

Everything You Need Is Right Here.

QWEST CHOICE™ ONLINE
QWEST CHOICE™ TV

Welcome Kit

Qwest Choice™ TV and OnLine Services Customer Privacy Policy

Our business records contain information about our subscribers.

In order to provide television and online service to you, we maintain business records that contain certain information about you.

- I. This information includes your name, address and telephone number; information about the services you subscribe to or use; information about the equipment used to provide service to you; and accounting records reflecting payments you have made for services (“personal account information”). Except in the following circumstances, we do not make such personal account information available to others without your permission.
 - Where necessary to perform maintenance or repair services, we may make your name, address, telephone number or services and equipment information available to qualified repair contractors or engineers.
 - To perform auditing, bookkeeping, billing and collection functions, we may also make personal account information available to accountants, program providers, computer service bureaus and others engaged in maintaining, auditing or reviewing our financial records, and in the billing collection of accounts.
 - When necessary to render services and related services to our subscribers, Qwest Choice™ TV & OnLine may also provide personal account information to other outside agents such as cable program guide distributors, customer satisfaction polling services or system testing services who assist us in providing service.
 - Qwest® is required to provide appropriate personal account information to governmental agencies if a court order is issued requiring us to do so. Unless directed not to, we will promptly inform any affected subscriber if we receive such an order.

- II. From time to time, Qwest may alert you by mail or telephone about our services or about other products and services that we think will interest our subscribers. Some of these offers will be for products or services we think may be of particular interest to you, based on the type of Qwest Choice TV & OnLine services that you purchase. On occasion, we are also asked by charities or businesses for the names, addresses and telephone numbers of subscribers to one or more of our services, so that those entities can contact subscribers to seek charitable contributions or to make offers of products or services. Qwest’s general policy is not to provide this information to others, although we can make certain exceptions where we believe the matter may be of particular interest to our subscribers. If you do not wish for us to disclose your name, address and telephone number to others for purposes not related to Qwest’s services, please contact us at the customer service number on the next page.

Customer Privacy Policy

- III. Our business records containing personal account information are retained for the period that an individual remains a Qwest Choice TV & OnLine subscriber and are destroyed after the individual ceases to be a subscriber, all billing and collections functions are completed, and record retention periods imposed by law have elapsed. Qwest employees, contractors and agents are permitted access to personal account information to maintain and repair your account, manage our overall network and business operations, and to provide you with Qwest products and services. When Qwest agents or contractors access or use personal account information, they are bound by the same confidentiality commitments that Qwest makes to you here. They are fully trained in their obligation to maintain the confidentiality of such information and to prevent access by unauthorized persons.
- IV. You have the right to examine all personal account information that Qwest maintains. If you believe any of the information in our records is incorrect, we will make every reasonable effort to correct any error. Call the local number below.

Customer Service: 1 402-691-1999

- V. Federal law [47 U.C.S. 551(f)] provides that, in addition to other remedies, subscribers to Qwest Choice TV & OnLine who believe their federal rights have been violated may institute civil suit in federal court. Remedies for violation of such rights include actual damages or liquidated damages (of up to \$1000), punitive damages and reasonable attorney fees and costs.

Qwest Choice TV & OnLine is committed to protecting your privacy rights. Qwest encourages you to regularly review these privacy rights online at qwest.com/legal/privacy or qwest.com/legal/choice_privacy.html as these rights are updated from time to time. Your continued use of the Service(s) constitutes your acceptance of any changes. To view the broader Qwest Privacy Policy with respect to noncable information, visit our Web site at qwest.com/legal/privacy.html. If you have any questions or concerns, please contact us immediately at the local number below. This document applies only to Qwest and to providers under contract to Qwest. Remember that the global Internet is not owned, managed or controlled by Qwest. Each Internet Service Provider sets and manages their own customer information policies. Qwest strongly recommends that you exercise appropriate caution in sharing personal information with service providers.

Guarantees

Our service guarantees means you can always expect the best service at a terrific value.

On-time rapid response service calls

We're committed to making our installation and service appointments fit your schedule. Installation appointments are scheduled at your convenience for a specific time. If we're not there within 30 minutes of your scheduled appointment, your installation is free. Repair appointments are also scheduled for a specific time. If for any reason we're not there within 30 minutes of your scheduled appointment, you'll receive a \$20 credit on your next bill.

One-stop shopping

Get your cable, TV, Internet and local telephone service from one convenient source. Call 1 402-691-1999 for details and to find out about our convenient payment options.

Where to send your payment:

Qwest
P.O. Box 29025
Phoenix, AZ 85038

Satisfaction

Use Qwest Choice™ TV for 30 days — if for any reason you're not satisfied, we'll credit your account for your regular monthly charges. And if you ever have concerns about your Qwest Choice TV & OnLine services, please call us at 1 402-691-1999 and we will answer your questions right away. If you have a concern with your bill, please call us at 1 402-691-1999. We'll be happy to explain the charges that have appeared on your bill, as well as investigate any charges you feel have been wrongly applied.

Qwest Choice TV services are governed by Terms and Conditions, which are located at qwest.com/legal. Qwest routinely updates the Terms and Conditions from time to time. Your continued use of the Service(s) constitutes your acceptance of any changes.

Guarantees

Local Nebraska Cable Licensing Authorities

This list of local licensing authorities is provided for the convenience of our customers. These cities and counties have approved or are considering Qwest's request for a license, allowing the delivery of cable TV and online service to homes within their city or county boundaries.

Please call the Qwest Choice TV offices at 1 402-691-1999 with any questions or problems that you may be experiencing with your service. Our goal is your complete satisfaction. If for any reason you are not satisfied after speaking with us about your Choice TV Service, you may call your local city or town's cable television contact listed here.

CITY OF OMAHA


Council Staff Assistant
1819 Farnam Street
Omaha, NE 68102
1 402-444-5520

DOUGLAS COUNTY

Property Management Coordinator
1819 Farnam Street
Suite 1212
Omaha, NE 68102
1 402-444-7878

SARPY COUNTY

Deputy County Attorney
1210 Golden Gate Drive
Room 3147
Papillion, NE 68046
1 402-593-2230



**QWEST CHOICE™ TV
and ONLINE
User's Guide**

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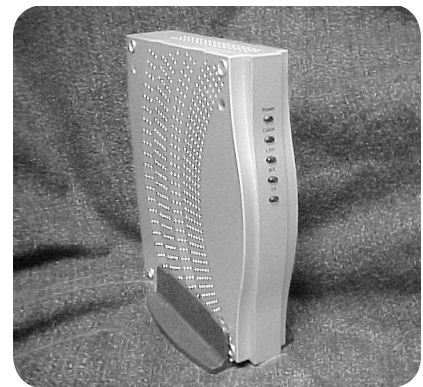
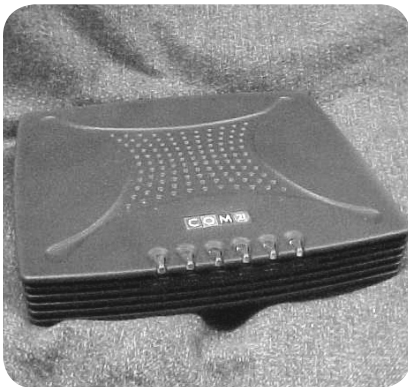
SECTION 1

Qwest Choice OnLine Features

THE CABLE MODEM

This amazing little device is your new connection to the Internet with high-speed access that's one click away. The cable modem replaces your existing dial-up modem. Because you won't dial in, you won't experience busy signals. And because you use the cable modem to connect to Qwest Choice™ OnLine, you may see this referred to as a LAN Connection (Local Area Network) by some Internet Service Providers (ISP) and in software documentation.

With this advanced network and your cable modem connection, you will enjoy the Internet the way you want it to be instead of the "World Wide Wait" you may have experienced before.



**TABLE 1:
QWEST CHOICE ONLINE FEATURES**

Qwest Choice OnLine Service	
Downstream data rate	Greater than 3Mbps
Upstream data rate	Greater than 256Kbps
E-mail accounts	Five
Personal Web Space	10MB storage space and 2000MB transfer bandwidth per month
Maximum number of computers supported	One
Domain hosting of e-mail and personal Web site	Vanity domain for Web site and e-mail convenience

PROFESSIONAL INSTALLATION

Complete installation service by our professionally trained computer installers is available. The installation service includes:

- Installation of a wall jack wired to the incoming high-speed line
- Connection of the modem equipment
- Installation of a Network Interface Card (NIC) in your computer if necessary
- Configuration of your computer's operating system for networking
- Installation and configuration of Web and e-mail software
- A basic tutorial on using the service

SUPPORT PLUS

Qwest Choice™ OnLine gives you more than just lightning-fast Internet Access. You can also receive technical customer support from 8 a.m. – 9 p.m. Mondays through Fridays and from 9 a.m. – 8:30 p.m. on Saturdays and Sundays, with live professionally trained support technicians. Online support is also available via e-mail at support@tconl.com as well as Help, How To and FAQs on the home page Web site.

LOCAL CUSTOMER HOME PAGE

Each city where Qwest Choice OnLine is available has a dedicated Qwest Choice OnLine home page, with local content, Qwest Choice™ TV listings and useful Internet tools. In Omaha, the user home page is: <http://home.tconl.com>.

FEATURES DEFINED

Personal e-mail

Every customer receives five unique, personal e-mail accounts. Incredibly easy to use and reliable, e-mail is also very fast, usually taking just a few seconds to deliver your message. E-mail addresses are in the format `username@tconl.com` and can contain from three to 16 characters for the username. You will need to choose a unique username for each user account you activate.

Personal Web space

10MB STORAGE SPACE

Personal Web page space is maintained on our servers so you can put up several megabytes of information about you and your family, including pictures, letters, contact information and more. Your Web page is viewable by everyone on the World Wide Web!

Note: Qwest® will not allow posting of obscene or otherwise offensive material as determined solely at our discretion. Qwest will not allow posting of materials that infringe or misuse our trade names, trademarks or copyrights. Qwest is not responsible for the content of your Web site, including, but not limited to, materials that may infringe on others' marks. Qwest reserves the right, at our sole discretion, to remove Web site content on our servers that we find to be obscene, offensive or otherwise unlawful. Additional information is available in the Terms and Conditions, and the Acceptable Use Policy is located in Section 4 of this user's guide or at qwest.com/legal.

USENET newsgroup access

Qwest Choice™ OnLine gives you access to discussion groups and bulletin boards used by people around the world. With USENET

News, you can join discussions of over 20,000 topics, from car-buying to computers, investing to education and sports. If you have a hobby, you can almost always find others who share your interests.

World Wide Web, FTP, Telnet and IRC

Our full-service high-speed Internet access provides access to view Web pages on the World Wide Web as well as full file transfer protocol (FTP) access for downloading and uploading files on the Internet. You may also use client software to run IRC and Telnet sessions. Note: You may not operate Internet servers and FTP servers on the Qwest Choice OnLine connection. For other usage information please review the Choice OnLine Terms and Conditions and the Acceptable Use Policy at qwest.com/legal.

Vanity domain name

Domain names are easy-to-remember words that represent locations on the Internet, such as www.qwest.net. If you have a domain name registered with InterNIC, Qwest will allow you to map the domain name to your e-mail user accounts to create `username@yourdomain.com`, instead of `username@tconl.com` for your e-mail address. DNS service is also mapped to your personal home page Web space, so instead of a personal home page address such as: **`www.users.tconl.com/~username`** you will have: **`www.yourdomain.com`**.

If you do not have a domain name, you can order a domain name from InterNIC. If you want the service, the cost to register a domain name is billed directly to you by InterNIC. Qwest is not responsible for this process and payment. A minimal monthly domain hosting fee will be billed to your Qwest account.



SECTION 2

Minimum System Requirements

WINDOWS®

- Pentium class processor or better
- 400 MHz processor speed or better
- 64MB of RAM or better
- Functional CD-ROM drive
- Functional floppy drive
- Built-in Ethernet or available PCI expansion slot
- Compatible Windows operating systems:
 - Microsoft Windows 98
 - Microsoft Windows Me
 - Microsoft Windows NT 4.0 Workstation
 - Microsoft Windows 2000 Professional
 - Microsoft Windows XP
- 150MB of hard disk space

MACINTOSH®

- Power PC 601 or higher
- 32MB of RAM or better
- Functional CD-ROM drive
- Built-in Ethernet port with RJ-45 connector, or available PCI slot
- MAC OS version 9.0 or higher

The computer must be in stable operating order for the installations to be performed. Computers with existing chronic operating system or hardware problems cannot be installed until the owner resolves any existing issues.

The following are not supported:

- Any operating system not listed above as supported. Other operating systems can be configured by experienced owners, but will not be supported by Qwest®.
- “Multi-homed” systems (i.e., systems connected to more than one ISP simultaneously or with multiple Ethernet cards installed in them)
- Networks connecting multiple computers
- Router of any type
- Firewalls of any type
- Third Party Software
- Systems with existing network settings that the customer will not or cannot authorize their removal. Usually, this kind of computer is an employer-issued portable that is connected to an Ethernet network at the owner’s place of employment. In many cases, altering the settings to allow this kind of computer to access the Qwest Choice™ OnLine network results in an interruption of the computer’s ability to connect to the existing network at the owner’s place of employment.
- Prereleases or beta versions of operating systems, hardware or application software
- Any computer that does not support the addition of Ethernet capability (i.e., no expansion slots)

SECTION 3

Internet Security

SYSTEM SECURITY

Qwest is providing the information below for customer service and educational purposes only. Qwest assumes no liability for use of such information.

Qwest gives you unrestricted access to the Internet. This means we have no control over what Internet content you decide to see or use. Qwest cannot be responsible for problems you may encounter with security and privacy on the Internet.

Staying safe when you're on the Internet is not only important, it is relatively easy to do.

Remember, we will never ask for your password or any other personal information through e-mail, and neither should anyone else. Since you are a Qwest subscriber, we have your phone number. If we have a question, we will call you. If we can't reach you, we will e-mail you to find a time when it is convenient to contact you. If you do get e-mail asking for personal information, your best course of action is to call us to confirm that Qwest is the one asking.

Do not accept files unless they come from someone you know and trust. Like the real world, there are a lot of nice people in

cyberspace, but a few people are not so nice. And sometimes, even when the nice people have the best intentions, they can still cause you some trouble.

HOW QWEST SECURITY COMPARES

Is Qwest Choice OnLine as secure as traditional dial-up ISPs (Internet Service Providers)? We have similar security measure as dial-up ISPs, and we use firewall routers for added protection.

Can other Qwest customers access my computer and steal or delete files? Not by design. Software settings can allow people to access your computer, but you decide what level of access to give them. Generally, defaults are set to deny most access.

PARENTAL CONTROL SOFTWARE

"Parental control" is the phrase often associated with software used to perform services such as site-blocking, language-filtering and limited-security features. Qwest feels strongly that parents should have as many tools as possible to ensure their children have a great, healthy online experience.

GIVING OUT INFORMATION

On the Internet, you will be inundated with requests for information about you. Most of this information is used to provide custom-tailored services and products catered to your tastes. It is up to you to decide when and what information you release on the Net.

We recommend you set an information policy early on for your family and household. Determine what information you will and will not give out. This is especially critical if you have children in your home. Children should never respond to requests for information from people or anonymous users they don't know and that you have not approved. It is important never to give out their names, ages, addresses or phone numbers, no matter who asks.

Finally, we suggest you choose sites you are comfortable with before giving out important information. If you choose reputable sites from solid vendors, you are more likely to feel secure about giving out your personal information and credit card numbers – just like in the real world.

COMPUTER VIRUSES

Seriously damaging viruses are rare on the Internet, so you shouldn't be too worried about them as long as you take appropriate precautions. Computer viruses are malicious software programs designed to interrupt, slow down, damage or in other ways negatively affect data on your computer. By definition, viruses are self-replicating and can spread to other computers.

You don't want one!

The best way to avoid viruses is to download and run software only from trusted sources.

A recent scam to get you to load a virus is to pretend to send legitimate update e-mail. For example, "This is the new security patch for your Netscape browser. Please load it immediately." Remember, legitimate software providers will almost never send you software this way. They normally ask you to visit the site, if they ask at all.

USING CREDIT CARDS ONLINE

There is a lot of concern and press coverage about the security of giving your credit card number to a merchant on the Internet to purchase goods and services. The reality is that this is as safe as using a credit card at such places restaurants — and maybe safer. However, you always need to make a judgment regarding the credibility of the organization you give your credit card information to.

- Browser software has built-in security, which can encrypt your credit card number, making it unreadable to anyone who should not see it
- Credit card transactions over the Internet are likely more secure than reading your card number to someone over the phone or actually handing your card to a waiter, who then disappears with it for a while where you cannot see him or her
- Additionally, many Internet merchants are beginning to offer 100% fraud protection guarantees (to supplement the \$50 deductible normally associated with credit card fraud)



SECTION 4

Acceptable Use Policy

Acceptable Use Policy. All use of the Services will comply with the AUP, posted at qwest.com/legal/. Among other things, the AUP prohibits sending unsolicited e-mail messages, including bulk commercial advertising or informational announcements (collectively, “Spam”). Qwest® may immediately terminate or suspend any account which Qwest believes is transmitting or is otherwise connected with any Spam. Further, Qwest may hold you liable for Qwest’s actual damages in any way arising from, or related to, any Spam transmitted by or in any way connected to you or your account, to the extent such actual damages can be reasonably calculated. If actual damages cannot be reasonably calculated, you agree to pay Qwest liquidated damages of five U.S. dollars (\$5) for each piece of Spam transmitted from or otherwise connected with you or your account. You will not, however, be liable for actual or liquidated damages arising from Spam generated from you or your account if you establish that the Spam was sent as a result of a virus or worm or other malicious software infection and if you have taken reasonable actions to prevent and resolve such infections and stop the Spam.



SECTION 5

Configuring Your Computer

COMMUNICATION SETUP

This section contains notes about operating system settings that control communications to and from your computer. Choice OnLine services use the Transmission Control Protocol and Internet Protocol (TCP/IP) functions of most popular operating systems.

- Windows 98, ME
- Windows NT Workstation
- Windows 2000
- Windows XP
- Macintosh OS 9.0 or higher

WHAT YOU NEED

If you purchased a PC equipped with an Ethernet adapter card (look for an oversized telephone type connector) the operating systems' default setting for a TCP/IP adapter/card will be ready to accept connection to a Choice OnLine modem.

THE DEFAULT SETTINGS

Viewing network settings is specific to the operating system you are using. Consult the help files and manual provided with your computer software. Your TCP/IP device should be set to:

- “Obtain an IP automatically”
- DNS Configuration “Disabled”

ADDITIONAL SETTINGS FOR E-MAIL

Qwest's installer configured your e-mail software to access the Qwest® e-mail server. The incoming and outgoing mail server information is: **mail.tconl.com**

HELPFUL NOTES

The following page contains a place to keep track of the mentioned settings and other helpful items.

MY E-MAIL ADDRESSES

_____@tconl.com

password: _____

_____@tconl.com

password: _____

_____@tconl.com

password: _____

_____@tconl.com

password: _____

_____@tconl.com

password: _____

QWEST CABLE MODEM TAG INFO

Cable Mac: _____

Serial No.: _____

E-MAIL SERVERS

Incoming Mail Server: **mail.tconl.com**

Outgoing Mail Server: **mail.tconl.com**

NEWS GROUP SERVER

News.tconl.com

HOME PAGE

<http://home.tconl.com>

WEB SPACE

User ID _____

Password _____

TCP/IP SETTINGS

DHCP or Automatically obtain an IP

DNS disabled



SECTION 6

Using E-mail

YOUR E-MAIL ACCOUNT

With your Qwest Choice™ OnLine Deluxe services, you can have up to five free e-mail accounts.

ADDING ADDITIONAL E-MAIL ACCOUNTS

Use this process to add up to five free e-mail accounts.

1. Request each new e-mail account by including the following information in an e-mail to: support@tconl.com
 - Name
 - Home Phone
 - Request a unique name for each new account.*
(*Some names may already be taken.)
 - Provide a six to eight character Password for each account.
(You can change passwords later.)
 - Support will e-mail you when the account is ready.
2. Make changes on your computer to configure the new e-mail accounts.

CHANGING YOUR E-MAIL ACCOUNT PASSWORD

Using your Web browser, you can change e-mail passwords.

Enter mail.tconl.com in the address line of your browser to access the e-mail password tool.

SECTION 7

Qwest Choice TV

Quality cable TV delivers crystal-clear picture

- Over 78 channels including basic, premium and Pay-Per-View
- 40 digital music channels
- Choose from many premium movie channels
- Instant access to current box-office hits on four Pay-Per-View channels
- No converter box necessary with most cable ready TVs and VCRs

Customer Service: 1 402-691-1999

