

Xcelerator PIT Stop

High Speed Internet Installation Questionnaire

Customer Name:

Main Phone #:

Date:

Daytime Contact #:

Cell Phone #:

Emergency #:

Please return completed questionnaire to our business office with a signed copy of the Term Agreement to schedule your installation.

Select only one:

Xcelerator Bundle Installation Options

- Basic Installation & Gear Kit with ONE year bundled service commitment \$79.95
- Wireless* Installation & Gear Kit with ONE year bundled service commitment \$99.95

Number of EZ Pay Installments requested: 1 - 6 months _____

A la Carte Xcelerator Installation Options

- Basic Installation & Gear Kit with ONE year service commitment \$250.00
- Basic Installation & Gear Kit with TWO year service commitment \$179.95
- Wireless* Installation & Gear Kit with ONE year service commitment \$270.00
- Wireless* Installation & Gear Kit with TWO year service commitment \$199.95

Number of EZ Pay Installments requested: 1 - 12 months _____

** PC and/or laptop must be wireless network compatible*

Create user name and password

Username:

- Internet Service includes up to 10MB of webspace
- AND up to 5 e-mail addresses

User names are a minimum of four alpha-numeric characters and must begin with a letter. Passwords may be 4-8 alpha-numeric characters. Add the following to your new user name and you have your complete e-mail address:

Password:

@wheatstate.com

SPAM, Virus, and Spyware Protection Services PLUS Parental Controls!

Wheat State Telephone has partnered with Postini to provide you with the latest tools to prevent dangerous viruses and annoying junk email from reaching your computer. This service is provided to you FREE of charge as a part of our commitment to bring you the best Internet experience possible. To set-up Postini, point your web browser to www.wheatstate.com. Click on the Postini link on the left hand side of the page. Follow the instructions to customize you level of protection. Use the same login and password as you use for your email. Bundle packages include SecureIT! After your high-speed internet connection is established, load the SecureIT CD included in your Xcelerator/Line One Super Bundle to load your firewall & parental control software and protect your PC from spyware, adware and viruses. *SecureIT is also available a la carte.*

General Information about your PC and PC environment continued on back page.

General Information about your PC and PC environment:

Tell us a little bit about your home or business environment. This information will help us customize your Xcelerator installation and give you an even better Internet connection.

Is there an active phone jack near your main PC?
_____ Yes _____ No

If no, one will need to be installed. You may hire your favorite electrician to install one or you may hire Wheat State Telephone. A complete telephone jack installation may range from \$40 - \$75 depending on the wiring configuration on your premises.

How many phone jacks are currently on the premises? _____ How many are active? _____

Is there an unused electrical outlet near your main PC? _____ Yes _____ No

If no, you will need to purchase a power strip with a good surge protector.

How many computers do you have? _____
Are they networked together? _____

Do you have a fax machine? _____ Yes _____ No

Do you have satellite TV? _____ Yes _____ No
If yes, please indicate the provider: _____

Do you have an electronic security system connected to your phone line? _____ Yes _____ No If yes, please indicate the provider: _____

Do you have any other type of electronic/monitoring device connected to your phone line? _____ Yes _____ No
If yes, please describe: _____

Computer information

Is your PC equipped and configured with an Ethernet Card? (If you have more than one PC in the home, please select one as primary for installation purposes.)

_____ If yes, please retrieve and record the MAC address. *Instruction listed below.*

Record MAC address ____:____:____:____:____:____

_____ If no, an Ethernet card and MAC address are required before installation can be scheduled.

Are you currently a Wheat State Dial-up Internet User? _____ Yes _____ No If yes, please record

User name: _____

Password: _____

If no, please select a user name and password to be used for e-mail purposes. You may refer to the guidelines on the front side of this form.

New User name: _____

Password: _____

Software:

Your web browsing software will also need to be updated with your identity and mail server information before you will be able to send and/or receive e-mail messages.

You may contact Internet Technical Support for assistance regarding these settings and/or any other Internet related questions.

Internet Technical Support Information

M - F 7am - 9pm Sat: 8am - 5pm Sun: 12-5pm

Toll-Free Hotline: 1/888-377-6523

HOW TO RETRIEVE MAC ADDRESS FROM AN ETHERNET CARD Example of Hex/MAC address: A1:04:f1.33.g3.2a

WINDOWS (95,98,Me)

- Click on Start...Click on Run
- Type in "winipcfg" hit enter
- Select proper Ethernet adaptor (pci adaptor)
- When info is displayed, select the proper adaptor that has a hex number

WINDOWS (2000,XP,Vista)

- Click on "START"...Click on "ALL PROGRAMS"...
- Select "ACCESSORIES"...Select "COMMAND PROMPT"
- At the prompt, type in: ipconfig/all (press enter)
- Look for the heading: Ethernet Adaptor
Local Area Connection
- Then look for: Physical Address—the MAC address is a combination of letters and numbers (hex number)