THANK YOU FOR CHOOSING SPECTRUM BUSINESS® INTERNET

Spectrum Business’ high-speed network gives your business a competitive edge. Our technology and support improve your company’s responsiveness and productivity. And that gives you the ability to run your business better. You’ve already determined the kind of service you require. Now you’re ready to sign on and get to work.

Please use this interactive kit as a guide to help you make the most of your Spectrum Business® Internet. Select a topic above to find easy-to-follow instructions for getting your office ready for installation and using all the services your new internet connection has to offer.

We encourage you to print and store this guide in a convenient location, close to your computer, so that you may reference it in the future.

Should you have any additional questions or concerns regarding your new Spectrum Business Internet service, our highly trained customer service representatives and technical support personnel can be reached by calling (800) 314-7195. We look forward to meeting all your communications needs with one simple connection for Internet, Voice and TV.

Thank you for choosing Spectrum Business.
1 GETTING STARTED

1.1 SPECTRUM BUSINESS SERVICE CHOICES

Spectrum Business® offers a choice of internet access speeds as well as the following included features:

» Domain Name Service, Email and Web Hosting*
» Internet Security**
» Spectrum Business Cloud Backup
» Spectrum WiFi***

Your service order details the initial service options you have selected. You’ve already chosen the speed combination that best meets your needs. The next step is to work through the installation process.

Custom Hosting
For customers with custom hosting, Spectrum provides email accounts and web space on a domain provided.

1.2 COMPUTER SYSTEM MINIMUM REQUIREMENTS

Spectrum Business Internet access service is compatible with most systems, servers, and local area networks. To ensure your service functions at optimal speed and performance, review your system requirements prior to installation.

The most current system requirements are maintained online.

Visit SpectrumBusiness.net and select Support.

* Includes 20GB Web Hosting storage, 1 domain name and 25 email accounts.
** Includes 25 licenses for computers on your Spectrum Business network.
*** Spectrum WiFi service (public WiFi) is only available for businesses with public seating or lobby area. Services are subject to all applicable service terms & conditions, which are subject to change. Services not available in all areas. Restrictions apply.
1 GETTING STARTED

1.3 CHARTER PRIVACY POLICY AND ACCEPTABLE USE POLICY

Before using Spectrum Business Internet services, familiarize all users with the Charter Communications Privacy Policy and Acceptable Use Policy.

Privacy Policy
The Charter Privacy Policy covers important facts about information Charter collects, how Charter uses and protects it, and the limited circumstances under which Charter may disclose some of that information. You can find the Privacy Policy at Business.Spectrum.com.

Acceptable Use Policy
The Acceptable Use Policy prohibits commercial customers from reselling or redistributing network access and services, except for customers who are explicitly permitted by contract. You can find this policy online at Business.Spectrum.com under AUP & Terms of Service. You must accept this policy before you can use your Spectrum Business Internet service.
2 SERVICE INSTALLATION

2.1 INSTALLATION AND VERIFICATION OF SERVICE

On the day of installation, Spectrum will provide a coaxial cable network connection to the modem/gateway. The installer will verify that the connection is active and demonstrate that internet access is available.

Spectrum doesn’t install software, modify customer computer configurations or local area networks, or connect the customer equipment to the modem/gateway.

2.2 CONNECTION OF EQUIPMENT TO THE SPECTRUM BUSINESS MODEM/GATEWAY

It’s your responsibility to make the physical connection between your equipment and the modem as well as to manage the configuration and operation of your computer equipment and any local area network.

Note: Before you connect your equipment to the Spectrum Business modem/gateway, be sure you have a current backup of your computer data and operating system configuration.

To connect your equipment to the Spectrum Business modem/gateway, we recommend the following steps:

» Shut down and unplug your computer from its electrical connection.
» Unplug the cable modem’s electrical connection.
» Verify that the cable modem/gateway is connected to the cable wall outlet. If not:
  • Attach one end of the coaxial cable to the back of the cable modem/gateway.
  • Attach the other end to the cable wall outlet.
» Connect the cable modem/gateway to your computer/router/firewall/server via either the Ethernet cable or USB cable.
  • Plug one end of the cable into the appropriate connection on the computer.
  • Plug the other end into the cable modem/gateway.
  • Ensure the cable is securely seated in its connector.

Note: It’s recommended that you use a surge protector.
2 SERVICE INSTALLATION

2.3 INSTALLATION INSTRUCTIONS

» Plug the cable modem into its electrical connection and verify that the front-panel lights are on. (Refer to the instructions that accompanied the modem for additional information.)

» Plug your computer into its electrical connection, then restart the computer.
3 AFTER INSTALLATION

3.1 Assistance
If you need assistance, visit our Customer Support page at SpectrumBusiness.net or call Spectrum Business Customer Care (open 24 hours a day, 7 days a week) at (800) 314-7195.

When calling, please have the following information ready, so we can help you as quickly as possible:

» The exact and full customer name on the Commercial Service Agreement.
» Your Spectrum Business customer account number.
» The name of the designated contact person for your company (if it’s not you) and his or her contact information (phone, address, email).
» For customers with a static IP address, the static IP addressing information provided during installation.

A Spectrum Business representative will help you with your internet access connection and make sure that the modem is working correctly. Spectrum won’t be able to assist you with computer or local-area network problems.

**Note:** If you’re operating a local-area network, you may be instructed to connect one computer directly to the modem in order to determine the problem’s source. This involves connecting the Ethernet or USB cable directly from one computer to the Ethernet or USB port on the modem. In this situation, you must disconnect any other equipment (e.g., router or hub) that may be connected to the modem.
4 VALUE ADDED SERVICES OVERVIEW

A feature-rich, easy-to-use service that offers the comprehensive tools you need to set up and manage your email accounts, establish a web presence, and register a business-specific domain.

4.1 DOMAIN NAME SERVICE, EMAIL AND WEB HOSTING

Domain Name Service (DNS)
Register your custom domain name or transfer an existing domain and assign it to your website and email service so that your business can effectively reach customers and establish brand credibility through a consistent presence.

Email services
Create up to 25 email mailboxes to meet your business needs.

» Choose the domain name format that suits your business needs: <username>@<your-domain>.
» Add and delete mailboxes as you need them.
» Access emails from any internet-enabled computer using our webmail access.
» Block mail from designated unwanted senders and allow mail to be delivered from specific senders.
» Reduce junk mail using our anti-spam programs.
» Protect your email from malicious viruses that may be attached to messages.

Website Hosting
Promote your business with an online presence.

» Choose the domain name format that suits your business needs <username>@<your-domain>.
» Control panel that lets you manage your web development environment.
» Generous disk storage and transfer limits.
» An easy-to-understand website builder application that helps you create a web site even if don’t have any experience with web development.
» Web development tools that let you customize the look and functionality of your website.

† Includes 20GB Web Hosting storage, 1 domain name and 25 email accounts.
4 VALUE ADDED SERVICES OVERVIEW

4.2 INTERNET SECURITY†

Spectrum Business Internet Security is a highly-affordable, highly-advanced suite designed to help guard small business computers and laptops from many cyber threats. Easy to manage and easy to maintain, this fully-automated system provides:

» Virus and Spyware Protection — Provides real-time protection against many viruses, worms and Trojans, stopping attacks via email, web and CD-ROMs. Also detects and removes spyware and rootkits secretly installed on PCs.

» Rapid Response to New Threats — Updates virus definitions several times daily to help guard against new viruses.

» Internet Shield — Helps prevent intrusion from hackers and other internet-based threats. Advanced components including firewall and application control ensure your security while online.

» Spam Control — Controls all inbound mail and separates spam by placing it in a separate folder.

» Web-Based Management Portal — Provides 24/7 security overview for real-time monitoring and troubleshooting of all protected workstations.

» OS Flexibility — Supports both Windows and MAC operating systems.

4.3 SPECTRUM BUSINESS CLOUD BACKUP

Spectrum Business can automatically protect your old data so you can focus on creating new data. Our system is easy, secure and scalable to handle the needs of virtually any sized business. We encrypt your data while it’s being transferred and while it’s in storage to help you meet your business’s privacy and security regulations.

With 100GB of storage, you have plenty of capacity to save all of your important files. Our service saves you money by leveraging your existing broadband capacity during off hours and by allowing you to backup data in the cloud, without having to pay for additional media delivery.

Each individual using Spectrum Business Cloud Backup in your organization must have a service user account created. The administrator is responsible for assigning a License key and storage space to the user during the creation of the service user account.

4.4 SPECTRUM WiFi††

Spectrum WiFi is a free public WiFi connection for your customers. Spectrum WiFi uses a separate connection from your business’ private network, allowing you to offer wireless internet access to your customers without slowing down your business’ private internet service.

†Includes 25 licenses. Spectrum Business doesn’t guarantee the security of data or guarantee this service will protect against all threats.
†† Spectrum WiFi service (public WiFi) is only available for businesses with public seating or lobby area. Services are subject to all applicable service terms & conditions, which are subject to change. Services not available in all areas. Restrictions apply.
5 ONGOING SERVICE AND SUPPORT

5.1 QUESTIONS

For additional information about email, web, DNS, domain names and transferring or redirecting DNS services, visit SpectrumBusiness.net.

5.2 PAYMENT OPTIONS

Spectrum Business will accommodate monthly bill payments by check, credit card, or electronic fund transfers. To make arrangements for automatic payment, call the Spectrum Business Customer Care Center at (800) 314-7195. Of course, you can always pay in person at the nearest Spectrum Store.

Note: Billing begins on the day of installation.

5.3 CHANGING OR UPGRADING SERVICES

To fulfill the Spectrum Business commitment to your success, we keep our services updated and at the leading edge of communication technologies. For your reference, current service packages, speeds, and service options can be viewed online at Business.Spectrum.com.

Contact your Spectrum Business representative or the Business Customer Care Center to increase your download/upload speed.
6 GLOSSARY

At Spectrum Business, we provide you with the best services available. Our account executives, service representatives and support staff are committed to providing you with knowledge-based solutions for your business needs. The following glossary of terms has been provided to enable better communication.

Coaxial Cable
A type of wire that consists of a center wire surrounded by insulation and then a grounded shield of braided wire. The shield minimizes electrical and radio frequency interference.

DNS
Domain name system (or service or server) is an internet service that translates domain names into numeric IP addresses. It’s a worldwide network of servers that maintains a distributed, shared database, mapping the name and corresponding IP address of every publicly accessible device on the internet.

DOCSIS
DOCSIS, or data over cable service interface specification, defines interface standards for cable modems and supporting equipment.

Domain Name
A domain is the text name corresponding to the numeric IP address of a computer on the internet. For example, in the URL http://www.Business.Spectrum.com, the domain name is Business.Spectrum.com. Every domain name has a suffix that indicates which top-level domain (TLD) it belongs to, such as .gov, .edu, .org, and .com. Because the internet is based on IP addresses, rather than on domain names, every web server requires a domain name system (DNS) server to translate domain names into IP addresses.

Dynamic IP
An IP address that changes. See IP and Static IP/Dynamic IP.

Email Server
Often referred to as “mail server,” an email server is a computer within your network that works as your virtual post office. A mail server usually includes a database of user accounts that the mail server recognizes and handles within the network.

FTP
File transfer protocol is a protocol for exchanging files over the internet. FTP works in the same way as HTTP for transferring web pages from a server to a browser, and SMTP for transferring email. Like these technologies, FTP uses the internet’s TCP/IP protocols to enable data transfer.

Gateway
A device that serves as both a modem and a router, and allows multiple devices to connect to the internet on a home network.

Host
A computer that is connected to a TCP/IP network, including the internet. Each host has a unique IP address.

HTTP
Hypertext transfer protocol. The communication protocol that defines how web documents are requested and delivered over the internet.
ICANN
Internet Corporation for Assigned Names and Numbers.

IP
Internet protocol (IP) specifies the format of packets (a piece of a message containing a destination address) and the addressing scheme. Most networks combine IP with TCP (transmission control protocol), which establishes a virtual connection between a destination and a source. IP by itself is something like the postal system. It allows you to address a package and drop it in the system, but there’s no direct link between you and the recipient. TCP/IP, on the other hand, establishes a connection between two hosts so that they can send messages back and forth for a period of time.

IP Address
An identifying number for a computer or device on an IP network; messages are delivered to the destination’s IP address. Connecting a private network to the internet requires using registered IP addresses (called internet addresses) to avoid duplicates.

Static/Dynamic IP
Static IP addresses don’t change; dynamic addresses do change (although the domain name stays the same). With a dynamic IP address, the need for change is determined by the system’s DHCP (dynamic host configuration protocol) server configuration; it’s often beneficial to large network administrators. Static IP addresses are most advantageous for customers who use certain types of VPN software or who are running a server on-site.

ISP
An internet service provider is a company that provides access to the internet. The ISP provides the software and information you need so that, equipped with a modem, you can log on to the internet, browse the World Wide Web and USENET (a worldwide bulletin board system), and send and receive email.

Internet
A global network connecting millions of computers in more than 100 countries. The internet is decentralized, and each internet computer, called a host, is independent. The internet isn’t synonymous with World Wide Web.

LAN/WAN
A computer network. Local area networks are confined to a single building or group of buildings. However, one LAN can be connected to other LANs over any distance. A system of LANs connected in this way is called a wide area network (WAN).

Modem
A modulator-demodulator (modem) is a device that enables a computer to transmit data over telephone or cable lines. Computer information is stored digitally, but transmitted information is transmitted in the form of analog waves. A modem converts information between the two forms.
6 GLOSSARY

Registering a Domain Name
The only way to register and start using a domain name is to use the services of a domain name registrar. The domain name industry is regulated and overseen by ICANN, the organization that is responsible for certifying companies as domain name registrars. Only a domain name registrar is permitted to access and modify the master database of domain names maintained by InterNIC.

Router
A device that forwards data packets along networks (e.g., between a LAN and its ISP’s network). Routers are located where two or more networks connect.

Server
A computer or device on a network that manages network resources.

SMTP
Simple mail transfer protocol. The internet standard protocol for transferring electronic mail messages from one computer to another. SMTP specifies how two mail systems interact and the format of control messages they exchange to transfer mail.

TCP/IP
Transmission control protocol. See IP.

URL
Uniform resource locator, the global address of documents and resources on the World Wide Web. The first part of the address (such as http:// or ftp://), indicates what protocol to use. The second part (Business.Spectrum.com) specifies the IP address or the domain name.

VPN
Virtual private network, a private data network that makes use of the public telecommunication infrastructure, maintaining privacy through the use of a tunneling protocol and security procedures. The goal of a VPN is to provide the same capabilities of a private network at a much lower cost by using the shared public infrastructure.

World Wide Web
A system of internet servers that supports specially formatted documents.