

JOB AID FOR *Residential* DSL INTERNET PACKAGE

8-16-04

<i>Residential DSL Internet Package</i>		<i>Billed through Infranet</i>	
Price Components/Features	Residential DSL Up to 128kbps	Residential DSL Up to 384kbps	Residential DSL Up to 1.5Mbps
Maximum Download Speed	128 kbps (128 kbps upload)	384 kbps (384 kbps upload)	1.5 Mbps (512 kbps upload)
Monthly Recurring Rate	\$ 29.95	\$ 39.95	\$ 49.95
Additional Connections	\$0		
Activation Fee	\$ 99.00		
Installation Kit (Sale Price)—Paid in Full Initially OR 4 installments	\$ 199.00 OR 4 x \$52.50		
Shipping and Handling Fee	\$9.95		
Roaming Service (additional \$.10 per min. charge)	\$.10/min (All DSL products have the ability to authenticate for dial-up which could be used when away from their DSL connection)		
Email Accounts	5		
Personal Page	5MB		
News Groups	Included		
Internet Portal (customer start page)	Included		
Account Self-Administration	Included		
DSL Technical Support	Included		
Web Hosting	N/A		
* Residential Self- Installation Kit Includes:		Residential Contact Numbers:	
1 DSL Modem		Product and Subscription questions: 1-800-358-3648	
4 In-line filters for existing telephones		7 AM to 10 PM CST, M-F; 8 AM to 6 PM Sat.	
1 Wall mount filter for any wall mounted telephones		Technical Support: 1-866-806-4357	
1 two-line Adapter (Combines 2 telephone lines into a single line)		24 hours a day, 7 days a week	
DSL Residential User Guide			
RJ 11 and RJ 45 cords		Wholesale Only	
<i>The Self-Installation Kit will be shipped directly to the customer from CBS Technology via UPS Ground delivery.</i>		Access Service Center: 608-664-6263	
Minimum Residential User Requirements for DSL			
Network	IBM & Compatibles	Macintosh	
• N/A	<ul style="list-style-type: none"> • Pentium processor • Windows 98 or higher • Internet browser (Netscape Navigator 4.6 or MS Explorer 5.0 or higher) • CD-ROM or DVD drive • Ethernet Network Interface Card (NIC) installed in the personal computer, with TCP/IP drivers loaded. • 25 MB of free disk space • Minimum of 32 MB of RAM (64 MB RAM for Windows 2000/ME) 	<ul style="list-style-type: none"> • PowerPC Macintosh computer • MacOS version 8.0 or higher • Internet browser (Netscape Navigator 4.6 or MS Explorer 5.0 or higher) • CD-ROM or DVD drive • Network Interface card (NIC) installed in the personal computer, with Open Transport 1.2 or higher • 25 MB of free disk space • Minimum of 32 MB of RAM (64 MB RAM for OS 9.0) 	
Important information to review with customers:			
DSL eligibility (distance and equipment limitations), product features and benefits, product pricing, activation pricing, CPE pricing, computer requirements, cancellation / move fees, Terms of Service (www.tds.net), current promotions			

<i>SABRE Billing Trans Codes Zero rated</i>	
Trans Code	Description
DSLRT	Residential DSL Customer
DSLRW	Wholesale Residential DSL Customer

<i>Residential Selling Points</i>	
<ul style="list-style-type: none"> • Smooth, clear video streams • CD quality music • Faster, cleaner on-line games • Time and cost savings • Immediate access to information • Fastest downloading available for your home Internet 	

Why is Business Pricing Higher Than Residential Pricing?	
<ul style="list-style-type: none"> • Business customers typically require more bandwidth than residential customers do – many business customers are running a business website off their DSL service which uses more resources. • Web hosting is included for business customers. • Static IP (Single Static and Commercial packages) addresses allows business customers to have their own web and email servers. 	

Eligible DSL Exchanges

Please visit the Eligible Exchange Matrix available on StarNet

Why a Customer Might Not Be Qualified for DSL

1. Equipment is not available at Central Office (CO) or Digital Serving Area (DSA)
2. Equipment is available at CO/DSA but:
 - ◆ Customer is located more than 18,000 feet from the CO/DSA
 - ◆ Not a copper line
 - ◆ Existence of load coils and/or bridge taps

Additional Fees

Termination Fee – Customer cancels prior to 12 months Terms of Service or Customer is transferred to another location outside TDS TELECOM serving area prior to 12 months Terms of Service.	\$99
Activation Fee	\$99
Adjustment Code – Customer moves to another location without DSL service, but within TDS TELECOM serving area. OR if the customer completes and Inside or Outside Move	\$0