tvs with different start times, etc.

To access the video-on-demand service press the “Movies” button on your remote and navigate through the selections and menus using the directional buttons that surround the button labeled “Select.”

You will need your Personal Identification Number (PIN) to order a film. Your PIN default is set at 1234 though you are advised to change it to something more secure.

No content can be ordered without first entering your PIN (Personal Identification Number). The default setting for your PIN is 1234. We strongly advise you to change this PIN immediately by using on-screen controls enabled by pressing the menu button on the remote control. If you have trouble changing your PIN please call help desk at 540-0007.

Please note our menu has a folder for Adult and Mature-themed content. At the time of your order you were given the option to having access to on-demand content that may be objectionable and/or inappropriate for minors. While the account holder has complete control over blocking these titles (see Parental Controls section) you may also opt to have all these titles blocked automatically from our Central Office.



Wire Maintenance

We are dedicated to providing the most stable and technologically advanced network possible. Even so, it's inevitable that from time to time you may experience trouble with one or more of your services from BT. This section is written to address the most common issues our customers experience and to help you troubleshoot to isolate the problem.



Inside Wire Maintenance Plan

Burlington Telecom is responsible for the maintenance of the fiber optic cable to your home. The customer is responsible for the maintenance of any inside wiring and problems with customer equipment such as televisions, phones, computers, or routers. For a few dollars per month you can purchase an **Inside Wire Maintenance Plan** which is similar to an “insurance policy” to cover repair charges you might incur. Because Burlington Telecom offers three services, we have a flexible and economical inside wire maintenance plan. You can choose to cover any or all of your services (cable TV, telephone, or internet) as follows:

- **1st Service Plan: \$3/month (covers subscribers receiving 1 service)**
- **2nd Service Plan: \$5/month total (covers subscribers receiving 2 services)**
- **Triple-Play Service Plan: \$6/month total (covers subscribers receiving 3 services)**

A complete explanation of the coverage can be found online at: www.BurlingtonTelecom.net

Should you have a problem that we cannot resolve from our central office and that turns out to be our responsibility, of course there will be no charges for repair. However, should there be a problem for which you request assistance that involves a trip to your home and is your responsibility, we have the following **on-site labor charges**:

- First 1/4 hour is \$30 (Dispatch of vehicle & crew and initial diagnosis)
- Each 1/2 hour thereafter will be billed at \$20 plus materials.

Before you call, follow these steps:

Make sure that a cable hasn't become loose on any of the equipment related to the service with the trouble.

Verify that any and all converters are receiving power. These devices (marked by either “ReadyLinks” or “Optical Solutions”) should have indicator lights as described on page 23 as normal operating conditions.

Verify that the back-up battery is powered. See page 23 for normal conditions.

Above all, keep track of the details of the trouble. If your trouble is phone-related, know which phone numbers are involved, what time of day trouble occurred. If your trouble is cable-related, know which channels are affected, what time of day the trouble happened, etc.

Troubleshooting Tips - Glossary visual

NID (Network Interface Device)

The NID is located on the outside of your home. This is the point at which the fiber optic line from BT is terminated, and where your inside wiring begins. The NID is powered via a battery power supply (see “back-up battery” below) located inside your home. There is a door on the NID that is accessible to customers, and, if necessary, you can open it to test your services at the point of demarcation. →



Outside NID



Inside NID

← Back-up Battery

The back-up battery is most likely located in the basement of your home. It powers the NID, and is usually located on a floor joist near the location of the NID. The battery back-up requires power from an outlet to keep it charged. This outlet must always be powered (and not on a light switch). Under normal operating conditions, the left two lights on the battery back-up are solid green.



Cable TV Set Top Box →

This device (marked by the brand “Amino”) is located wherever there is a TV connected to our service. These set top boxes convert the digital signals of our network into the analog signals your TV can understand. While there are no user controls on the set top box itself, the universal remote control provided with your service allows to change channels and access functions such as the programming guide, movies-on-demand, digital music.



Other Converter Boxes →

These devices (marked by either “ReadyLinks” or “Optical Solutions”) are converter boxes. If your BT service uses existing coax cabling within your home, you may have a converter located at each device (TV or computer). These transfer the BT signal from coax to “Cat 5” wire, and require power to do so. Under normal operating conditions, converter box indicator lights will be as follows:



ReadyLinks: left light flashing with activity, right light solid green

Optical Solutions: Power Light solid green, Link/Act-1 and Link/Act-2 lights flashing green with activity, Link/Act light solid green, SyncMode light solid green



Troubleshooting Tips - Telephone

No dial tone:

If you do not have a dial tone, please follow these steps:

1. There is a battery back-up located inside your home. See page 23 for a picture. Most likely, the battery back-up is in the basement, and it is about the size of a toaster. Locate this battery back-up.
2. Ensure that it is plugged into a working outlet (and not one that is on a light switch). If the battery is working properly, the left two lights will be solid green.
3. If you cannot locate your battery back-up or you cannot rectify the loss of power to it, please call our Help Desk at 540-0007, option 2.



If the battery back-up is working properly then you could check your own equipment by using the NID (network interface device) on the outside of your house. If you have trouble locating the NID please see page 23 or call us at 540-0007.

1. Open the NID and disconnect the telephone jack inside by squeezing the clip with your thumb and forefinger and gently pulling it out.
2. Now plug your phone(s) into this jack inside the NID. If the phone(s) work, the problem probably is in your inside jacks and/or wiring. The repair is your responsibility.

If your phone does not work at the NID, it is advisable to check your phone at a nearby location such as a neighbors home where you know all the phones, jacks, and wiring are functioning properly.

If your phone does not work at the NID but does work at another location (such as your neighbors) the problem is probably in our equipment. Call in the trouble to 540-0007, option 2, and we will take care of the problem as quickly as possible.

However, if your phone works fine at the NID, here are some tips to help you solve the problem without incurring charges that come with a site visit from our technicians.

1. Check to see if all of your telephones are hung up.
2. Perform a visual inspection of all exposed wiring and connections for damage or loose connections.
3. Do your telephones plug in to your house power with an adapter? Check all phones to determine if one of the adapters has become unplugged.
4. In order to isolate jack or house wiring problems, simply move a working telephone to each outlet in the house to determine which location is causing the trouble.

Troubleshooting Tips - Telephone

If you determine the problem is in your own telephone set follow the instructions on your warranty or contact your equipment retailer.

If the problem is in your jack or the wire that runs through your home or office you have these options:

1. You can call Burlington Telecom. If you subscribe to our optional Wire Maintenance Plan, we will repair your jack or inside wiring at no charge. If you don't subscribe, we will be happy to repair the problem, however, we will charge you for a maintenance visit and any additional labor and materials.
2. You can repair the problem yourself or hire an independent contractor or home repair expert to repair your jack or inside wiring.

If problem is determined to be ours - in the outside lines and/or switching equipment call the repair service number 540-0007, option 2.

Trouble with calling a number:

If you are trying to call a specific phone number and repeatedly receive an error message (such as "This call cannot be completed as dialed"), please follow these steps:

1. If another phone is available, such as a cell phone, please try calling the number with that phone.
2. If the trouble persists, please call our Help Desk at 540-0007, option 2. We will need the phone number that you were trying to call, so please have that handy.



In all cases (outside of "no dial tone") keep track of the details of the trouble such as the time of day, which phone numbers are involved, or whether the trouble with an inbound or outbound call. Any information you can provide our help desk staff will assist in solving the trouble.

Troubleshooting Tips - Television

No guide or channel information:

If you find that your guide and channel information is not available, please follow these steps:

1. Locate the set top box. This is a small box with an oval-shaped front and the word "Amino" on the side.
2. Unplug the power to the set top box. The power is located on the back of the box and just pulls out (the other cables that screw and clip in should be left attached to the set top box). Pay attention to where this plug is being removed, as you will need to find that plug again in step 4.
3. Wait about 5 seconds with the set top box unplugged.
4. Plug the power back into the back of the set top box into the plug from where you removed it in step 2.
5. With the TV power on, you'll notice first a black screen with the "Myrio" logo, then a blue screen that says "loading in progress...please wait." This loading screen will be on your TV for between 3-7 minutes, so please be patient. After loading has completed, your cable service will be restored with the guide and channel information. If your trouble persists, please call our Help Desk at 540-0007, option 2.



Picture is breaking up on screen:

If you are noticing your picture quality degrade (small, pixelated boxes called tiling), please call our 540-0007, option 2, with the following information:

1. What times of day do you notice the tiling?
2. What channel(s) are affected?
3. How is the cable wired in your home? Is it on coax (black cable), or ethernet? If you have coax, you will have two small boxes at each TV. What is the brand name of those two boxes?

Troubleshooting Tips- Television

Error Message: “-303 Network Interruption” error is on screen:

If you are receiving the “-303” error, please follow these steps **if the cable enters the room on coax (black)**:

1. Find where the cable enters the room, and make sure that the cable is securely fastened to the wall outlet (if one exists).
2. Follow the cable until you reach a small box (see page 23 for converter box pictures). Verify that the cable is plugged into this box, and that it is powered (there should be some lights on it that either flash or are steady).
3. Follow the cable from that small box to another small box that says “Amino” on the side. Verify that both ends of this cable are securely fastened.
4. If the trouble persists, please call our Help Desk at 540-0007, option 2.

If you are receiving the “-303” error, please follow these steps **if the cable enters the room on ethernet**:

1. Find where the cable enters the room, and make sure that the cable is securely fastened to the wall outlet (if one exists).
2. Follow the cable to a small box that says “Amino” on the side. Verify that the end of this cable is securely fastened.
3. If the trouble persists, please call our Help Desk at 540-0007, option 2.

Error Message: “-300 System Temporarily Unavailable” error is on screen:

Near your TV, you will have two small boxes from Burlington Telecom. One says “Amino” on the side, the other is either ReadyLinks or Optical Solutions (see page 23 for converter box pictures). Verify that the power is plugged into the ReadyLinks/Optical Solutions box. The lights should be flashing or solid on this box.

Troubleshooting Tips - Television

Error Message: “This channel is temporarily unavailable” is on all channels:

If this error is coming up on screen on all channels, please follow the following steps:

1. There is a battery back-up located inside your home. Most likely, it is in the basement, and it is about the size of a toaster. Locate this battery back-up. (see page 23 for pictures)
2. Ensure that it is plugged into a working outlet (and not one that is on a light switch). If the battery is working properly, the left two lights will be solid green.
3. If you cannot locate your battery back-up, it is functioning properly, or you cannot rectify the loss of power to it, please call our Help Desk at 540-0007, option 2.

On-Screen Guide (TV) requests your PIN number:

Find your most recent BT bill. If you haven't received one yet, please call 540-0007.

Find your account number on your bill. The PIN is the last 4 digits of your account number.

If this information is not accepted by the set top box, please call our Help Desk at 540-0007, option 2.

Snow on TV or blue screen:

This usually means that the connection is lost between the set top box and your tv, or the power is unplugged from the set top box, or the tv itself has been turned to a channel that our signal does not use.

1. Check all connections on the back of the set top box. Ensure that the power cable is plugged in.
2. Take your Myrio remote (the remote Burlington Telecom provided) and press the tv button. Now press channel up or down to get to channel 4 or channel 3. (Note: The tv must be on either channel 4 or channel 3 for operation with the set top box.) If a picture is not displayed on either of those channels then press the input button in the middle of the remote. You may need to press the input button more than once before a picture is displayed, depending on how many input channels your tv has.

Note: If the first two steps do not work it could be that the Myrio remote has not been programmed for the tv, and/or is not compatible with your tv. If this is the case, find the Manufacturer's remote for your tv and channel up or down to channel 3 or 4. Verify that your tv displays a picture. If your tv still does not display a picture, select the "tv/video" or "av" input on your manufacturer's remote. You may need to press it more than once to find the right input channel.

If your tv still does not display a picture. Please call the Burlington Telecom Helpdesk at 540-0007, option 2.

Troubleshooting Tips - Internet

No connection to the internet (“Page cannot be found”):

If you are experiencing this trouble, please follow these steps:

1. Make sure you have typed the website address correctly. If so, then:
2. Shut your computer down.
3. If you have a router, unplug the power to it.
4. After waiting about 5 seconds, plug the power to the router back in.
5. Start up your computer.
6. If the trouble persists, locate the battery back-up located inside your home. Most likely, it is in the basement, and it is about the size of a toaster. Ensure that it is plugged into a working outlet (and not one that is on a light switch). If the battery is working properly, the left two lights will be solid green. If you were able to resolve an issue with the power to this battery back-up, repeat steps 1-4
7. If the trouble persists, please call our Help Desk at 540-0007.



SUBSCRIBER AGREEMENT GENERAL TERMS AND CONDITIONS

The following Terms and Conditions apply to all services offered by Burlington Telecom (“BT”), unless otherwise specifically noted. These Terms and Conditions, the Service Agreement, the Acceptable Use Policy (if applicable), the Privacy Agreement and applicable state tariffs bind the Customer and constitute a contractual arrangement upon acceptance and use of BT’s service.

1. SERVICE: All applicants must be 18 years of age or older. Anyone under age 18 must have a parent or legal guardian sign the application. Every account must have one or more responsible party assigned to place orders and make changes to the account. No addition, termination or changes will be made to the account without the direct consent of the responsible party. BT reserves the right to require proof of identity before providing service. Pricing of services rendered are outlined in the tariff filed with the Vermont Public Service Board. Package pricing excludes required taxes and surcharges, which are assessed to the applicable portion of the Customer’s bill.

2. SUBSCRIPTION REQUIREMENTS: For Customers requesting telephone service with BT, a signed Letter of Authorization (“LOA”) must be on file before service will be provided. The LOA gives legal authorization to BT: a.) To act as Customers agent to make any and all inquires necessary for the purpose of obtaining customer service records information. b.) To act as Customers agent for the purpose of taking any and all actions required (including the removal of any account protection/freezes) to become Customers LOCAL SERVICE PROVIDER and to implement other services described herein for all of the Customers physical service and billing locations including changing Customers long distance carrier(s). Customer also authorizes BT to review the Customers account information, assess current services and assist in making modifications to Customers account throughout the duration of the agreement. Customer gives BT authorization to notify all appropriate parties, including Customers local and long distance carrier of Customers choice of carriers and to make the necessary changes for the Customers current and future services without further permission. Customer directs the chosen long distance carrier for toll charges within Vermont and outside Vermont domestically and internationally, if not BT, to comply with BT’s current applicable access tariff’s, or release Customer from any unfiled contractual obligations for service. BT may obtain any records from Customers local intra-lata long distance and/or long distance telephone company necessary to provide these services. Customer also agrees to indemnify BT, its employees, and agents from any liability resulting from any credit injury, or client privacy issue, or liability to any third party for pre-existing obligations Customer may have regarding local long distance services.

For Internet service, BT highly recommends all Customers install anti-virus software, anti-spyware software, and personal firewall to protect the Customers system. BT shall not be responsible for any loss of service resulting from customer negligence, including loss of service from viruses, spyware, and other malware.

3. ACCESS TO PREMISES: BT will not enter into a Customer premise without the presence of an adult 18 years of age or older. Customer grants to BT or any duly authorized agent an irrevocable license to enter upon Customers premises at reasonable hours with reasonable notice to install, maintain and remove any equipment necessary for BT’s provision for service to Customer or other Customers. In purchasing service from BT Customer hereby assumes full responsibility for securing permission from Customers landlord for the installation of all applicable wiring and equipment. BT is released from liability arising from any failure to secure such permission.

4. USE LIMITATIONS: Customer acknowledges that programming is for non-commercial entertainment viewing in Customer’s private premises only. Customer may not reproduce, rebroadcast or otherwise re-transmit and/or exhibit the programming received from BT in exchange for an admission fee or for any other charge or consideration or in furtherance of a commercial enterprise. Customer agrees that the programming provided over the cable system will not be viewed in areas open to the public. Customer may not order or request Pay-Per-View programming or Video on Demand for receipt, exhibition or taping in a commercial establishment. Customer may neither exhibit nor assist in the exhibition of Pay-Per-View or Video on Demand programming in a commercial establishment. Customer may not move the set top box to another location or use it at any time at an address other than Customer’s home or location where service was installed by BT. Customers with Internet service through BT also agree to follow the policies set forth in the Acceptable Use Policy (“AUP”). If the Customer fails to abide by these restrictions, the Customer will be liable for any and all claims made against that Customer. The Customer agrees to indemnify and hold harmless BT from any

damage to BT as a result of Customer's breach of this Agreement, use or rely upon in furtherance of commercial or professional enterprise.

5. PAYMENT: The Customer is responsible for payment of all charges for service furnished to or used by the Customer, or the Customer's agents, servants, employees or Customers. The Customer is also responsible for payment of charges for all other third person use of service to which the Customer subscribes. The Customer is responsible for all charges to the account even if the charges are incurred by fraud or without the Customer's knowledge. The Customer is solely responsible for controlling access to, and the use of the equipment and facilities. All charges due from the Customer are payable to BT or the BT's authorized billing agent in immediately available U.S. dollars. Credit cards, personal checks and certified checks as well as cash in certain locations will be considered as acceptable forms of payment. Charges may be billed to the Customer's credit card, debit card or bank account, as applicable, each month. BT is not responsible for any charges or expenses resulting from charges billed by BT. The Customer is billed from the date services are installed and activated to the date the services are disconnected. Therefore, the first bill a Customer receives or the first bill after an additional service has been installed or activated will include partial month charges in addition to his/her advanced monthly charges. This charge will be from the date of installation and activation to the last of the current month. When a customer is disconnected, an amount from the date of disconnection to the last day of the month billed in advance will be subtracted from the Customer's bill. Any objections to billed charges must be reported to BT within forty-five days after receipt of bill. Objections may be filed in person at BT's Business Office, by telephone or by mail. Any adjustments or additional charges are shown separately on each bill. BT shall make no refund of overpayment by the Customer unless the claim of such overpayment, together with proper evidence, is submitted within two (2) years of the date of alleged payment.

6. INTERRUPTION OF SERVICE: BT will attempt to provide continuous and uninterrupted service. When BT schedules a service interruption for maintenance or repairs, BT will notify the Customer of the cause and expected duration of the interruption at least twenty-four (24) hours in advance, when possible. However, BT may designate a regular maintenance window during which maintenance may be conducted without notifying customers for each event. Such regular maintenance windows will be communicated to Customers. Credit allowances for interruptions of cable and telephone service which are not due to BT's testing or maintenance of equipment, to the negligence or other wrongful act or omission of the Customer, or to the failure of equipment provided by the Customer or the Customer's agents, servants, employees, or Customers, are subject to the general liability provisions set forth herein. It shall be the obligation of the Customer to notify BT immediately of any interruption in service for which a credit allowance is desired by the Customer unless there is a system-wide disruption or the Customer's disruption is otherwise known or should have been known by BT. Before giving such notice, the Customer shall ascertain that the trouble is not within his or her control, or is not in wiring or equipment, if any, furnished by the Customer. Interruptions caused by Customer equipment or inside wiring are not deemed an interruption of service. For purposes of credit computation, every month shall be considered to have thirty (30) days and every day twenty four (24) hours. No credit shall be allowed for an interruption of continuous duration of less than twenty-four hours. For disruption greater than twenty-four (24) hours, an allowance equal to 1/30 of the regular monthly recurring charges shall be made for each twenty-four (24) hours the service remains disrupted; except that the total allowance may not exceed the regular monthly recurring charges for service. An interruption is measured from the time the Customer notifies BT, personally, by telephone or in writing, or otherwise the interruption is known or should have been known to BT, until the trouble is cleared. Once BT receives notification of the interruption in service, the credit shall be automatic. Each interruption is considered separately for the purposes of establishing credit allowance. Interruptions reported after the fact shall not be eligible for a credit.

7. RETURNED CHECKS: BT reserves the right to assess a charge of \$25.00, whenever a check presented for payment of service is not accepted by the institution upon which it is written.

8. LATE FEES AND DISCONNECTION: Service is provided and billed on a monthly basis with the exception of toll calls, Video on Demand and Pay-Per View, which are billed in arrears. Bills are due and payable upon receipt. A late fee equal to 1.5% may apply to any unpaid or past due balance. The late fee begins to accrue no sooner than the 30th day after the billing date. In the event that BT incurs fees or expenses, including collection and/or attorney's fees, collecting or attempting to collect, any charges owed to BT, BT may charge the Customer, and the Customer will pay these fees or expenses minus the amounts of any late fees actually paid by the Customer as a result of such collection

efforts. BT reserves the right to suspend the Customer's use of such services as Video on Demand and long distance for Customers, upon prior written notice, when there is an unpaid balance for service that is more than forty-five (45) days overdue. Service may be disconnected by BT, upon prior written notice to the Customer and in accordance with applicable law, when there is an unpaid balance for service that is more than sixty (60) days overdue. If service has been canceled for nonpayment and the Customer wishes it continued, service shall be restored when a reasonable payment plan has been agreed upon between the Company and the customer for full payment of amounts owed. A \$45 fee will be assessed for restoration of service.

9. REPAYMENT PLAN: Any Customer having difficulty paying for service should contact BT to work out a repayment plan. Any repayment plan entered into between the Customer and BT will apply to delinquent amounts. BT expects new current charges to be paid when due.

10. DEPOSITS: Each applicant for service may be required to establish credit. Any applicant whose credit has not been duly established may be required to make a deposit at the time of application to be held as a guarantee of payment of charges. In addition, an existing Customer may be required to make a deposit if their service has been disconnected in the past. BT shall pay interest on deposits pursuant to applicable rules and regulations. An installment plan is available for payment of deposits if payment in full would constitute a hardship. A deposit shall not exceed the estimated charges for two months service, plus installation, and shall be returned: a.) When an application for service has been canceled prior to the establishment of service; or b.) At the end of twelve (12) consecutive months of a satisfactory credit history (i.e. no disconnections and no more than three disconnection notices); or c.) Upon disconnection of service. BT shall apply the deposit against any outstanding balances due. If a credit balance exists after such application, BT shall refund the balance to the Customer. The fact that a security deposit has been made in no way relieves the Customer from the prompt payment of bills upon presentation.

11. CANCELLATION BY THE CUSTOMER: The Customer may have service canceled upon written or verbal notice to the Company. Cancellations by e-mail will not be accepted. BT requires a 2-day notification prior to termination of service. The Customer shall pay for service furnished until the cancellation date.

12. CHOICE OF LAW: This Agreement shall be construed in accordance with, governed by, and subject to the domestic laws of the State of Vermont.

13. COMPLAINTS: If the Customer has any questions, comments or complaints regarding service, the Customer should contact BT's Customer Service Department by telephone at (802) 865-7529 between the hours of 8:00-4:30 Monday through Friday or by mailing to Burlington Telecom, 200 Church Street, Suite 101, Burlington, VT 05401. If the Customer is not satisfied with the manner in which the concern has been addressed after speaking with the Customer Service Department, the complaint should be submitted in writing to the General Manager at the address listed above. If after further inquiry to the General Manager at BT, the Customer is still not satisfied, complaints should be submitted in writing to the Consumer Affairs and Public Information Division of the Vermont Department of Public Service (VDPS) at: Consumer Affairs and Public Information Division, Vermont Department of Public Service, 112 State Street, Drawer 20, Montpelier, VT 05620-2601; by calling their toll-free number: 1-800-622-4496, or through the VDPS's web page: <http://publicservice.vermont.gov/contact/file-complaint.html>.

14. EQUIPMENT AND WIRING Except for the inside wiring, which BT considers the Customer's property regardless of who installed it, the equipment installed by BT or provided to the Customer by BT belongs to BT. BT may supply new or reconditioned equipment to the Customer. The Customer may not sell or give away BT's equipment, and BT's equipment must be used only in the Customer's home. If the Customer ceases to be a BT customer, the Customer is responsible for returning BT's equipment to BT or its designee. If the Customer moves, do not leave BT's equipment in the vacant home or with anyone else. BT's equipment must be returned to BT or one of its representatives in working order, normal wear and tear accepted. IF CUSTOMER FAILS TO RETURN EQUIPMENT IN A MANNER AS STATED ABOVE, CUSTOMER WILL BE CHARGED FOR THE COST OF REPLACING THE EQUIPMENT INVOLVED. Customer is responsible for preventing the loss of or damage to BT's equipment within the home. Customer will be directly responsible for repair, replacement and other costs, damages, fees and charges if the equipment is not returned to

BT in an undamaged condition. BT will repair and maintain the inside wiring for an additional hourly or flat fee. Unless agreed upon by BT and the Customer in writing, Customer will continue to be responsible for the maintenance of the inside wire. Customer may install inside wiring, such as additional cable wiring and outlets. Regardless of who does the work, the internal wiring within Customer's home must not interfere with the normal operations of BT's service to Customer. For Customer's renting their home, the inside wire maintenance may not be the Customer's responsibility. The Customer should contact the landlord or building manager to determine responsibility. BT takes no responsibility for problems with the operation of the Customer's television, television-related equipment, computer, fax-machine, telephone sets and other Customer-owned equipment attached to BT's network. BT does not service television receivers, or other television-related equipment (such as VCR's, DVD players, home antennas, or other cable-compatible equipment) or other equipment not owned by BT, even if it is attached to BT's equipment. The Customer may not attach any unauthorized device to BT's equipment. If the Customer makes any unauthorized connection or modification to the equipment or any other part of BT's network or equipment, the Customer will be in breach of this Agreement, and BT may terminate service and recover such damages, as provided by applicable law that may arise as a result of the breach. None of the equipment supplied by BT, nor any of BT's cable placed outside the home or property in connection with the installation of the equipment and service, shall be deemed fixtures, or in any way part of Customer's real property, unless the Customer purchases BT's cable to the extent permitted by applicable law when service ends. The equipment supplied by BT may be removed by BT, at our option, at any time during or following the termination of Customer's service, and Customer shall allow BT access to the home for such purposes.

15. CHANGES IN SERVICES, CHANGES IN TERMS OR CONDITIONS: BT reserves the right to substitute, add or delete specific programming and programming services and to create, dismantle and/or alter tiers of programming at any time. BT will notify Customer of any material change in this Agreement or services, or an increase in charges prior to the billing period in which the changes would go into effect. The Customer will be notified of changes in charges by means of bill inserts. In addition, such notices may also be posted on our website at www.BurlingtonTelecom.net. Payment of charges or continued use of services after you receive notice will constitute agreement by you to the changes. For telephone service, the Federal Communications Commission ("FCC") sets the Federal Universal Service Fund ("USF") Fee. BT will charge equal or less than this rate. The FCC announces the new rate on a quarterly basis. BT will post the new fee on our website at www.burlingtontelecom.net at least 7 days before the new rate goes into effect. The Customer may also contact our Customer Service Office at the number on the bill 7 days before the start of the quarter to find out what fee BT will assess during the next quarter. In the event the FCC has not announced the Federal Universal Service Fund Contribution factor 7 days before the start of the quarter, BT will post the new fee on the website as soon as reasonably possible. The Federal Universal Service Fund Fee is assessed on all interstate and international charges (including usage and non usage) each month.

16. LIMITATIONS OF LIABILITY : The Company's liability for damages arising out of any failure of service shall not exceed an amount equivalent to the proportionate charge to the Customer for the period during which the faults in transmission occur. Except as expressly required by applicable law, BT will not be liable for delays, damages, or failures in performance due to BT's routine maintenance and testing of the services that BT provides to Customer or to causes beyond BT's reasonable control, including, but not limited to acts of a governmental body, civil commotion, acts of God, acts of third parties, fires, floods, strikes or other labor disputes, or inability to obtain necessary equipment or services. The Company is not liable for any act or omission of any entity, other than the employees or agents of the Company, furnishing facilities or services connected with or provided in conjunction with the Company's services. The Customer agrees that all information provided on the Services, the Services themselves, and any Equipment are provided "AS IS" and on an "AS AVAILABLE" basis. The Customer indemnifies and holds the Company harmless against claims for libel, slander or infringement of copyright from material transmitted over its facilities; against claims for infringement of patents arising from, combining with, or using in connection with facilities of the Company, apparatus and systems of the customer; against all other claims arising out of any act or omission of the customer in connection with facilities provided by the company; and against any and all losses from damage to the customer's facilities or equipment attached or connected to facilities furnished by the Company. The Company disclaims any and all warranties, whether expressed or implied, including, but not limited to, the implied warranty of merchantability, fitness for a particular purpose, or any warranty that the services or any associated software of network transport will be uninterrupted or error free. In no event shall the Company be liable for any indirect, special consequential or incidental damages, including without limitation, lost profits or loss or damage to data arising out of the use, partial use or inability to use the services, even

if the Company has been advised of the possibility of such damages. The Company's entire liability and the customer's exclusive remedy under this Tariff, for any claim, whether in contract (including breach of warranty), or in tort (including negligence), shall be limited to the total amount paid by customers to the Company for those services upon which the liability is based. Provided the Customer makes a request for a refund within two (2) years of the date of alleged over-billing, a refund of charges for over-billing by the Company will be made for the full amount of excess charges when such amount can be determined; when the period during which over-billing occurred cannot be fixed or the exact amount of over-billing cannot be determined from the available records, the maximum refund will not exceed the estimated amount equal to such over-billing for a three (3) year period. When, in the judgment of the Company, the continued provision of service becomes unsafe, or where federal, state or local regulations place operational restriction(s) upon the Company because of unsafe or hazardous situation, or other unusual conditions including strikes or lockouts; service as provided in the Tariff may be temporarily suspended by the Company. The Company reserves the right to temporarily suspend service when repair, modification or improvement to the system is necessary. The Company is not liable for any defacement or damage to the subscriber's premises resulting from the existence of the Company's instruments, apparatus and associated wiring thereon, or from the installation or removal thereof, when such defacement or damage is not the result of negligence on the part of the Company. The subscriber's facilities and equipment shall conform to all applicable laws, regulations or ordinances as may be effective and the conditions of this Tariff. The Company does not express, imply or warrant the adequacy, safety or other characteristics of subscriber owned or operated equipment by virtue of any inspection or rejection of facilities. The Company shall not be held liable in any way for subscriber owned and maintained equipment which causes or may cause a hazardous, unsafe or dangerous condition, or threatens the health of others, even if such facilities were inspected by the Company.

17. LIABILITIES OF THE CUSTOMER: The Customer shall indemnify, defend and hold harmless BT (including the costs of litigation and reasonable attorney's fees) against: a.) Claims for libel, slander, invasion of privacy, infringement of copyright or patents or unauthorized use of any trademark, trade name or service mark arising out of the material, data, information, or other content transmitted over BT's services, facilities, or equipment; and b.) All other claims (including, without limitation, claims for damage to any business or property, or injury to, or death of, any person) arising out of any act or omission of the Customer, or the Customer's agents, servants, employees, or customers, in connection with any service or facilities or equipment provided by BT.

18. CONTINGENCIES: Except as expressly required by applicable law, BT will not be liable for delays, damages, or failures in performance due to BT's routine maintenance and testing of the services that BT provides to Customer or to causes beyond BT's reasonable control, including, but not limited to acts of a governmental body, civil commotion, acts of God, acts of third parties, fires, floods, strikes or other labor disputes, or inability to obtain necessary equipment or services.

19. ASSIGNMENT: Without the Customer's consent, BT may assign all or part of this Agreement including BT's rights to receive monies under this Agreement. The Customer shall not assign, subcontract, sublet or transfer this Agreement, in whole or in part, without BT's written consent. Any assignment, subletting, transfer, or subcontracting in violation of this paragraph shall be void.

20. SEVERABILITY: If any of the terms or conditions in this Agreement is held to be invalid or unenforceable by a government body of competent jurisdiction, the holding shall not affect any other term or condition of this Agreement, and the Agreement shall be construed as if it did not contain the invalid or unenforceable term or condition.

21. ENTIRE AGREEMENT: This Agreement supersedes all prior representations, understandings, or agreements on the subject matter of this Agreement. This Agreement may not be modified or waived except as described in this Agreement. With respect to all matters arising under this Agreement, this Agreement is a contract between the Customer and BT.

BURLINGTON TELECOM RESIDENTIAL INTERNET

ACCEPTABLE USE POLICY

1. INTRODUCTION : Burlington Telecom's ("BT") Acceptable Use Policy ("AUP") is intended to help enhance the use of the Internet by preventing unacceptable use. All users of BT's Internet service ("Service")-those who access our Service but do not have accounts ("Visitors"), as well as those who pay a monthly service fee to subscribe to the Service ("Members")-must comply with this AUP. You are responsible for any misuse of the Service, even if the misuse was committed by a friend, family member, or guest with access to your Service account. Therefore, you must take steps to ensure that others do not use your account to gain unauthorized access to the Service by, for example, strictly maintaining the confidentiality of your Service login and password. In all cases, you are solely responsible for the security of any device you choose to connect to the Service, including any data stored or shared on that device.

BT supports the free flow of information and ideas over the Internet and does not actively monitor use of the Service under normal circumstances. Similarly, BT does not exercise editorial control over the content of any Web site, electronic mail transmission, news group, or other material created or accessed over or through the Service, except for certain proprietary websites. However, in BT's effort to promote good citizenship within the Internet community, BT will respond appropriately if it becomes aware of inappropriate use of our Service. Although BT has no obligation to monitor the Service and/or the network, BT reserves the right at any time to monitor bandwidth, usage, transmissions, and content from time to time to operate the Service; to identify violations of the AUP; and/or to protect the network, the Service and BT users.

BT prefers to advise customers of inappropriate behavior and any necessary corrective action. However, if the Service is used in a way that BT, in their sole discretion, believes violates this AUP, BT may take any responsive actions they deem appropriate. These actions include, but are not limited to, suspension or termination of your account, billing you for administrative costs and/or reactivation charges. Neither BT nor its affiliates, or agents will have any liability for any of these responsive actions. These actions are not BT's exclusive remedies and BT may take any other legal or technical action it deems appropriate.

BT reserves the right to investigate suspected violations of this AUP, including the gathering of information from the user or users involved and the complaining party, if any, and examination of material on BT's servers and network. You expressly authorize BT to cooperate with (i) law enforcement authorities in the investigation of suspected legal violations, and (ii) and system administrators at other Internet service providers or other network or computing facilities in order to enforce this policy. This cooperation may include BT providing available personally identifiable information about you to law enforcement or system administrators, including, but not limited to, username, subscriber name, and other account information. This AUP should be read in conjunction with our other policies.

You agree to indemnify, defend and hold harmless BT and its affiliates, suppliers, and agents against all claims and expenses (including reasonable attorney fees) resulting from you engaging in any of the prohibited activities listed in this AUP or resulting from your violation of the AUP or of any other posted BT policy related to the Service. Your indemnification will survive any termination of the Subscriber Agreement.

2. VIOLATIONS OF BURLINGTON TELECOM'S ACCEPTABLE USE POLICY : The following constitute violations of this AUP:

- a.) ILLLEGAL USE** - Using the Services to transmit any material (by email, uploading, posting, or otherwise) that, intentionally or unintentionally, violates any applicable local, state, national or international law, or any rules or regulations promulgated there under;
- b.) HARM TO MINORS** - Using the Services to harm, or attempt to harm, minors in any way;
- c.) THREATS** - Using the Services to transmit any material (by email, uploading, posting, or otherwise) that threatens or encourages bodily harm or destruction of property;
- d.) HARRASSMENT** - Using the Services to transmit any material (by email, uploading, posting, or otherwise) that harasses another;

e.) FRAUDULENT ACTIVITY - Using the Services to make fraudulent offers to sell or buy products, items, or services or to advance any type of financial scam; **f.) FORGERY OR IMPERSONATION** - Adding, removing or modifying identifying network header information in an effort to deceive or mislead is prohibited. Attempting to impersonate any person by using forged headers or other identifying information is prohibited. The use of anonymous remailers or nicknames does not constitute impersonation. Using deliberately misleading headers in news postings in order to avoid spam email address collectors is allowed;

g.) UNSOLICITED COMMERCIAL EMAIL / UNSOLICITED BULK EMAIL - Using the Services to transmit any unsolicited commercial email or unsolicited bulk email. Activities that have the effect of facilitating unsolicited commercial email or unsolicited bulk email whether or not that email is commercial in nature, are prohibited;

h.) UNAUTHORIZED ACCESS - Using the Services to access, or to attempt to access, the accounts of others, or to penetrate, or attempt to penetrate, security measures of BT's or another entity's computer software or hardware, electronic communications system, or telecommunications system, whether or not the intrusion results in the corruption or loss of data;

i.) COPYRIGHT OR TRADEMARK INFRINGEMENT - Using the Services to transmit any material (by email, uploading, posting, or otherwise) that infringes any copyright, trademark, patent, trade secret, or other proprietary rights of any third party, including, but not limited to, the unauthorized copying of copyrighted material, the digitization and distribution of photographs from magazines, books, or other copyrighted sources, and the unauthorized transmittal of copyrighted software;

j.) RESELLING SERVICE - Reselling the Service or otherwise make available to anyone outside the Premises, the ability to use the Service, in whole or in part, directly or indirectly, or on a bundled or unbundled basis. The Service is for personal and non-commercial use only and you agree not to use the Service for operation as an Internet service provider or for any business enterprise or purpose, or as an end-point on a non BT local area network or wide area network;

k.) NETWORK DISRUPTIONS AND UNFRIENDLY ACTIVITY - Using the Services for any activity which adversely affects the ability of other people or systems to use BT Services or the Internet. This includes "denial of service" (DoS) attacks against another network host or individual user. Interference with or disruption of other network users, network services or network equipment is prohibited. It is the Member's responsibility to ensure that their network is configured in a secure manner. A Member may not, through action or inaction, allow others to use their network for illegal or inappropriate actions. A Member may not permit their network, through action or inaction, to be configured in such a way that gives a third party the capability to use their network in an illegal or inappropriate manner;

l.) NEWS - BT Members should use their best judgment when posting to any news group. Many groups have charters, published guidelines, FAQs, or "community standards" describing what is and is not considered appropriate. Usenet can be a valuable resource if used properly. The continued posting of off-topic articles is prohibited. Commercial advertisements are off-topic in most news groups, especially regional groups not specifically named for such. The presence of such articles in a group is not indicative of the group's "intended" use. Please familiarize yourself with basic Usenet etiquette before posting to a newsgroup;

m.) HIGH VOLUME USE - Using a personal account for high volume or commercial use is prohibited. The Services are intended for periodic, active use of email, news groups, file transfers, Internet chat, games, and browsing the World Wide Web. If you require a high volume service, please contact us to purchase commercial service.

3. REVISIONS TO THIS ACCEPTABLE USE POLICY: BT reserves the right to revise, amend, or modify this AUP and our other policies and Agreements at any time and in any manner. Notice of any revision, amendment, or modification will be posted at www.burlingtontelecom.net. Continued use of service constitutes acceptance of the policies set forth in this AUP. If you do not accept these policies please notify BT immediately and we will cancel your service.

PRIVACY AGREEMENT

PROTECTING YOUR PRIVACY AT BURLINGTON TELECOM

Burlington Telecom (“BT”) has strict policies governing employee access to customer records. We access customer accounts, records or reports for authorized business purposes only. We educate our employees about their obligation to safeguard customer information and telephone calls, and we hold them accountable for their actions.

BT obtains information from customers that helps us to provide service, and we use that information for business purposes only.

We collect and maintain information about you such as your name, address and telephone number. When you call us, a service representative uses this personally identifiable information in order to render service.

BT keeps all of our records private including the services you buy, the programs that you purchase and the calls that you make. We do not ordinarily disclose this information without your permission. The only time that BT will release customer information without involving you is when disclosure is required by law or to protect the safety of customers, employees or property or when contractual obligations requires; such as:

- If you subscribe to telephone service with BT and dial 911, information about your location may be transmitted automatically to a public safety agency. Certain information about your long-distance calls is transmitted to your long distance company for billing purposes. BT also is required by law to give competitive local exchange carriers access to its customer databases for purposes of serving their customers, to exchange credit information with other carriers, and to provide listings (other than certain non-published and non-listed information) to directory publishers.
- BT must disclose information, as necessary, to comply with court orders, search warrants or subpoenas. BT also will share information to protect its rights or property and to protect users of its services and other carriers from fraudulent, abusive or unlawful use of services.
- BT may provide information to collection agencies about former customer accounts that are in arrears.
- BT also occasionally uses contractors to do work for the company. These contractors have the same obligations as our regular employees concerning customer information.

BURLINGTON TELECOM DOES NOT SELL INFORMATION TO THIRD PARTIES

SECURITY

We take reasonable security precautions to protect your personally identifiable information that we collect on the services from unauthorized access, use and disclosure. For example, we store billing records on computers in a controlled and secure environment and we destroy all credit card, financial and personal data we receive by shredding after internal use. However, we cannot guarantee that our security precautions will, absolutely, without any possible exception, prevent every unauthorized attempt to access, use or disclose your personally identifiable information.

RETENTION OF INFORMATION

We will maintain most, if not all, of the personally identifiable information we have collected during the time you are a subscriber. We generally will destroy the information after a reasonable time following the termination of your account with us, if we no longer need to retain the information for the purpose for which it was collected or retention is no longer **required by law, tax or other legitimate business activities.**

NOTICES AND CHANGES TO PRIVACY POLICY

As required by Federal law, we will notify you of our Privacy Policy annually. We reserve the right to modify this policy at anytime. We will notify you of any material changes via written, electronic, or other means permitted by law. If you find the change unacceptable, you have the right to cancel service. Your continued use of service following the notice will be considered an acceptance of the change.

Burlington Telecom

200 Church St.
Burlington, VT 05401

Telephone: 802/540-0007

Fax: 802/652-4220

TTY: 802/865-7142

www.BurlingtonTelecom.net

Customer Service Hours:
Mon-Fri, 8 AM to 4:30PM

Help Desk Hours:
Monday - Friday, 8AM to 8PM
Saturday, 10AM to 6PM
Sunday, 12 - 5PM

For help with issues not directly related to our service, Burlington Telecom also supports and staffs a peer-to-peer bulletin board for our subscribers use:

www.BurlingtonTelecom.net/bb

CALL 540-0007 ~ IT'S YOUR NETWORK

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