## Accounts, Assistance and Access

Accounts and assistance are available at most of the following locations.

In West Virginia, the WVNET Internet modems are available at the statewide toll-free number: 1-500-699-8638 (or 1-500-MY WVNET).

Note: this "500" number is available only in Verizon service areas. If your local telephone service is through another independent provider, you should use one of the modem numbers provided below.

**Athens** *(Concord College)*
Modem    384-8860  Info/Help  384-5291

**Beckley** *(BSC branch)*
Modem    252-3048  Info/Help  327-4090

**Bluefield** *(Bluefield State College)*
Modem    324-0551  Info/Help  327-4090

**Charleston** *(IS&C)*
Modem    347-4390  Info/Help  558-1257

**Clarksburg** *(FSC branch)*
Modem    622-2508  Info/Help  367-4757

**Clendenin**              Modem    548-8121

**Elkins** *(Davis & Elkins College)*
Modem    636-2669  Info/Help  637-1220

**Fairmont** *(Fairmont State College)*
Modem    368-1455  Info/Help  367-4757

**Franklin**              Modem 358-2147

**Glenville** *(Glenville State College)*
Modem    462-8343  Info/Help  462-4106

**Huntington** *(Marshall University)*
Modem    697-7751  Info/Help  696-3200
                                            696-3140

**Institute** *(WV State College)*
                      Info/Help  766-3261

**Keyser** (*Potomac State College of WVU*)
Modem    788-2977  Info/Help  877-327-9260

**Lewisburg** *(WVSOM &BSC Greenbriar branch)*
Modem    645-5322  Info/Help  647-6300

**Logan** *(Southern)*
                      Info/Help  792-7098  ext 274

**Madison** *(Southern)*
                      Info/Help  792-7098  ext 274

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**Martinsburg**              Modem    263-4169

**Montgomery** *(WVUIT)*
Modem    442-5846  Info/Help  442-1032

**Moorefield** (*Eastern Community*)
                      Help          434-8000

**Morgantown** *(WVU)*
Modem 292-7132  Info/Help  293-4444  ext 1

**New Martinsville** *(Northern)*
Modem 455-5009  Info/Help  233-5900

**Parkersburg** *(WVU at Parkersburg)*
Modem 420-1099  Info/Help  424-8296

**Pennsboro**              Modem 659-2177

**Petersburg**              Modem 257-5094

**Philippi** *(Alderson-Broaddus College)*
Modem 457-3141  Info/Help  457-6331 ext 6351

**Point Pleasant**      Modem    675-8729

**Ripley** *(WVU-P at Jackson County Center)*
Modem 372-5937  Info/Help  424-8296

**Rowlesburg**          Modem    454-2072

**Saulsville** *(Southern)*
Modem 294-6503  Info/Help  235-6046 ext 341

**Shepherdstown** *(Shepherd College)*
          Info/Help  876-5457
**South Charleston** (MU Graduate College)
          Info/Help  696-3200
**Spencer**              Modem    927-3060

**Summersville** *(GSC branch)*
Modem 872-4642  Info          872-1237
                                          872-1236
                      Help          462-4106

**Terra Alta**          Modem    789-2470

**Weirton** *(Northern)*
Modem 748-4434  Info/Help  233-5900

**West Liberty** *(West Liberty State College)*
Modem 336-7011  Info/Help  336-8043

**Wheeling** *(WV Northern Community College)*
Modem 233-7033  Info/Help  233-5900

**Williamson** *(Southern)*
Modem 235-2729  Info/Help  235-6046 ext 341

You are encouraged to first consult with your local Help Desk at the number provided on this brochure. They, in turn may refer you to the WVNET Help Desk.

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## Your Username and Password

When you receive a WVNET modem account, you will be assigned an account **username** and **password**. Always enter in your username and password in lowercase.

When you are asked to provide your username for modem access, enter the modem username assigned to you in lowercase, followed by **@wvnet**. For example:  **username@wvnet**.

Note the distinction between your username and password for dial-in access and your username and password for E-mail and other computing accounts. Also be sure to remember your password(s), as there is generally a twenty-four hour delay in resetting them.

**\*** E-mail accounts are only issued upon request. Your full mail address would be: username@mail.wvnet.edu

*Unread POP3 mail to the central-site accounts is automatically discarded after 28 days.*

## Communications Settings

WVNET's Internet dialup modems only support **PPP** (point-to-point protocol). They also use **PAP** (password authentication protocol), which automatically validates your modem userid and password.

WVNET's modems support V.92/V.44 protocol.

### Basic Configuration Information
(PPP protocol provides these for you)

| | |
|---|---|
| **Domain name:** | wvnet.edu |
| **Name server:** | 129.71.254.5 or 129.71.1.1 |
| **Your IP address:** | server-assigned |
| **Subnet mask:** | 255.255.255.0 |

### Server Addresses

| | |
|---|---|
| **POP3 server:** | mail.wvnet.edu |
| **SMTP server:** | smtp.wvnet.edu |
| **WWW server:** | www.wvnet.edu |
| **News server:** | news.wvnet.edu |

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# Getting Started with

# WVNET

# Internet Dialup Service

**http://www.wvnet.edu**
**October 13, 2004**

## Who Can Use WVNET

Our dialup Internet service is intended to support the missions and goals of higher education, public education, libraries, and state and local government. These missions and goals include education, research, administration, community service, and economic development.

*Commercial, for-profit use is prohibited.*

## Services Provided

The WVNET Internet service is **$16.95 per month** for **unlimited connect time** to the Internet. Each modem access account may have up to **four personalized email addresses** and corresponding personalized Web directories with 4 MB of space. *(These might instead be provided by your local institution on one of its systems.)*

You may use your WVNET Internet account to:

♦ send electronic mail
♦ conduct commercial transactions online
♦ access the World Wide Web, newsgroups and commercial networks, such as AOL
♦ engage in on-line chat sessions
♦ transfer files
♦ enjoy audio and video programming
♦ participate in all legal aspects of the Internet

## How to Get It

You can apply for an account at the local campus of a West Virginia public higher education institution. When you receive your account userid and password, your new account should be ready for immediate use.

*(**Note:** If you request POP3 mail capability on MAIL.WVNET.EDU, it will not be ready for about 24 hours.)*

## Payment Guidelines

The WVNET Internet service is a monthly subscription service with a flat fee, payable in advance on the first of each month.

### How do I pay?

• *Credit card* -- We currently accept American Express, Discover, MasterCard, and Visa. Automatic deduction will take place on or about the first of each month and will assure continuity of service. An authorization form is included with your coupon booklet.

• *Automatic Debit* – You can pay your monthly $16.95 account fee through automatic debit to your checking account. Visit www.wvnet.edu/payment and print off the automatic debit authorization form.

• *Check* -- You will *not* be billed; you will be provided with payment coupons to include with your check. Payment is due in advance on the 1st of the month. You can pay for several months with 1 check by including the corresponding coupons. Checks must be written for **exactly $16.95** or multiples thereof.

### How are late payments handled?

An overdue account will be suspended until payment is received.

If payment is received on or before the end of the month, it will be applied to the month in which it is received. However, if a payment is received on or before the end of a month with the coupon for the following month, the account will not be reactivated until the first of that month.

### When is the first payment due?

Payments are due on the 1st of each month. However, if you sign up for an account between the 1st and 15th of a month, your first payment is due for that month and is due by the 25th. If you sign up on or after the 16th of a month, the remainder of that month is free, and your first payment is due on the first of the following month

### Can I stop my subscription?

You should not stop and restart the service for short periods of time, such as during holiday breaks. However, if you are a student, you may stop the service for the summer break.

Students who pay via automatic deduction and who wish to suspend their account for the summer must contact the WVNET central site to have their automatic deduction suspended for the summer.

Students who pay by check and who wish to suspend their account for the summer may do so by not paying for the months they do not wish to use the account.

### Can I get a refund?

No, WVNET does not offer refunds.

## Terms and Conditions

To receive an account, you must agree to abide by WVNET's policies and guidelines related to computer use, your local campus computing policies, applicable network (Internet, etc.) usage guidelines, as well as state and federal laws regarding computer abuse.

• Exercise responsible, ethical behavior when using WVNET's computers, information, networks or resources.

• Do not share your account with others, since accounts are priced for individual use.

• You can have only one account. If your account has been suspended, you must have it reinstated rather than getting a new account.

*Acceptable use violations may result in loss of access privileges, requirements for restitution, suspension or expulsion from school, civil fines and/or judgements, and/or referral to law enforcement agencies for criminal prosecution.*

*WVNET exercises no control over the information available on the Internet.*

## Communications Software

➢ Recent versions of Microsoft's operating systems come with the necessary software already installed.

➢ Macintosh System 8.0 or greater already has the necessary software installed. For older systems, disks containing public domain software necessary for Internet access are available from WVNET.

➢ Additional software and documentation is available from WVNET at http://www.wvnet.edu/helpdesk

➢ You may also use any other Internet software from computer stores, bookstores, Web sites, and via mail order.

## Getting Up2Date

We'd like to keep you posted of any changes and enhancements to your WVNET Internet dialup service. In order to tell you when something new is happening, we need your permission to send you electronic mail. Send e-mail to listserv@listserv.wvnet.edu with the words "subscribe up2date" and your name in the body of the message.

If you have any questions or comments, contact your local campus computing personnel or the WVNET Help Desk at (304) 293-5192, Fax: (304) 293-5540