



GRANDE
COMMUNICATIONS®

BUSINESS

USER GUIDE

- PHONE
- HIGH-SPEED INTERNET
- VIDEO



YOUR GRANDE COMMUNICATIONS BUSINESS ACCOUNT INFORMATION PAGE

It is important to record your Grande Communications account information and keep it in a secure place for reference at a later date.

Account Number(s): _____

STATIC IP INFORMATION

IP Address #1: _____ Subnet Mask: _____

IP Address #2: _____ Gateway: _____

IP Address #3: _____ DNS1: _____

IP Address #4: _____ DNS2: _____

IP Address #5: _____

DOMAIN INFORMATION

Vanity Domain Name: _____

FTP User Name: _____

EMAIL SERVERS:

Incoming (pop): _____ Outgoing (smtp): _____

EMAIL ADDRESSES

USERNAMES

TELEPHONE NUMBERS

GRANDE COMMUNICATIONS CUSTOMER CARE: 877-881-7575

TECHNICAL SUPPORT: 24/7

CUSTOMER CARE & BILLING: MONDAY - FRIDAY 7:00 AM - 9:00 PM

SATURDAY 7:00 AM - 7:00 PM / SUNDAY 7:00 AM - 5:00 PM

WEBSITE: www.mygrande.com/business

Thank you for partnering with Grande Communications Business Services

The key to running a successful business is communication. When teaming up with Grande Communications Business Services, you can ensure your business stays competitive with the power and performance you desire.

Please read this guide to learn more about your new service(s).

Grande Communications Business Services—your business is our top priority.

Contact your account executive about our referral program and learn how you can earn money for your referrals! For more information, please call 877-881-7575.

Pages 1-14

Better Phone Service at a Better Price: You get the advantage with our calling plan options: Unlimited local calling plus your choice of per minute or unlimited long distance calling to anywhere in the U.S., Canada and Puerto Rico. And with many business calling features, including Caller ID and Three-Way Calling, plus productivity tools like Hunt Groups and Call Forwarding, you'll never miss important calls.

Pages 15-25

Reliability and Performance with Business High-Speed Internet: Our High-Speed Internet service offers flexible solutions for your business needs. Meet deadlines, increase productivity and stay ahead of the competition with lightning fast speeds for today's business demands.

Pages 26-35

Business TV Service is Your Best Entertainment Solution: Keep clients, guests and employees informed and entertained with the most popular channels, the best High Definition channels, outstanding sports programming and digital music.

Pages 36-43

Terms & Conditions

Business Phone Service

Grande Communications Phone service is equipped with a powerful set of calling features along with Voicemail. Please familiarize yourself with your features so you can utilize your service to the fullest.

Calling Features Include:

- Caller ID
- Caller ID Blocking
- Extension-Based Dialing
- Call Waiting
- Three-Way Calling
- Call Forwarding
- Speed Dial
- Call Return
- Auto Redial
- Do Not Disturb
- Anonymous Call Rejection
- Call Transfer
- Hunt Groups

Table Of Contents

Using Your Phone Service	2
Outage Protection Services	3
Important Calling Features	3
Your Voicemail Service	9
Understanding Your Equipment	11
Troubleshooting Tips	12
FAQS	13



Using Your Phone Service

Welcome to your new Business Phone service from Grande Communications. With so many features available, please take a few moments to familiarize yourself so you can start using your service to the fullest.

Service Options

We offer a variety of service options and features to meet your specific needs. Our most popular packages include unlimited calls within the U.S. and Canada, and many calling features

International Calling

In addition to great domestic long distance calling plans, you will also enjoy amazingly low international rates to over 260 countries. To see a complete list of our international rates go to www.mygrande.com/intlrates.

To Call Someone in a Country with an International Access Code:

Enter: **011** (the international access code) + the country code + the city code + the local phone number.

For example, if you are calling Paris, France, dial **011**(the international access code), **33** (the country code for France), **1** (the city code for Paris) + the local telephone number.

To see a complete list of our international country codes go to www.mygrande.com/intlrates.

911 Emergency Calling

Grande Communications Phone service provides 911 Emergency calling to police, fire and medical services. Our 911 emergency calling will automatically relay your phone number and address in the event you are unable to do so, provided your public safety system supports this feature. In locations where this service is not available, you will be asked for your phone number and address.

As an added protection during a power outage, we provide battery backup. This backup provides up to 8 hours of standby time and up to 4 hours of talk time for your Grande Communications Phone service, so even if you don't have power, you can still dial 911.

Note: As with any phone service, a cordless phone will not work in a power outage so you should have a working non-cordless phone in your office at all times.

Important: In order to not disrupt access to 911 Emergency calling, do not move your phone modem without notifying Grande Customer Service.

Directory Assistance

By dialing 411 you will gain access to any listed number in the United States. Provide the city and state, and we will find the desired listing including the area code. Directory assistance calls are charged on a per-use basis.

Directory Listing

Grande Communications offers primary and non-published directory listings within your local while pages. Your phone number, or primary directory listing, is provided at no charge in the telephone directory published by the local phone carrier within your local Texas area.

Non-published directory listings are available upon your request for a monthly fee. Your name, address and phone number will not be published in the phone directory or street address directory and will not be obtainable by the general public.

Operator Services

Grande Communications Operators are available for you at all times. Just dial 0 and you will connect to an Operator that can help you place any of the following calls:

Collect Calls – The Operator will connect the call for you and request payment from the called party.

Person-to-Person Calls – The Operator will connect you to a particular person.

Bill to Third-Party Calls – The Operator contacts one phone number and requests that the call charged to another phone number.

Operator assisted calls are charged on a per use basis.

Call Trace

Call Trace ensures the phone number of your last incoming caller is traced to provide necessary information to law enforcement agencies.

To use Call Trace

1. When you receive a harassing or offensive call, hang up immediately.
2. Leave the phone on the hook for about 10 seconds to ensure that the call terminates.

- Lift the receiver and listen for the dial tone. If you do not hear a dial tone, the call may not yet be terminated and you will need to repeat Step 2.
- Dial *57.
- Fill out the “**Letter of Authorization for Call Trace**” form located in the “**Law Enforcement Agency Handbook**” document at www.mygrande.com/policies.
- Provide the form to your local law enforcement agency.

Important: The information provided by Call Trace will not be available to you directly. It will only be available to law enforcement authorities possessing a valid subpoena or other valid legal authorization. If the call is life threatening, call your local law enforcement authorities immediately.

Outage Protection Service

Grande Phone services include Outage Protection Service. In case of a service outage, this protection service will redirect incoming calls to another phone number so you never miss an important call. You must activate this service using the *codes as detailed below.

Activate Outage Protection Service

- Lift the phone and listen for dial tone.
- Dial *94 and wait for the announcement.
- Enter the phone number where calls should be forwarded followed by #.
- Wait for confirmation announcement and hang up.

Outage Protection service is activated.

Deactivate Outage Protection Service

- Lift the phone and listen for dial tone.
- Dial *95.
- Listen to the deactivation message and hang up.

Outage Protection service is deactivated.

Outage Protection Service Status

- Lift your phone and listen for dial tone.
- Dial *14.

- Listen to the status announcement and hang up.

Important Calling Features

Your new phone service includes calling features that will enhance your business productivity.

Caller ID

Caller ID lets you see the date, time and telephone number of the person calling before you answer the call or in the call history on your phone. You must have a phone with Caller ID capabilities or an add-on Caller ID unit in order to use this service.

Caller ID Displays

Your Caller ID may display various codes instead of an actual telephone number when you receive incoming calls:

- P, Private, Blocked, Anonymous or No data:** This means the caller's number was blocked by the caller from displaying or could not be delivered by the network.
- E or Error:** The phone or Caller ID unit cannot identify the caller's number.
- Out of Area:** The call is coming from an area that does not support Caller ID.

Important: Caller ID can be used with most answering machines as long as you set your machine to pick up after the second ring.

Caller ID Blocking

Get the security you need by permanently or temporarily blocking your phone number from appearing on the Caller ID unit of the number you call. You can block your phone number on a call-by-call basis or permanently.

Blocking Caller ID Permanently

- Lift the phone and listen for dial tone.
- Dial *31 and wait for confirmation announcement and hang up.

Your phone number will not appear on the Caller ID unit of anyone you call from your office.

Unblocking Caller ID Permanently

- Lift the phone and listen for dial tone.
- Dial *36 and wait for confirmation announcement and hang up.

Your phone number will now appear on the Caller ID unit of anyone you call from your office.

Temporarily Blocking Caller ID

- Lift the phone and listen for dial tone.
- Dial *67 and wait for confirmation tone.
- Dial the phone number of the person you are calling. Your phone number will not appear on the Caller ID unit of the person you are calling.
- When you hang up, Caller ID Blocking is terminated.

Temporarily Unblocking Caller ID

If you have set your phone service to block your Caller ID permanently through *31, you may temporarily unblock your phone number on a call-by-call basis.

- Lift the phone and listen for dial tone.
- Dial *65 and wait for the confirmation tone.
- Dial the number you wish to call. Your number will appear on the Caller ID unit of the number you call. When you hang up, this function is cancelled. The next call you make will be 'Private' unless you again unblock your Caller ID.

Extension-Based Dialing

Extension-Based Dialing allows you to dial another phone in your office using just the last four digits of the phone number.

Dialing Internally with Extension-Based Dialing

- Lift the receiver and listen for dial tone.
- Dial the 4-digit extension (the last 4 digits of the phone number you want to call).

Call Waiting

Call Waiting lets you accept an incoming call while you are talking to another caller. A special beeping tone alerts you of a second caller. You can either answer the second caller or continue talking.

To do this, you will use the switchhook on a non-cordless phone or the flash button on a cordless phone (located on the keypad). The switchhook is the button that disconnects your call when you hang up. When you press the switchhook, make sure you press it firmly and then release it to activate the feature. Pressing for too long may disconnect the call.

Answer Call waiting

- You will hear a special beeping tone letting you know a second caller is waiting.
- Quickly press and release the **Switchhook** or **Flash** button on your phone.
- Your first caller will automatically be placed on hold while you get connected to your second caller.
- If you need to alternate between the two callers, simply press the **Switchhook** or **Flash** button. While talking to each caller the conversations remain private.
- To end either call, hang up. The phone will then ring and when you answer, the remaining caller will be on the line.

Cancel Call Waiting (per Call)

- Lift the phone and listen for dial tone.
- Dial *70.
- Listen for confirmation tone.
- Enter the phone number you would like to call. Call Waiting automatically turns back on when you hang up.

Disable Call Waiting (Permanent)

- Lift the phone and listen for dial tone.
- Dial *39.
- Listen for confirmation announcement and hang up.

Enable Call Waiting

1. Lift the phone and listen for dial tone.
2. Dial *43.
3. Listen for confirmation announcement and hang up.

Important: Activating Call Forwarding Always will disable Call Waiting. When you cancel Call Forwarding Always, your Call Waiting will be reactivated.

Call Waiting ID

Caller ID also works with Call Waiting. When you hear a call waiting tone, capable phones will display the incoming call information.

Three-Way Calling

Get everyone connected with Three-Way Calling. You can connect a third participant to your phone call, regardless of who initiated the call.

To do this, you will use the switchhook on a non-cordless phone or the flash button on a cordless phone (located on the keypad). The switchhook is the button that disconnects your call when you hang up. When you press the switchhook, make sure you press it firmly and then release it to activate the feature. Pressing for too long may disconnect the call.

Connect with Three-Way Calling

1. Press the **Switchhook** briefly. The current call is placed on hold and you will hear dial tone. If your phone is equipped with a Flash button, pressing the **Flash** button is the same as pressing the **Switchhook**.
2. Dial the third participant and wait for them to answer.
3. Once they have answered, press the **Switchhook** or the **Flash** button briefly and connect all three parties.
4. If the third participant's phone line is busy or no one answers the phone, press the **Switchhook** or the **Flash** button briefly to disconnect the call and return to the original participant.

Disconnecting the Third Participant

1. When you are ready to get back to a two-party call, press the Switchhook or the Flash button twice briefly.
2. The third participant is disconnected and you remain connected to your original participant.

Important: All participants can be local, long distance or international. Depending on your phone service you will be charged for any long distance or international calls you initiate. Any of the three call participants can disconnect from the call at any time. If you hang up, the call is terminated between all participants.

Call Forwarding

No more worries about missing important calls when you are away from home when you have Call Forwarding. You can forward your office phone number to any number of your choice.

Important:

- You can forward calls to a local or long distance phone number, but long distance charges may apply depending on your level of service.
- Any calls forwarded to an international number will be billed as if you called that phone number directly.
- You can continue to make outgoing calls when any of the Call Forwarding features are activated.

Call Forwarding Always

You can forward your calls to another phone number if you don't want to miss an important call. Your calls will stay forwarded until you cancel the forwarding option.

Activate Calling Forwarding Always

1. Lift the phone and listen for dial tone.
2. Dial *72 and wait for the announcement.
3. Enter the phone number where you want calls forwarded followed by #.
4. Wait for confirmation announcement and hang up.

Call Forwarding Always has been activated.

Deactivating Call Forwarding Always

1. Lift your phone and listen for dial tone.
2. Dial *73.
3. When you hear the announcement, Call Forwarding Always has been deactivated.

Call Forwarding Status

You can verify if your Call Forwarding status is either enabled or disabled:

1. Lift your phone and listen for dial tone.
2. Dial *11.
3. Listen to the status announcement and hang up.

Call Forwarding No Answer

Call Forwarding No Answer redirects calls to a phone number you designate when your phone is not answered within the first 4 rings. Calls are redirected until you cancel the forwarding option.

Activate Call Forwarding No Answer

1. Lift the phone and listen for dial tone.
2. Dial *92 and wait for the announcement.
3. Enter the phone number where you want your calls forwarded followed by #.
4. Wait for confirmation announcement and hang up.

Your Call Forwarding No Answer is now activated.

Deactivate Call Forwarding No Answer

1. Lift the phone and listen for dial tone.
2. Dial *93.
3. When you hear the deactivation announcement, your Call Forwarding No Answer has been cancelled.

Call Forwarding No Answer Status

To see if your Call Forwarding No Answer status is enabled or disabled, simply dial *13.

1. Lift your phone and listen for dial tone.
2. Dial *13.
3. Listen to the status announcement and hang up.

Number of rings on Call Forwarding No Answer

You can set the number of rings before a call evokes the Call Forwarding No Answer feature. The valid numbers are 0, 2-20.

1. Lift your phone and listen for dial tone.
2. Dial *98.
3. Listen to the announcement and enter a valid number (0, 2-20).
4. Listen to the confirmation announcement and hang up.

Call Forwarding Busy

Another way to never miss a phone call is to redirect incoming calls to another phone number when you are on your phone. Without Call Forwarding Busy, the caller would receive a busy signal. If you aren't on your phone, then calls will be directed to your phone number as usual.

Activate Call Forwarding Busy

1. Lift the phone & listen for dial tone.
2. Dial *90 and wait for the announcement.
3. Enter the phone number where calls should be followed by #.
4. Wait for confirmation announcement and hang up.

Call Forwarding Busy is activated.

Deactivate Call Forwarding Busy

1. Lift the phone and listen for dial tone.
2. Dial *91.
3. When you hear deactivation announcement, Call Forwarding Busy is cancelled.

Call Forwarding Busy Status

You can always know the status (enable or disabled) of your Call Forwarding Busy feature by dialing *12.

1. Lift your phone and listen for dial tone.
2. Dial *12.
3. Listen to the status announcement and hang up.

Speed Dial

You can quickly dial up to 108 pre-programmed phone numbers from any phone in your office.

Set Up Speed Dial 8 (digits 2-9)

1. Lift the phone and listen for dial tone.
2. Dial ***74** to program digits 2 to 9 as your Speed Dial keys.
3. Wait for dial tone and enter the digit you want to assign as the Speed Dial key (e.g. 2-9) followed by the phone number to be programmed.
4. Wait for confirmation announcement and hang up. The Speed Dial key has been set up to the phone number you just entered.
5. Write down the Speed Dial key you assigned to each phone number.
6. Repeat steps 1 through 5 for each phone number you want to assign a Speed Dial key.

To use Speed Dial 8 (2-9) from the phone after programming, you should dial the Speed Dial code number, then # (e.g. 2#).

Set Up Speed Dial 100 (digits 00-99)

1. Lift the phone and listen for dial tone.
2. Dial ***75** to program digits 00 to 99 as your Speed Dial keys.
3. Wait for dial tone and enter the digits you want to assign as the Speed Dial key (e.g. 00-99) followed by the phone number to be programmed.
4. Wait for confirmation announcement and hang up. The Speed Dial key has been set up to the phone number you just entered.
5. Write down the Speed Dial key you assigned to each phone number.
6. Repeat steps through 5 for each phone number you want to assign a Speed Dial key.

To use Speed Dial 100 (00-99) from the phone after programming, you should dial the Speed Dial code number, then # (e.g. #02).

Important:

- You can program a total of 108 Speed Dial keys. The telephone keys are 2-9 and 00-99.

- You can set up Speed Dial to local, long distance or international phone numbers. Make sure to include all digits you regularly dial.

Call Return (*69)

With Call Return (*69) you can automatically dial back the most recent phone number that called you.

Using Call Return

1. Lift the phone and listen for dial tone.
2. Dial ***69**.
3. You will hear the most recent number that called you.
4. Follow the instructions and press **1**.
5. If the called phone number is busy or no one answers the call, hang up the phone and repeat Step 1.

Important:

- Call Return only works on local phone number.
- Call Return may not work if the original caller used a phone number blocking feature.
- To delete the Call Return number (the most recent number that called you) dial ***89**.

Auto Redial (*59)

Auto Redial dials the phone number of your most recent outgoing call.

Using Auto Redial

1. Lift the receiver and listen for dial tone.
2. Dial ***59**.
3. You will hear the standard tone indicating you are calling the most recent phone number you called.
4. If the called phone number is busy or no one answers the call, hang up the phone and repeat Step 1.

Important: Auto Redial cannot be used to call 911.

Do Not Disturb

When you activate Do Not Disturb, all incoming calls are automatically sent to Voicemail so your phone does not ring.

Activate Do Not Disturb

1. Lift the phone and listen for dial tone.
2. Dial ***78**.
3. Wait for confirmation announcement and hang up.

Do Not Disturb is activated.

Cancel Do Not Disturb

1. Lift the phone and listen for dial tone.
2. Dial ***79**.
3. Wait for deactivation announcements and hang up.

Do Not Disturb is cancelled.

Important:

- A ring signal is not sent to your phone while Do Not Disturb is activated. Any answering machines or fax machines connected to this phone line will not be able to respond to incoming calls.
- Do Not Disturb overrides all Call Forwarding settings.

Anonymous Call Rejection

You can stop receiving unidentified calls with Anonymous Call Rejection. When incoming calls do not have a caller's name or phone number. Anonymous Call Rejection will automatically route these calls to a short message stating that you are not accepting calls at this time and your phone will not ring.

Activate Anonymous Call Rejection

1. Lift the phone and listen for dial tone.
2. Dial ***77**.
3. Wait for confirmation announcement and hang up.

Anonymous Call Rejection is activated.

Deactivate Anonymous Call Rejection

1. Lift the phone and listen for dial tone.
2. Dial ***87**.
3. Wait for confirmation announcement and hang up.

Anonymous Call Rejection is deactivated.

Important:

- Anonymous Call Rejection specifically blocks calls from phones that have made the caller's phone number private.
- This service does not apply to calls originating from phones where Caller ID service is not offered.

Call Transfer

Call Transfer allows you to transfer any active call to any other extension within your location.

Transferring a Call

1. Press the **FLASH** button or **SWITCHHOOK**. Listen for dial tone.
2. Dial the extension.
3. Hang up before or after the called party answers the call.

Hunt Groups

A Hunt Group is a feature which ensures a call is answered by the first available person. The phone numbers are hunted until the call is answered or until the maximum number of attempts to connect to each number is reached.

The goal of the Hunt Group is to direct the caller to a respondent or Voicemail as quickly as possible. Call our technical support team to set up Hunt Groups for your business.

When calls reach your phone line during a hunt sequence, the following features are temporarily unavailable for your line:

- Call Waiting
- Anonymous Call Rejection
- Call Forwarding No Answer
- Do Not Disturb
- Caller ID on Call Waiting
- Call Forwarding On Busy
- Call Forwarding Always

The above calling features remain available for calls that come in through direct dial to your line. To access your voicemail within a Hunt Group, dial ***62**.

Your Voicemail Service

Your Grande Communications Voicemail service help you never miss an important call from your clients, whether you're out of town or on the other line.

Note: As a default, your new voicemail password will be set to 9999.

Voicemail Service Features

Our Voicemail service has all the standard features you need to manage your calls:

- Listen to messages at the office or away from the office
- Message playback controls (rewind/fast-forward).
- Advanced mailbox management tools.

Note: Voicemail is enabled by default thus if you plan to use an answering machine Grande voicemail should be disabled.

Types of Voicemail Messages

- **New** – messages that have not yet been reviewed.
- **Skipped** – new messages you choose to skip are saved in a special category.
- **Saved** – messages that have been reviewed and saved.
- **Deleted** – messages that have been reviewed and deleted. Messages may be undeleted until you hang up or return to the Guide Menu.

Message Notification

Your Voicemail service will notify you that you have a new message. When you pick up the phone to hear a dial tone, you will hear a stutter-tone indicating you have a new message. If your phone is equipped with a message waiting light, it will also be lit.

To clear the Message waiting indicator:

1. Lift the phone and listen for dial tone.
2. Dial *99.
3. Listen to the confirmation announcement and hang up.

Voicemail Storage/Time Rules

You can store up to 60 minutes of recorded new and saved messages in your mailbox at any one time. The maximum message length is 2 minutes. Saved messages will be stored for a maximum of 60 days and then deleted. When a mailbox is full, no new messages can be recorded.

Accessing Your voicemail

From your office

1. Lift the phone and listen for dial tone.
2. Dial *86.
3. When prompted, enter your Passcode, then press #.

Away From Your Office

1. Dial your Grande Communications phone number.
2. Press the * key anytime during your recorded greeting.
3. When prompted, enter your Passcode then press #.

Voicemail Guide Menu Options

When you access Voicemail, you will start at the Voicemail Box menu. There are several options:

MESSAGE OPTION	KEY
Listen to Messages	1
Change your mailbox busy greeting	2
Change your mailbox no answer greeting	3
Compose and send a new message	5
Delete all messages	7
Change your Passcode	8
Record your name	9
Repeat Options	#

Important: When using the Voicemail system, you can enter a menu choice at any time. You do not need to wait for the announcement to finish playing.

Setting Up Your Voicemail

The first time you use your Voicemail you will be required to set it up by changing the default Passcode and your name.

1. Lift the phone and listen for dial tone.
2. Dial *86 from your office.
3. When prompted, enter your default Passcode, which is 9999, then press #.
4. Listen to the instructions for creating a new Passcode and enter your new 4 -10 digit Passcode, then press #.

5. When prompted, re-enter your new Passcode, then press #. Be sure to write down your Passcode so you do not forget it.

Setting Up Your Greetings

You can set up your Voicemail so that callers hear a different greeting if you don't answer, if the line is busy, or if you will be away from the phone for an extended period.

Personalize the No Answer Greeting

The No Answer Greeting cannot be turned off. A standard system greeting with your name will automatically be played unless you create a personalized No Answer Greeting.

1. Lift the phone and listen for dial tone.
2. Dial *86 to access your voicemail from your office.
3. Press 3 for No Answer.
4. Press 1 to record a new greeting.
5. When prompted, record your greeting and press # when done.
6. If you are satisfied with the greeting, press * to save and the new greeting will be activated.

Changing a Personalized Busy Greeting

1. Lift the phone and listen for dial tone.
2. Dial *86 to access your voicemail from your office.
3. Press 2 for Busy Greeting.
4. Press 1 to record a new greeting.
5. When prompted, record your greeting and press # when done.
6. If you are satisfied with the greeting, press * to save and the newgreeting will be activated.

*Important: Be sure to record your entire personal greeting and press * to save and activate your new greeting before hanging up. If you hang up before you have activated your new greeting, the prior greeting will remain active.*

Listening to Messages

1. Lift the phone and listen for dial tone.
2. Dial *86 to access your voicemail from home.
3. Press 1. You will hear a recording about the number of messages in the folder and the first message will be played.

OPTIONS MENU	KEY
Save message	#
Erase message	7
Repeat the message	2
Play the message envelope	5
Previous message	4
Next message	6
Additional options	9
Previous Menu	*

Navigating during Playback

These navigation options are available while the message is playing:

MESSAGE OPTION	KEY
Pause Message	2
Skip backward	1
Skip forward	3
Jump to beginning	4
Jump to End	6

Important:

- Each message includes the date and time the message was left.
- New messages are played first, then Skipped messages, then Saved messages.
- When you have listened to all your messages, you will be returned to the Guide Menu.

Deleting Saved Messages

To delete saved messages and free up storage space:

1. Lift the phone and listen for dial tone.
2. Dial *86 to access your voicemail from home.
3. Press 1 to hear any new messages.
4. Press 7 to delete each message as it plays.

Changing your Passcode

You can change your Passcode as many times as you want – just make sure to keep track of the new Passcode.

To change your Passcode:

1. Lift the phone and listen for dial tone.
2. Dial *86 to access your voicemail from home.
3. Press *.
4. Press 8 to reach the Change Passcode Settings menu.
5. Listen to the instructions for creating a new Passcode.
6. Enter your new 4 -10 digit Passcode then press #.
7. Re-enter the new Passcode then press #.
8. Listen to the confirmation announcement and hang up.

Important: Should you forget your Passcode, don't hesitate to contact Grande Customer Service.

Understanding Your Equipment

You will receive a phone modem with your Grande Phone Service. This single device connects our network to your phones and home computer and is compatible with almost all existing cordless and non-cordless phones. The phone modem comes with battery backup so if your power goes down, your Grande Phone Service will still be available for up to 8 hours of standby time and up to 4 hours of talk time.

Front View of Phone Modem

If the modem is operating correctly the light sequence for Phone Modem will be:

Power (solid)
Us (solid)
Online (solid)
Link (Blinking)
Telephone (solid to what line is active on the modem)

Here is a guide to each light on a standard phone modem:



1. Battery
2. Telephone 2
3. Telephone 1
4. Link
5. Online
6. US (Upstream)
7. DS (Downstream)
8. Power

NOTE: Your modem may look different than the modem shown above. You can find more information about your modem www.mygrande.com/userguides.

If your system is connected and working properly these lights will be steady green. Many lights will blink if the device is in use. The Telephone 2 light will be dark if you only have one telephone line.

Important: If your modem is reset or if there is a problem, your lights will flash orange.

Back View of Phone Modem



1. Power Cord
2. Cable
3. Reset
4. USB
5. Ethernet
6. Telephone 2
7. Telephone 1

Troubleshooting Tips

Problem: No dial tone.

Try This: Check the lights on your phone modem (the device connecting your cable to your phone adapter).

- **Power Light** – should be solid. If not, verify that the device is plugged directly into a working power outlet.
- **DS (Receive) Light** – should be solid. If not, verify that the coax cable and power cord are plugged directly into the device. Unplug the power cord from the device and leave it disconnected for 60 seconds. Reconnect the power cord. If the receive light still does not light up solid, please contact your Grande Customer Support Center.
- **US (Send) Light** – should be solid. If not, verify that the coax cable and power cord are plugged directly into the device. Unplug the power cord from the device and leave it disconnected for 60 seconds. Reconnect the power cord. If the send light still does not light up solid, please contact your Grande Customer Support Center.
- **Online Light** – should be solid.
- **Link (PC) Light** – should be blinking. If not, verify that the Ethernet cable is plugged in to both the cable modem and the phone adapter. Unplug the power cord from the phone adapter and leave it disconnected for 60 seconds. Reconnect the power cord. If you still do not have dial tone, please contact your Grande Customer Care Center.

- **Telephone 1 Light** – should be steady green when a device is connected. They will blink if the device is in use.
- **Telephone 2 Light** – should be steady green when a device is connected. They will blink if the device is in use. Will be dark if you only have one telephone line.
- **Battery Light** - should be steady green. It will blink if there is a problem with the battery. Your connection should not be affected by the status of the battery light as long as you have power to the phone modem. If the battery light is off, make sure the Modem is plugged in and the battery is securely connected. If the light off or flashing, please contact your Grande Customer Support Center.

Make sure that all phones are on the hook and that cordless phone batteries are charged. Plug the phone directly into the phone adapter to determine if the issue may be related to wiring inside your office. Try to plug a working corded phone into different jacks to find out if the issue is isolated to one phone or jack.

Problem: Cannot Receive Calls.

Try This: Check all phones to be sure that the ringers have not been turned off and to see which phones are affected. You should also make sure that you do not have Call Forwarding or Do Not Disturb features activated. Verify the phone modem is connected to the phone or installation phone jack.

If all phones are affected, please contact your Grande Customer Support Center.

Problem: Calls Disconnecting or Can't Hear the Other Side of the Conversation.

Try This: Check all phones to see if only specific phones are affected by this problem. If using a cordless phone, test with a non-cordless phone if possible. If only certain phones are susceptible, check connections or replace the phone itself.

Verify the type of call the other party is making. If they are using a cell phone, your conversation could be affected by reception difficulties. If the call is a local or long distance call from a standard phone line and you are still experiencing problems, please contact your Grande Customer Support Center.

Problem: I Am Getting Short Rings on My Phone and No One is There When I Answer.

Try This: If your phone is giving only one short ring, you may have Call Forwarding activated on your line. Please refer to call forwarding status in the phone section to verify call forwarding status.

Problem: One of My Phone Jacks is Not Working.

Try This: Try plugging another phone into the jack to verify that the problem is not the phone itself. Check every phone and make sure they are securely plugged in. If you continue to experience problems with the jack, call the Grande Customer Support Center.

FAQ's**Can I restrict international calling?**

Yes. Contact Grande Communications if you would like to put a block on all international calls.

Can I use my own answering machine?

Yes, however you will need to disable Grande voicemail. You can disable Voicemail by contacting Grande Customer Service.

Note: voicemail is enabled by default if voicemail feature is activated.

Will fax machines work with Grande Business Phone service?

Yes, Phone service is compatible with most fax equipment brands; however the baud rate may need to be set on low and error correction may need to be disabled.

Can I use my existing telephone and caller ID equipment?

The majority of cordless and non-cordless phones, caller ID units, answering machines, fax machines and alarms will work with Grande Communications Phone service. We suggest you test your equipment once your Grande Business Phone service is installed.

Can I watch TV and surf the Internet while I'm on the phone?

Yes, you can use all three services at the same time, on the same wall outlet.

If my TV service stops working will I still be able to make phone calls?

In most cases an interruption in TV service should not affect your phone. However, outages can cause an interruption in your Phone service. All Grande Phone services include our Outage Protection service. In case of an outage, this service will redirect incoming calls to another phone number so you never miss an important call. Remember to activate this service in order for it to work.

What is E911? Does Grande Communications Offer E911 service?

E911 (Enhanced 911) has the benefit of automatically transmitting your telephone number and location to the 911 Operator. E911 automatically comes with your Grande Communications Phone Service at no charge.

Important: If for any reason you need to move the phone modem or take it to another residence, please contact the Grande Customer Support Center so your E911 service is maintained.

Do I need to buy a special type of phone or other equipment?

No, your current business phone will work with Grande Business Phone service.

Will my fax machine work with Grande Phone service?

Grande Phone service is compatible with most fax equipment brands. If you have Basic, Essential or Optimum Phone service, make sure that your fax speed is set to the lowest level.

Will my current answering machine work with Grande Phone service?

Yes, your answering machine will work with our Phone service. If you currently have Grande Voicemail service set up, you will need to disable Grande Voicemail. Please Contact Customer Service to disconnect voicemail service.

Can I select my own phone number?

Grande doesn't provide vanity numbers, however we do offer a selection of available numbers from which you may choose.

Can I keep my current phone number?

Yes, with Grande you can port your landline number over from most other providers within the same service.

Note: The phone number must be active with the current provider for porting.

I am trying to set up my office voice mail for the first time. What is the default passcode?

The default passcode is 9999. After you enter the default passcode, press # and then listen to the instructions for creating a new, personalized passcode.

Can I make 900 or 976 calls?

Not at this time.

Will Grande Communications Business phone service work with my business alarm system?

The vast majority of alarm systems are compatible. However, some alarm systems, particularly older ones that do not support tone dialing, may not work properly without changes. We suggest you test your alarm system before and after installation of Grande Communications Business Phone service.

Am I charged extra for 411 information or operator assistance calls?

Yes.

Can I make or receive collect calls?

Grande Communications's Business Phone Service does not support inbound collect calling. However, if the caller is using a credit card, calls to your phone will work fine.

Does my computer need to be on to use the phone service?

No. Grande Communications Business Phone service does not require or rely on your computer in any way.

Can I use my credit card authorization machine with my Grande Communications phone service?

Most credit card authorization devices will work with Grande Communication's Business Phone service. You may need to use a lower baud rate or speed setting for better results.

For customer and technical support call Grande Communications Business Support at 877-881-7575.

Business High-Speed Internet Service

Grande Communications Business High-Speed Internet offers the fast and reliable connection you demand to stay ahead. Business traffic is prioritized across our network and our services are customized to meet your needs today and in the future. It's all there for you with Grande Communications Business High-Speed Internet.



Table Of Contents

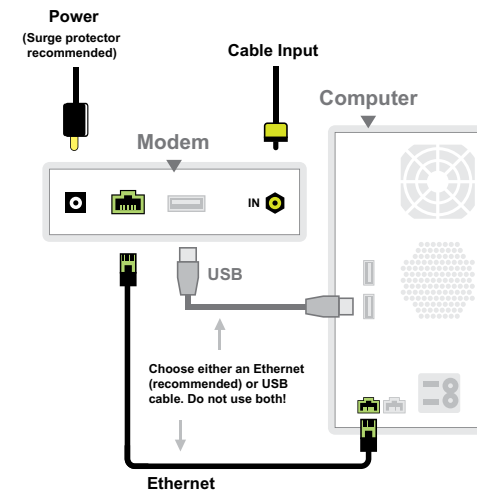
Getting Connected	16
Using Grande Webmail	17
Managing Your Email	19
Setting Up Email Applications	20
Email Phishing	24
Troubleshooting Tips & FAQs	24

Getting Connected

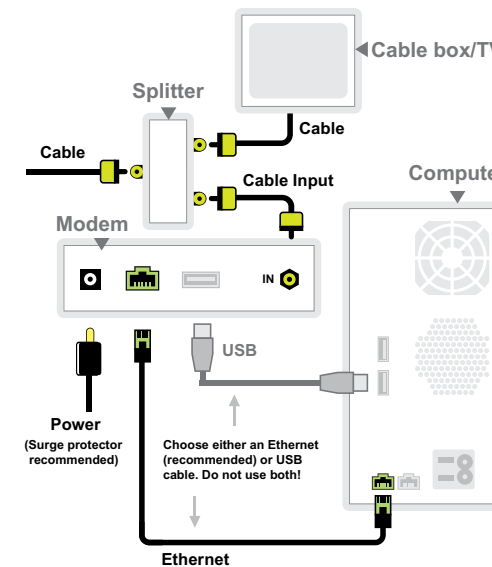
Connecting Your Equipment

To connect your equipment, use the diagrams for Understanding Your Modem, Equipment Set Up for Internet and Equipment Set Up for Internet and TV.

Equipment Set Up for Internet



Equipment Set Up for Internet and TV



Note: If your Grande service technician set up your Internet connection directly from the wall outlet to the ethernet connection on your computer, then you have Grande's fiber-to-the-premise service and do not require a modem.

Understanding Your Cable Modem

If you are connecting using a USB cable, the USB driver for the cable modem must be installed for the computer to recognize the Internet properly.

Important: As long as the Standby light is dark, you should never touch the Standby button on top of your modem unless instructed to do so by Grande Communications.

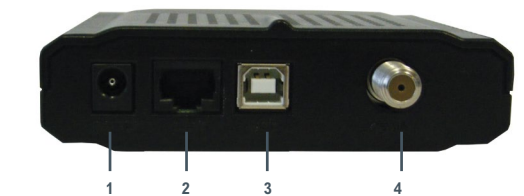
Front View of your Cable Modem



When the Power, SYNC, and Ready LEDs are lit, the cable modem is working properly. The USB or ENET LED should also be lit depending on what port is being used.

1. Power
2. USB
3. ENET
4. SEND
5. RECV
6. SYNC
7. Ready

Back View of Your Cable Modem



1. Power
2. ENET port
3. USB port
4. Cable port

NOTE: Your cable modem may look different than the modem shown above. You can find more information about your cable modem www.mygrande.com/userguides.

Connecting Your Cable Modem

1. Connect the coaxial cable that is dedicated to your cable modem to the cable connector on the back of the cable modem.
2. Plug one end of the Ethernet cable into the Ethernet port on your computer. Please note that if you have a computer with both USB and Ethernet connectors, use only the Ethernet connector.
3. Connect the other end of the cable to the Ethernet jack on the back of the cable modem.
4. Once the Ethernet cable has been connected to the cable modem, connect the power cord into the modem's power connector.
5. Connect your computer's power cord into your power outlet.
6. If your modem has a power switch, turn it on. Wait while the modem synchronizes. This could take up to ten minutes.

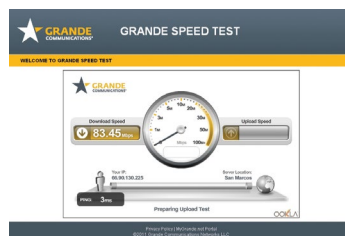
Testing Your Internet Connection

After connecting your computer to the cable modem, test your Internet connection by opening your Internet browser (i.e. Microsoft Internet Explorer, Apple Safari, Mozilla Firefox or Google Chrome) and going to www.mygrande.com. The Grande website should appear and this means you have successfully connected to Grande Internet Service.

Note: If the Grande website does not appear, please check your modem connections and try again. If the problem persists, please try the troubleshooting tips at the end of the Internet section of this guide.

Speed Test

You can test the speed of your connection by using Grande's Speed Test site. Open your browser window and go to <http://speedtest.mygrande.net/>. Click on the appropriate city where you are located and the test will start running. When the test is complete, it will show you the download and upload speeds of your connection.



Actual download and upload speeds may vary. Many factors affect speed.

Your Grande Username and Password

As a Grande Internet customer you receive a number of @mygrande.net email addresses depending on your level of service. The first part of your email address (i.e. the part proceeding the @ sign) is your username. For example if your email address is jdoe@mygrande.net then "jdoe" is your username.

You can change your password at any time:

1. Open your Internet browser and go to <https://admin.mygrande.net>.
2. Login using your current username and password.
3. Click on the "password" button on your screen.
4. Enter your new password and click the "change" button.
5. Your new password is now active.

Note: Your Grande Internet username and password are not the same as your Grande Online Bill Payment username and password.

Important: Forgot your password? Please go to <http://password.mygrande.net> to reset your password.

Using Grande Webmail

Grande's Internet services come with a number of email accounts. Grande Customer Service will set up your account and then you can begin send and receive emails from clients and coworkers. If you are on the road away from your computer, or simply elect not to use an email application, then you can access your email through any Internet browser from anywhere in the world using Grande's webmail service.

How to Access your Grande Webmail

1. Open your Internet browser and go to <http://mygrande.net>.
2. Log in, using your Grande username and password.
3. Click on the Email link.
4. That's it! You are in your Grande webmail.

How to Receive Email

After you have successfully logged in to your email account, the email system will automatically check for new messages. If you are expecting an email and suspect that it may have been sent after you logged in, then click on the "Refresh Inbox" icon.

How to Send an Email

After you have logged in to your Grande email account, you just a few simple steps away from sending an email.

1. Click on the "New Message" icon.
2. In the "To" box, type the email address of the person you want to receive the email.
3. In the "Subject" box, type the subject of the email.
4. Type your message.
5. After the previous steps have been completed to your satisfaction, click on the "Send Message" button at the top or bottom of the message.
6. Your email has been sent.

How to Read your Emails

1. Click on the "Subject" the email you would like to read. Once you do, that email will open.
2. To open a different email, click on the "Inbox" button. This will take you back to your inbox folder where you can open another email by clicking on the "Subject".

How to Reply to an Email

1. After you have opened an email, locate the "Reply to Sender" and "Reply to All" text.
2. If you want to reply only to the person that sent the email, click on the "Reply to Sender" text. On the flip side, if you want to reply to everyone included on the email, click on "Reply to All" text.
3. After you click on this text, your email will already have the email address of the recipient and the "Subject" line populated.
4. Type your message and then click on the "Send Message" button.

How to Delete an Email

1. Click on the white checkbox to the left of the email you wish to delete. A checkmark will now appear within the box. Follow this process for any email you wish to delete.
2. After you have selected all the email you want to delete, click on the "Delete" text.
3. Your emails have now been sent to a "Trash" folder that can be accessed by clicking on the "Folders" icon.
4. You can set up your account to purge your deleted messages after a specified time period. This helps alleviate concerns of exceeding disk storage thresholds. Click on your "Options" icon to access "Maintenance Operations" and set your personal options.

How to Create Other Folders

Many users often create other folders to help organize email. After reading your mail, you can put it in a folder organized by theme, date, or whatever makes sense to you.

1. Click on the checkbox next to the email you want copied or moved to a different folder. After you have clicked it, the box should be marked with a checkmark.
2. Click on the Down arrow next to the "Messages To" text and click on "New Folder."
3. Click on "Move" or "Copy" depending on whether you want to move the email to a new folder or want another copy of the specific email in a new folder.
4. A box will appear asking you to name the new folder. Type in your desired name and click "OK."
5. To view the folder, click on the down arrow by the "Open" text and click on the name of the new folder.

How to Mark your Mail

To help organize your email, you can color-code your mail by type. For example, if you feel that a certain message is very important, you can mark it as important. There are several options for marking your mail such as seen, unseen, important, not important, answered, unanswered, deleted, not deleted, draft, and not draft.

1. Click on the email that you want to be marked. After you have clicked it, the box should be marked with a check.
2. Click on the down arrow by the text "Mark As" and click your desired category. The email will now be a different color depending on the category you assigned.

Managing Your Email

Use the Email Administration web page to change your password; add or delete email accounts; set auto-forwarding options; manage your spam filters; whitelist (allow) or blacklist (disallow) email addresses and setup auto-responder messages.

To access the Email Administration web page type <https://admin.mygrande.net> in to your Internet browser, making sure that you use https instead of the regular http. Type your Grande username and password in the appropriate text boxes and click “Log In.”

Changing your Password

Follow the steps below to change your email account password.

1. Click the “**Change**” button under the Password title.
2. Type a new Password In The “**New Password**” and “**confirm**” Text Boxes.
3. Click “**Change**”.
4. The Current Status Bar Will Change To “**Password “Changed**”.

Important: Email passwords are case sensitive.

Managing Accounts

Your Grande Internet Service may include a number of email accounts depending on your level of service. You can use this option to view your current accounts, setup new accounts or delete accounts you no longer need.

View Current Email Accounts

When you enter the “**Account Manage**” option you will see all your valid email accounts with their current disk usage information as well as the first and last name assigned to each one of them.

Creating a New Email Account

Follow these steps to create a new email account:

1. Enter a valid username. This is the first part of the email address (i.e. portion before the “@” symbol). The username must be between 3 and 16 characters and can contain only letters, numbers, a period, and underscores.
2. Enter a password and confirm the password entered.
3. Enter the first and last name.
4. Click on “**Add New Account**”. The new account will be created and will now appear on the Email Address list.

Note: You will only be able to create an email account if you have not reached your maximum limit.

Deleting an Email Account

Follow these steps to delete an email account:

1. Click on the “**Delete**” button next to the email address you want to delete.
2. Click “**OK**” on the confirmation message.
3. Under the “**Attention**” area you should see a message reading “**SUCCESS: This account has been deleted.**”

Reset a Password

Follow these steps to reset an email password:

1. Click on the “**Reset Password**” button next to the email address you want to reset.
2. Click “**OK**” on the confirmation message.
3. The following message will appear: “**If this username is used for a Dialup, DSL, or Webspace account please be aware that the password reset will affect these services.**”
4. Click “**OK**” on the confirmation message.
5. The final confirmation message appears: “**The password for ‘Account’ was reset to ‘hpizns.’ This password can be used permanently, or ‘Account’ can log in to this site with the password ‘hpizns’ and change it.**”

Forwarding your Email

You can temporarily forward your incoming email to any email address you designate (i.e. forward your office email to the office while at work).

Follow these steps to forward your incoming email:

1. Click the “**Manage**” button under the Forwards bar.
2. Type the forwarding email address in the “**Forward**” text field.
3. If you would also like a copy kept in your email account, place a check mark in the “**Local**” box.
4. Click the “**Add**” button under the Submit bar.

Follow these steps to stop forwarding your incoming email:

1. Click the “**Manage**” button under the Forwards bar.
2. Delete the forwarding address from the “**Forward**” text box.
3. Click the “**Add**” button under the Submit bar.

Setting Up Email Filters

Grande enable email filters (email security) by default. You may turn this feature off if it is critical that no email addressed to you is refused. To disable email security click on “Email Security Disabled (I will manage my own email security)”.

Spam-Filter Management

When this option is enable Grande attempts to determine whether your email is clean of spam. There are four options available:

1. No Content Filtering: turns spam filters off.
2. Quarantine to my Webmail **JUNK** folder: this filter will move spam messages into a Junk folder that you can browse whenever you choose.
3. Tag my Subject Line: this filter will add the word “**SPAM**” to the subject line of any email that is identified as spam.
4. Discard the email: if spam is found it will be automatically deleted.

WhiteList Email Addresses

With this option you can add email addresses or email domains that you would to bypass spam filters. Follow these steps to add addresses to the WhiteList:

1. Click on the “**Manage**” button under the WhiteList column.
2. Enter the list of email addresses using this format: user@domain.com, @domain.com, user@, or domain.com. Blank lines and any other invalid entries will automatically be removed.
3. Click on “**Yes**” to enable the WhiteList.
4. Click on “**Save**” to save your changes.

BlackList Email Addresses

With this option you can add email addresses or email domains that you would like to block. Follow these steps to add address to you BlackList:

1. Click on the “**Manage**” button under the BlackList column.
2. Enter the list of email addresses using this format: user@domain.com, @domain.com, user@, or domain.com. Blank lines and any other invalid entries will automatically be removed.
3. Click on “**Yes**” to enable the BlackList.
4. Click on “**Save**” to save your changes.

Setting Up an Auto-Responder Message

This feature allows you to create your own automated response message. Anyone that sends you an email will receive the response message. Follow these steps to create and activate your message:

1. Click on the “**Manage**” button under the “**Bouncer**” column.
2. Enter a custom message in the text box.
3. Click on “**Yes**” to enable your automated response message.
4. Click on “**Save**” to save your changes. Once enabled, when a new message is received in your mailbox, the sender will automatically receive your custom message.

Setting Up Email Applications

Set Up Windows Mail

Windows Mail is the default email that comes standard with Internet Explorer. Follow the steps outlined below to set up a new account:

1. In Windows Mail, click **Tools > Accounts > Mail > Add > Email Account**. This will start a mail wizard configuration screen.
2. Enter your name as you wish it to appear in the **“Display Name”** field.
3. Enter your Grande email address in the username@mygrande.net format in the email address field.
4. Set up email servers window settings: Select **POP** in the drop-down list. Enter **“mail.mygrande.net”** in the **“Incoming Mail Server (POP3)”** field. Enter **“mail.mygrande.net”** in the **“Outgoing Mail Server (SMTP)”** field.
5. Click **“Next”**. Your email is now configured to use any available connection.
6. Enter the Grande username and password. Then click **“Next”**.
7. You should see a congratulations message.
8. Now click **“Finish”**. You should be able to send and receive email using your Grande email address.

Set Up Outlook Express

Follow the steps outlined below to set up Outlook Express with your Grande username and password:

1. Open Outlook Express by double-clicking the **Outlook Express** icon on your desktop.
2. The first time you start Outlook Express the Internet Connection Wizard will run. Select **“Create a new Internet mail account”** and click **“Next”** to continue.
3. On the **“Your Name”** screen type in your name as you would like it to appear on your outgoing e-mail messages and click **“Next”** to continue.
4. Type in your email address on the **“Internet Email Address”** screen. Click **“Next”** to continue.

5. On the email server names screen, select **POP3** from the drop down list.
6. In the space provided below Incoming mail (POP3, IMAP or HTTP) server: enter: **mail.mygrande.net**.
7. Type in mail.mygrande.net as your Outgoing mail (SMTP) server and click **“Next”** to continue.
8. On the Internet mail logon screen, type in your Grande username in the field titled **“Account Name”**. Your user name is everything leading up to, but not including the @mygrande.net part of your e-mail address. For example, if your e-mail address is test_account@mygrande.net, you would enter test_account as your Account Name.
9. In the **“Password field”**, enter your Grande password. If you do not wish to enter your password every time you check your email, put a check in the box labeled **“Remember Password”**. Click **“Next”** to continue.
10. Congratulations, you have now set up Outlook Express as your email program. Click **“Finish”** to begin sending and receiving email.

Set Up Outlook 2003

Follow the steps outlined below to set up Outlook 2003 with your Grande username and password:

1. Open Microsoft Office Outlook 2003 by double-clicking the **Outlookicon** on your desktop.
2. If the Email Accounts wizard doesn't launch on its own, select **“Tools”** from the top menu, and **“Email Accounts”** from the drop down list.
3. Select **“Add”** a new email account and click **“Next”** to continue.
4. On the **“Server Type”** screen, select **POP3** and then click **“Next”** to continue.
5. On the **“Internet e-mail settings (POP3)”** page you will need to fill in your information for each of the six fields. For **“Your Name”** type in your name, for **“Email Address”** type in your Grande provided email address. In the **“username”** field type in your Grande username (which is the part before @mygrande.net in your e-mail address) and in the **“Password”** field type in your password. For **“Incoming mail server (POP3)”** type in **“mail.mygrande.net”**. For **“Outgoing Mail Server (SMTP)”** type in **“mail.mygrande.net”**. After filling the six fields, click the **“Test Account Settings”** button.

6. If anything shows up as Failed, return to the previous window and double-check your settings.
7. At this point you have finished setting up Outlook 2003 and need to click the **“Finish”** button. You may now begin to use Outlook 2003 to send and receive email.

Set Up Outlook 2007

Follow the steps outlined below to set up Outlook 2007 with your Grande username and password:

1. Open Microsoft Office Outlook 2007 by double-clicking on the **Outlook icon** on your desktop.
2. If the email account wizard doesn't launch on its own, select **“Tools”** from the top menu, and **“Account Settings...”** from the drop-down list.
3. On the **“E-mail”** tab, click the **“New...”** button.
4. In the Outlook 2007 Startup wizard, click **“Next”** to continue.
5. On the “Account Configuration” page, choose **“Yes”**, then click **“Next”** to continue.
6. On the **“Auto Account Setup”** page, put a check in **“Manually configure server settings or additional server types”**, then click **“Next”** to continue.
7. On the **“Choose E-mail Service”** page, choose **“Internet E-mail”**, then click **“Next”** to continue.
8. On the **“Internet E-mail Settings”** page, you will need to fill in your information for each of the six fields. For **“Your Name”** type in your name. For **“E-mail Address”**, enter your Grande-provided email address. Leave the **“Account Type”** as **“POP3”**. For **“Incoming mail server”**, type in **“mail.mygrande.net”**. For **“Outgoing mail server (SMTP)”**, type in **“mail.mygrande.net”**. In the **“User Name”** field, type in your Grande username (which is the part before the @ symbol in your email address). In the **“Password”** field, type in the password for your email address.
9. After filling in the six fields, click the **“Test Account Settings...”** button. If anything shows up as Failed, return to the previous window and double-check your settings.
10. At this point you have finished setting up Outlook 2007 and need to click the **“Finish”** button. You may now begin to use Outlook 2007 to send and receive mail.

Set Up Outlook 2010

Follow the steps outlined below to set up Outlook 2010 with your Grande username and password:

1. Open Microsoft Office Outlook 2010 by double-clicking on the Outlook icon on your desktop.
2. If the email account wizard doesn't launch on its own, select **“File”** from the top menu, and **“Info”** from the drop-down list. Under **“Account Information”**, click the button labeled **“Add Account”**.
3. On the **“Auto Account Setup”** page, choose **“Manually configure server settings or additional server types”**, then click **“Next”** to continue.
4. On the **“Choose Service”** page, choose **“Internet E-mail”**, then click **“Next”** to continue.
5. On the **“Internet E-mail Settings”** page, you will need to fill in your information for each of the six fields. For **“Your Name”** type in your name. For **“E-mail Address”**, enter your Grande-provided email address. Leave the **“Account Type”** as **“POP3”**. For **“Incoming mail server”**, type in **“mail.mygrande.net”**. For **“Outgoing mail server (SMTP)”**, type in **“mail.mygrande.net”**. In the **“User Name”** field, type in your Grande username (which is the part before the @ symbol in your email address). In the **“Password”** field, type in the password for your email address.
6. After filling in the six fields, click the **“Test Account Settings...”** button. If anything shows up as Failed, return to the previous window and double-check your settings.
7. At this point you have finished setting up Outlook 2010 and need to click the **“Finish”** button. You may now begin to use Outlook 2010 to send and receive mail.

Set Up Outlook 2011 (Mac Only)

Follow the steps outlined below to set up Outlook 2011 for Mac with your Grande username and password:

1. Open Microsoft Office Outlook 2011.
2. If the email account wizard doesn't launch on its own, select **“Outlook”** from the top menu, and **“Preferences...”** from the drop-down list.
3. In the **“Outlook Preferences”** window, open **“Accounts”**.

- In the “**Accounts**” window, find the plus sign (+) in the bottom left-hand corner of the window. Click on the plus sign, and choose “**E-mail...**” from the drop-down menu.
- On the “**Enter your account information**” page, you will need to fill in your information for each of the five fields. For “**E-mail address**”, enter your Grande-provided email address. In the “**Password**” field, type in the password for your email address. In the “**User name**” field, type in your Grande username (which is the part before the @ symbol in your email address). For “**Incoming server**”, type in “**mail.mygrande.net**”. For “**Outgoing server**”, type in “**mail.mygrande.net**”.
- After filling in the five fields, click the “**Add Account**” button.
- On the “**Accounts**” window, enter an “**Account description**”, which can be anything you like. In the “**Full name**” field, type in your name.
- At this point you have finished setting up Outlook 2011 and need to close the “**Accounts**” window. You may now begin to use Outlook 2011 to send and receive mail.

Set Up OS X Mail

Follow the steps outlined below to set up OS X Mail:

- Click the “**Mail**” icon in the Dock (Menu) bar.
- Select “**Preferences**” from the Mail menu.
- After clicking the “**Mail**” icon, the Mail Setup screen automatically appears. To configure your email settings, enter your name in the “**Full Name**” field and your username@mygrande.net in the “**Email Address**” field.
- Now set your “**Incoming Mail Server**” and “**Outgoing Mail Server (SMTP)**” to “**mail.mygrande.net**” and select “**POP**” from the “**Account Type**” drop-down list.
- Enter your Grande username and Grande password in their respective fields.
- Click the “**OK**” button.
- Your inbox will be displayed. Click the “**Get Mail**” icon to check for new email.

Set Up Entourage (Mac) Mail

Follow the steps outlined below to set up a new Entourage (Mac) Mail account:

- When Entourage is launched for the first time, the Entourage Setup Assistant will run. On the first screen, enter your First name and Last name in the spaces provided and then click the right arrow to continue.
- On the “**Home Information**” screen, enter your office address information, and then click the right arrow to continue.
- On the “**Work Information**” screen, enter your work address information, and then click the right arrow to continue.
- On the next “**Welcome Screen**”, select “**I want to start using Entourage without importing anything**” and click the right arrow to continue. If you do in fact want to import information into Entourage, you can do so at any time by selecting **File > Import from within Entourage**.
- On the “**Junk Mail Filter**” screen, decide if you want to enable the Junk Mail Filter and then click the right arrow to continue.
- On the “**Your Name**” screen, enter your name as you would like it to appear on your outgoing email messages, and then click the right arrow to continue.
- On the “**Your Email Address**” screen, select “**I already have an email address that I'd like to use**” and then enter your mygrande.net email address in the space provided. Once completed, click the right arrow to continue.
- On the “**Mail Servers**” screen, make sure that POP is selected in the “**My Incoming Mail Server**” is a(n)___server drop-down list. In “**Incoming Mail Server**” field, enter “mail.mygrande.net”. In the “**Outgoing Mail (SMTP)**” field, enter “mail.mygrande.net”. Click the right arrow to continue.
- On the “**Account ID and Password**” screen, enter your username in the “**Account ID**” field. Your username is every thing leading up to, but not including the @mygrande.net part of your email address. For example, if your email address is test_account@mygrande.net, you would enter test_account as your Account ID. In the “**Password**” field, enter in your Grande assigned password. If you do not wish to enter your password every time you check your email, put a check in the box labeled “**Save Password in my Mac OS keychain**”. Click the right arrow to continue.
- On the last screen, enter an Account Name in the space provided. The name you provide should be descriptive so you can easily identify this account should you need to make changes. Click “**Finish**” to begin using Entourage.

Email Phishing

Phishing is the term used by Internet scammers who imitate legitimate companies in emails to entice people to share user names, passwords, account information or credit card numbers. The term Phishing comes from the fact that Internet scammers are using increasingly sophisticated lures as they “fish” for users’ private information. The most common ploy is to copy the look and feel of a web page from a major site and use that design to set up a nearly identical page that appears to be part of the company’s site.

There are several steps you can take to make sure you never fall for one of these scams:

- Always be suspicious of any email or phone call that asks for your personal account information, such as a user names, passwords, and account numbers. Emails, phone calls, text messages, instant message, or Web logs that appear to come from a reliable source may not always be authentic.
- Grande will never ask for billing or payment information through email.
- Always be extra cautious when giving out your personal information on the phone.
- Always ensure that you are using a secure server when submitting credit card information. You can be sure you are using a secure server by checking the beginning of the web address in your Internet browser address bar – it should be https:// rather than just http://.
- Contact your bank or credit card company if you think you may have replied to a fraudulent email with sensitive personal information.

Troubleshooting Tips

Problem: The cable modem is not working.

Normal operating light sequence on our D3 and D2 Arris modems are:

- Power (solid)
- US (solid)
- Online (solid)
- Link (blinking)

Try this: Your cable modem should operate continuously without maintenance. You can leave the power to the modem on even when your computer is off. If your cable modem isn’t working, try these troubleshooting measures:

- Check your Grande services. If there is an outage it may affect all of your services. If this is the case, please contact Grande CustomerService.
- Check your cable connections. If your coaxial, Ethernet, or USB connections are loose, you may not be able to send or receive data.
- Reset the modem by unplugging the power to the modem. Wait 30 seconds and then plug it in. If you have a router, unplug the router, wait 30 seconds, and then plug it back in.
- Some modems have a standby mode. Make sure the modem is not in standby, which is indicated by an LED on the modem. There may be a standby button that has been activated that will cause the modem to lose connectivity.
- Reboot your computer. Shutting down and restarting your computer may resolve many computer problems.
- If you have a surge protector, make sure it is plugged in and does not need to be reset.

Problem: I am unable to login to my home page.

Try this: Verify that you are using the correct username, password, with attention to upper/lower case letters. If this doesn’t work, check another website to verify the Internet connection is working properly. If you still cannot access your office page, please contact Grande Customer Service.

Problem: I have forgotten my Password when logging into my Home Page.

Try this: Go to <https://password.mygrande.net/> to reset your password.

FAQ’s

What are the system requirements?

For a PC:

- Windows 98 SE II to Windows 8.1
- 512 Megabytes of available hard disk space
- 756 Megabytes of RAM (we recommend at least 1 gigabyte)
- 1.8 GHz processor or higher
- 1 Ethernet Port or 1 available USB Port

Check your computer’s capabilities by going to the start menu and clicking on “**Control Panel**” and selecting the “**Systems**” icon.

For a Mac:

- OS9.2 to OSX Mavericks
- 512 Megabytes of available Hard disk space
- 756 Megabytes of RAM (we recommend at least 1 gigabyte)
- 1.8 GHz processor or higher
- 1 Ethernet Port or 1 available USB Port
- View your computer's capabilities by clicking on the Apple icon on your toolbar and selecting Apple System Profilers.

What Internet browsers can I use?

Grande Internet supports most browsers so you can use what best meets your needs. Many of our customers use Microsoft Internet Explorer, Google Chrome, Safari or Firefox.

Why can't I get to the Internet via my router?

First, make sure the modem is plugged in, has power and an active link light. If the link light is active, you may need to power cycle your router. Also check the Ethernet or wireless connection to the computer. If you are unable to fix the router with a power cycle, refer to the troubleshooting section inside your owner's manual or contact your router manufacturer for more support. If you are using a Grande provided router, please contact Grande Customer Service.

How do I power cycle my cable modem?

When you power cycle your cable modem you are resetting your cable modem which may resolve some connectivity issues. Follow the directions below to power cycle your cable modem:

1. Make sure the coaxial cable is plugged securely into the modem and the wall outlet (a loose connection could result in lost or slow connectivity).
2. Unplug the cable modem from the power source.
3. Leave the modem unplugged for two minutes.
4. Plug the cable modem directly into the wall outlet.
5. Wait up to approximately five minutes for the modem to regain sync (it usually takes less than two minutes and for many people, it takes less than one minute to gain sync).
6. Check the lights on your modem to ensure the cable lights are steady.
7. If the lights are illuminated, try visiting various Web sites.
8. If you are unable to connect to Web sites, continue to the next step.

9. Properly shut down the computer and turn off the power by pushing the on/off button on the computer.
10. Restore the power and turn on the computer.
11. Try several addresses on the Web.

If you are using a Grande Internet Phone Modem, to power cycle you must use a paper clip to hold down the reset button for 6-8 seconds in order to perform a reset.

Note: If you have Grande TV Service, verify you are receiving TV programming with a clear picture. If you are not receiving your Grande TV programming, your data service will not function. Call Grande Customer Service for further assistance.

Why can't I get email?

If you are unable to access your email, first check to ensure that your Internet connection is working properly through your web browser. If you are able to connect to a website, verify that your email configurations settings are correct or check with your Network Administrator.

Can I access my email from anywhere?

Yes. Using the Grande Communications webmail (<http://webmail.mygrande.net>) you can access your @mygrande.net email account from any location that has Internet access.

Will my IP address change while I use this service?

Unless you are using a static IP address with your Grande Communications Business account, your IP address will be assigned automatically and may change occasionally.

Can I get a Static IP?

Yes, call Grande Communications Business Technical Support to order your Static IPs.

For customer and technical support call Grande Communications Business Support at 877-881-7575.

Business TV Service

When your business requires an entertainment solution to keep your clients, guests and employees informed, Grande Communications Business Video Service is the clear choice.

Perfect for break rooms, waiting areas, restaurants and lobby areas, we deliver the most popular channels and the best High Definition channels, outstanding sports programming and digital music with crystal- clear reception and sound.

The Most Popular Channels

Over 100 of the very best in news, sports, kids and entertainment channels.

Great Sports Programming

The best in sports — everything from regional coverage to national networks like ESPN, The Golf Channel and NFL Network.

The Best in High Definition

Turn your establishment into the ultimate destination on game night with the most popular channels in HD — including broadcast stations, regional sports networks and ESPN HD.

Digital Music

Entertain waiting customers with nearly 50 commercial-free channels playing 24 hours a day, 7 days a week. Call Grande Communications for more information about Digital Music channels.

Interactive Guide on Digital Receivers

The interactive guide is a tool you can use to easily find the shows or channels you want to watch, see what is on at specific times, or search a particular network. Use the guide to quickly find what you're looking for so you never miss a minute of the programming that is important to you.

Note: If you are in Austin, San Marcos, San Antonio or Waco, and use a Scientific Atlanta digital receiver, check out that section for information. If you are in Corpus Christi, Midland, Odessa or Dallas, and use a Motorola digital receiver, you can refer to that section.

Table Of Contents	
Using Your Remote Control	27
Your Scientific Atlanta Digital Receiver	28
Your Motorola Digital Receiver	29
High-Definition TV (HDTV)	30
Connecting Your Components	31
Troubleshooting Tips & FAQs	34

Using Your Remote Control

Your remote helps you navigate Grande TV services. Below is an overview of your remote's capabilities:

POWER/MODE: AUX, DVD, AUD, TV or CBL

Press once to select a home entertainment component to control. **CBL** controls the Motorola or Scientific Atlanta digital receiver.

GUIDE & MENU: Press to go to the Interactive Program Guide.

SETTINGS: Press to customize your Interactive Program Guide.

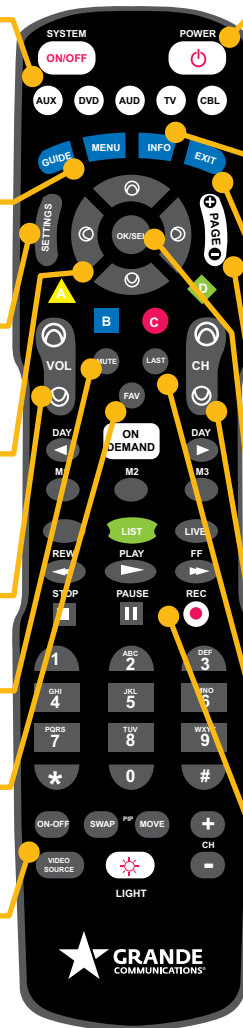
ARROWS: Press to navigate menus and listings and control playback of live TV and recorded programs.

VOLUME: Press + or - to raise or lower the volume.

MUTE: Press once to turn sound on or off.

FAV (Favorite): Press to see pre-selected channels or programs.

PIP buttons: Press to control Picture-in-Picture functions.



POWER: Press to turn your digital receiver, compatible TV, VCR and other device(s) on or off.

INFO: Press to obtain detailed program information.

EXIT: Press to exit out of your digital receiver's menu and guide.

PAGE: Press to navigate settings or the Program Guide.

OK/SEL: Press to choose options, PPV events and to tune to programs from the Program Guide.

CHANNEL: Press + or - to change the channel up or down.

LAST: Press to go back to a previous screen or area.

DVR PLAYBACK BUTTONS: Use these buttons to navigate through your DVR recordings.

Programming Your Remote

- Turn on all the electronic devices you want the remote to operate (i.e. TV, DVD, AUDIO).
- Press the **OK/SEL** button and the **MUTE** button together until the **POWER/MODE** button illuminate in slow rotation (AUX, DVD, AUD, TV, CBL).
- Press and hold the **CHANNEL UP** button until one device turns off. While you are pressing the **CHANNEL UP** button, the **POWER/MODE** buttons will illuminate in fast rotation. As soon as one device turns off, release the **CHANNEL UP** button.
- Press the **MUTE** button. If the device that turned off in Step 3:
 - Turns back on, press the **OK/SEL** button to lock this code. The **POWER/MODE** buttons will blink three times and then will turn off.
 - Does not turn back on, press the **CHANNEL DOWN** button one click at a time until that device turns back on. Each time you press the **CHANNEL DOWN** button, the **POWER/MODE** buttons will illuminate once in reverse fast rotation (AUX, DVD, AUD, TV, CBL).
- Repeat steps 2-4 for each of the remaining electronic devices you want the remote to operate.

Your Scientific Atlanta Digital Receiver

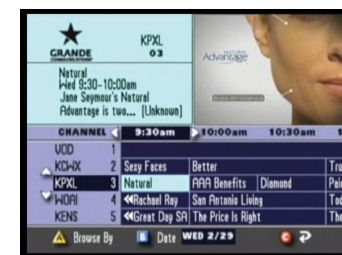
This section covers the Scientific Atlanta digital receiver used in Austin, San Marcos, San Antonio and Waco.



NOTE: Your Scientific Atlanta digital receiver may look different than the receiver shown here as models may vary.

Interactive Program Guide

Your interactive program guide lets you see what's on TV, access program information, record shows or movies (with DVR feature) and purchase pay-per-view movies or events, all with the click of a button. This guide also lists programs and program information for every channel up to 7 days in advance.



Setting Reminders

- From the Guide Menu, highlight the future program for which you want to set a reminder and press the **OK/SEL** button.
- When the menu screen appears, press the arrow buttons to choose "Set a Reminder for".
- Press the **OK/SEL** button. A clock indicates that a reminder has been set.

Note: Every time this program is scheduled to air, a reminder will pop up to notify you one minute before the program begins.

Setting Favorites

- From the Guide Menu, press the **SETTINGS** button on the remote.
- Use the **UP/DOWN**, **LEFT/RIGHT** arrow buttons to highlight "Viewer: Favorites" and press the **OK/SEL** button.
- Use the **UP/DOWN**, **LEFT/RIGHT** arrow buttons to highlight channels. Press the **OK/SEL** button to add a channel to your "Favorites" list. A favorite channel is noted by a blue ribbon.
- Press the **A** button to accept your favorite list.

Multiple Options to View or Access your Favorite Channels

- If you would like to view a list of your Favorite channels, select **Favorites** from the Guide Menu or **HEART** from the Quick menu.
- Select **Favorites** from the Guide Menu or **HEART** from the Quick Menu to see a list of your Favorite channels.
- While you are in TV listings, press the **FAV** button on your remote to move the highlight to your next Favorite channel.
- While watching TV, press **FAV** to quickly tune to your Favorites.

To Access the Interactive Program Guide

- Press the **GUIDE** button on the remote.

To get detailed information on a program

- From the Guide Menu, use the **UP/DOWN**, **LEFT/RIGHT** arrow buttons to move the selector box around the screen and to highlight a selection.
- When your selection is highlighted, press the **INFO** button on the remote to view detailed information and additional options on your selection.

To Browse

- Press the **GUIDE** button to go to the Guide Menu.
- Use the **UP/DOWN**, **LEFT/RIGHT** arrow buttons to highlight **Theme**, **Title** or **Channel** and press the **OK/SEL** button.
- Use the **UP/DOWN**, **LEFT/RIGHT** arrow buttons to sort through the listings that appear. When you see something you want to watch, press the **SELECTION** button.

Your Motorola Digital Receiver

This section covers the Motorola digital receiver used in Corpus Christi, Midland, Odessa and Dallas.



NOTE: Your Motorola digital receiver may look different than the receiver shown here as models may vary.

Interactive Program Guide

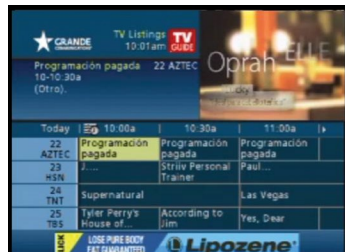
Your interactive program guide gives you easy access to all the features of digital TV. It lets you see TV listings by time, provides viewing options by category, search functions, Favorites, local weather, and more. You can narrow your search by using the theme, or other various subcategories. This guide also lists program and program information for every channel up to 14 days in advance.

To Access the Interactive Program Guide


1. Press **GUIDE** once on your remote.

To get Detailed Information on a Program

1. Press the **GUIDE** button on your remote to go to the program listings.
2. Use the **ARROW BUTTONS** to move the selector box around the screen and to highlight a selection.
3. Press **INFO** on your remote to see detailed program information for any highlighted title.



Setting Reminders

1. From an information screen, highlight the **Bell icon**  and press **OK/SEL**. Follow the on-screen prompts to confirm the Reminder or set Reminder options.

Note: Every time this program is scheduled to air, a reminder will pop up to notify you one minute before the program begins.

Setting Favorites

The Favorites feature allows you to quickly access the channels you have designated as your Favorites. To add channels to your Favorites list:

1. Select **Setup** from the Guide Menu.
2. Select **Favorites Setup**.
3. Highlight a channel and press **OK/SEL** or **FAV**. The **HEART** indicator will appear, designating the channel as a Favorite.

To remove a channel from your Favorites, highlight the channel in the Favorites Setup and press **OK/SEL** or **FAV**. The **HEART** indicator disappears and the channel will no longer be designated as a Favorite.

Multiple Options to View or Access your Favorite Channels

1. If you would like to view a list of your Favorite channels, select **Favorites** from the Guide Menu or **HEART** from the Quick menu.
2. Select **Favorites** from the Guide Menu or **HEART** from the Quick Menu to see a list of your Favorite channels.
3. While you are in TV listings, press the **FAV** button on your remote to move the highlight to your next Favorite channel.
4. While watching TV, press **FAV** to quickly tune to your Favorites.

High-Definition Television (HDTV)

Grande's HDTV service delivers movie theater quality to your living room with Dolby® Digital 5.1 surround sound and 1080i transmission for crystal clear picture resolution. That's ten times sharper than standard definition TV and a 33% larger wide-screen image. Our HD service includes your favorite broadcast channels as well as many more popular channels:



HDTV Requirements

You must have both an HDTV television and either an HD digital receiver, a TiVo Premiere or HD cable card to enjoy HDTV. Simply plugging your HDTV television into an active outlet will not deliver an HD signal to your HD television. Additionally, not all Grande digital receivers are HD digital receivers. If you are not sure you have the correct receiver, please contact Grande Customer Service.



(Motorola)



(Scientific Atlanta)

NOTE: Your digital receiver may look different than the receiver shown here as models may vary.

Connecting Your HDTV

There are two types of cables that can be used to connect your HD receiver to your HDTV television.

1. **Component Cable** – Grande uses this cable that has 5 RCA connectors.
2. **HDMI Cable** – This cable combines all 5 ends into one connector.

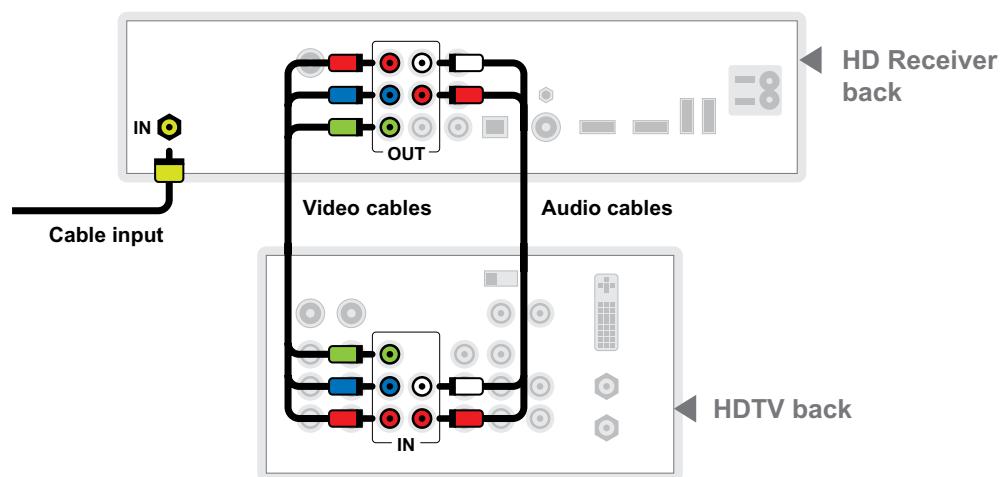
HDTV Screen Dimensions

Watching standard definition channels on HDTV may result in indifferent screen dimensions and you may see bars on both sides of your screen. Refer to your TV manual for instructions on how to stretch your picture to fill the entire screen. Stretching the picture can cause distortion. This is not a result of your Grande service.

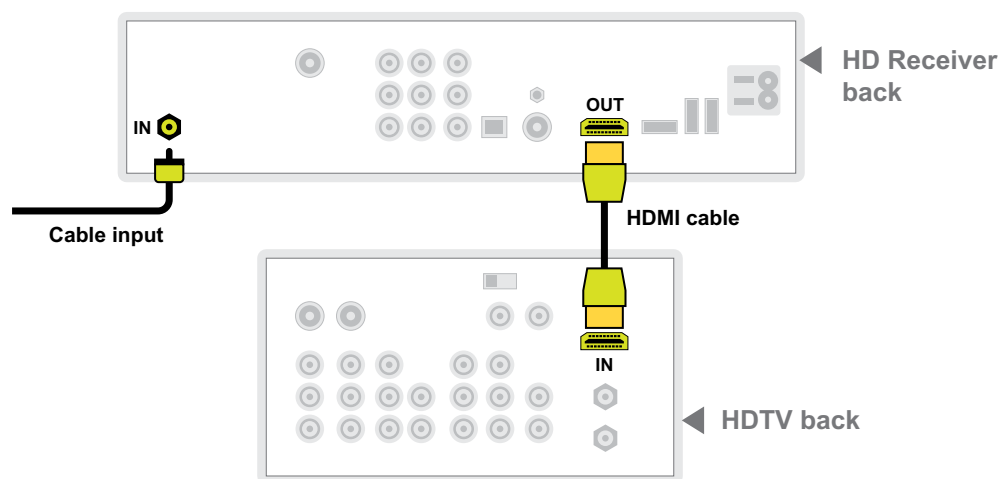
Connecting Your Components

If you have an HD digital receiver (either Scientific Atlanta or Motorola and an HDMI input on your TV, you can use a single HDMI cable instead of component cables. Both cables will produce high quality results. The diagrams below illustrate how to set up connection with either component or HDMI cables.

To Connect HD Using Component Cables

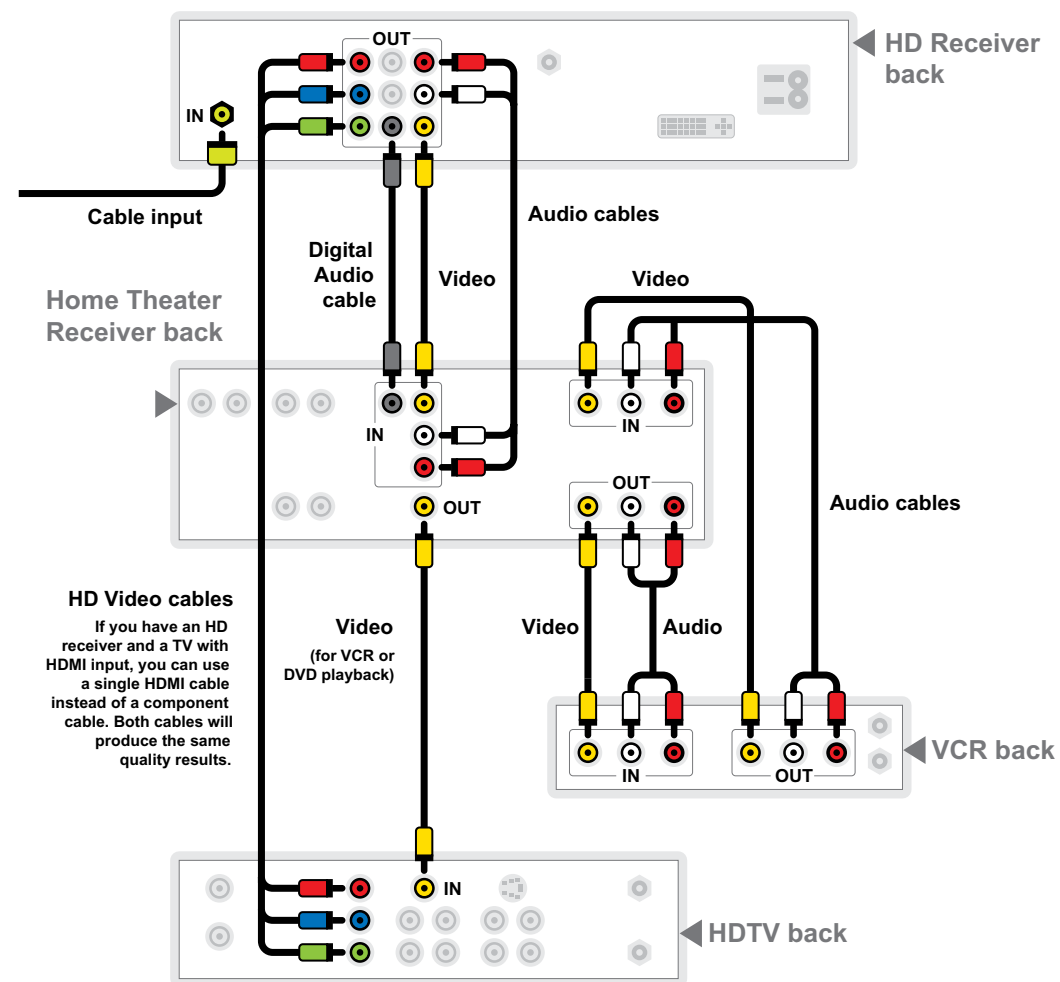


To Connect HD Using an HDMI Cable

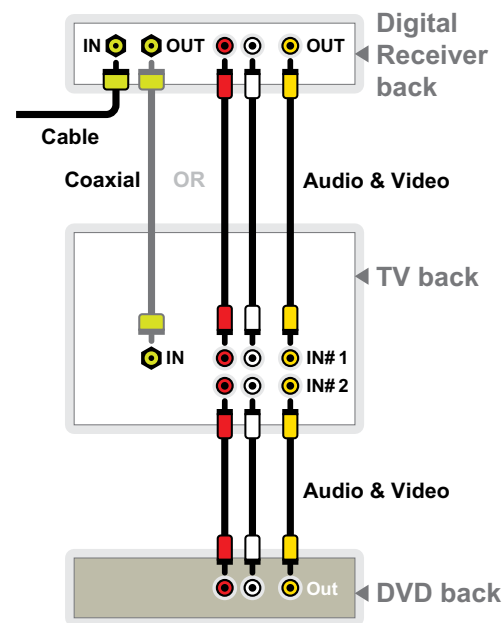


In addition to setting up your TV with your HD digital receiver, you can set up your home theater system, DVD player, stereo system or game system. The diagrams below illustrate how to set up these types of connections.

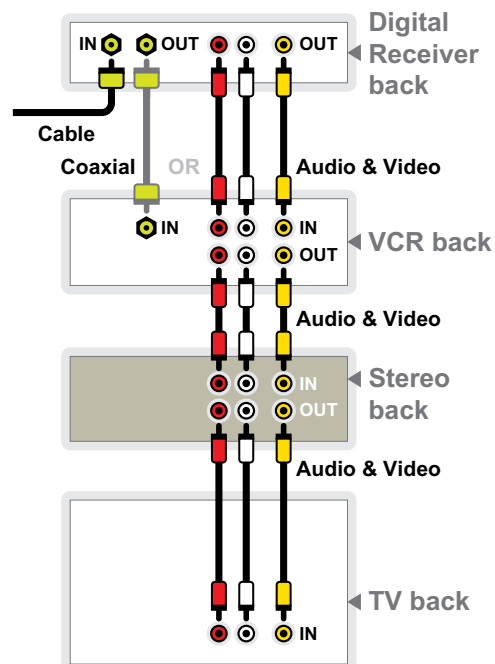
To Connect an HD Receiver with Your Home Theater System



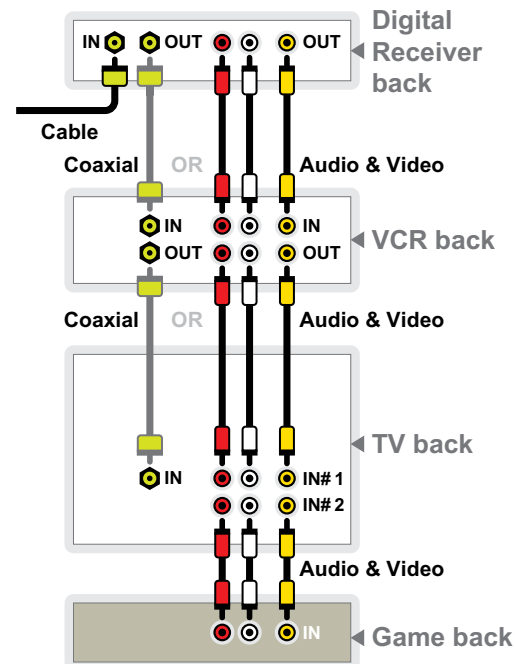
To Connect a DVD Player



To Connect a Stereo



To Connect a Game System



Troubleshooting Tips

Problem: No sound.

Possible Cause: MUTE is accidentally pressed on your remote control or television.

Try This: Press MUTE on the remote control to restore the volume level.

Problem: No picture.

Possible Cause: Cable signal may not be reaching your office.

Try This: Check the signal on each TV in your office to verify if all TVs are impacted or just one. On any impacted TVs, check to make sure cables are connected properly and your TV(s) is tuned to the cable channel (3 or 4). If you still aren't receiving a cable signal on any or all TVs, please contact Grande Customer Service.

Problem: Picture or sound quality issues.

Possible Cause: Cable is disconnected or loose.

Try This: Reconnect the cable from your wall outlet to the back of your digital receiver. Make sure the digital receiver is ON.

Problem: REC is displayed on the front LED display on my digital receiver and I cannot change any settings via my remote.

Possible Cause: The record button was pressed on the remote control but there is not a DVR or any other recording device to activate the function.

Try This: Press EXIT twice to remove REC. You should now be able to use your remote.

Problem: Remote control doesn't work.

Possible Cause: Obstruction between the remote and the digital receiver; the remote isn't set to Cable TV mode; dead batteries.

Try This: Make sure nothing is on the digital receiver or blocking a clear line of sight between the receiver and the remote; OR press CBL on your remote; OR change the batteries in your remote control.

Problem: Cannot find the secondary language option.

Possible Cause: The SAP (secondary audio program) is located on your TV.

Try This: Consult your television user guide to find out if your TV has this feature. If it does, it can easily be turned ON or OFF on the television itself.

Problem: On some of my channels the audio does not match the program being displayed or I do not have audio.

Possible Cause: SAP (secondary audio program) is enabled.
Try This: Pressing **SETTINGS** once, highlight "Disable SAP" and click **SEL/OK**.

Problem: On some of my channels the audio does not match the program being displayed or I do not have audio.

Possible Cause: SAP (secondary audio program) is enabled.
Try This: Pressing **SETTINGS** once, highlight "Disable SAP" and click **SEL/OK**.

FAQs

What are the icons at the bottom of the screen?

These icons are called Quick Menu icons. They are available to help you find what you're looking for faster. The Quick Menu lets you quickly go to other areas of the guide, such as Movies or Favorites Menu. Once you have selected a program title by highlighting it and press **OK/SEL** or **INFO**, you can use the Action Icons on the information screens to set Reminders and Parental Controls, schedule Recordings, **BUY** programs and more.

How do I tell what the icons mean?

You will find descriptive text beneath the row of icons when you have an icon highlighted. This information changes as you move the yellow highlight using the arrow buttons on your remote. On program information screens, the Action Icons are specific to the program. For example, a **BUY** Icon will appear only for Pay-Per-View programs. Playback Icons will appear only for recorded programs.

I can't see the entire program title in the listings.

Some program titles are too long to fit in the space provided in the grid. You might see "..." to indicate there is more to the title. For example, "Third Rock From the Sun" might appear as "Third Rock..." Highlight the program and check the Instant Information area at the top of the screen for program title and other valuable information, including rating, actors, start/end times, etc.

What is the graphic bar that appears when I change channels?

The Flip Bar appears for a few seconds as you're changing channels to provide important information about programs. You will find the name of the current program, start and end times, channel number, rating and current time.

What is the red light on the upper left front of my box and/or what is the envelope on the screen?

Occasionally, your TV provider may send a Message to inform you about new services and special promotions. To read the message, go to the Guide Menu and select Messages. Once you have read the message, you can keep or delete.

How do I get information on programs?

You can access information by pressing the **INFO** button on your remote. Press **INFO** once for instant information or twice for complete information.

How do I set my digital audio language?

You can choose the language that displays on the screen button and descriptions, and also change the secondary digital audio that is available with certain networks and programs. Choose Audio Setup from the Setup menu and change the default setting. Choose from English, Spanish, Portuguese or French. This feature is only supported on certain digital channels that provide secondary audio. If the chosen audio language is not available, the default audio language will be heard.

Terms And Conditions for Business Customers - Page 36

Internet Acceptable Use Policy - Page 41

Customer Proprietary Network Information (CPNI) Notice - Page 43

Slamming And Cramming Notice - Page 44

TERMS AND CONDITIONS FOR BUSINESS CUSTOMERS

THIS AGREEMENT IS ENTERED INTO BY AND AGREED BETWEEN Grande Communications Networks LLC, together with all affiliates ("Grande") and the "Customer" as described in all accepted Service Request Forms, all of which are incorporated herein by reference (collectively, the "Agreement"). Terms and conditions applicable to all Services are specified in Sections 1 through 16 below, followed by additional provisions specific to Services set forth in the VIDEO SERVICES TERMS, SECTION II below, INTERNET SERVICES TERMS, SECTION III below, and, PHONE SERVICES TERMS, SECTION IV below, all of which are made a part hereof.

SECTION I TERMS AND CONDITIONS APPLICABLE TO ALL SERVICES

1.1 Services. Subject to the terms and conditions contained herein, Grande agrees to provide to Customer, and Customer agrees to purchase from Grande, the Services identified in the accepted Service Request Forms incorporated herein (collectively, the "Service").

a) **Service and Equipment Installation:** Customer shall obtain and maintain throughout the Term, such consents (including without limitation landlord and land owner consents) as are necessary to timely permit, and shall timely permit, Grande personnel to install, deliver, operate and maintain the Services and the Grande Equipment (as defined in Subpart (b) below) at Customer's premises. Customer shall permit Grande reasonable access to the Customer premises at any time as needed to install, configure, upgrade, maintain or remove the Grande Equipment and other Service components located at Customer's premises. Customer shall make and maintain throughout the Term all reasonable site preparations necessary to permit the installation, maintenance and operation of the Service and any Grande Equipment as specified by Grande and that is required to provide the Services hereunder. In addition, Customer

will provide Grande with floor space, rack space, other space and clean power as is reasonably necessary for the installation and operation of Grande Equipment at the Customer premises. Customer shall not charge Grande for the provision of space, power, or access as described herein.

b) **Support and Maintenance:** Grande shall use commercially reasonable efforts to maintain the Grande-provided and installed equipment, including as applicable, any cabling, modems, related splitters, routers or other items, (collectively, "Grande Equipment") on Grande's side of the demarcation points used by Grande to provide the Service. Equipment and services on Customer's side of the demarcation points, as well as any other Customer-provided equipment, are the responsibility of Customer. Grande shall provide a telephone number and email address for inquiries and remote problem support for the Service. All such Customer support shall be provided only to Customer's designated personnel, as mutually agreed upon by Grande and Customer. In no event shall Grande be responsible for providing support for any network, equipment or software not provided and installed by Grande or for issues or problems beyond its control. Notwithstanding anything to the contrary in the foregoing, Grande shall use commercially reasonable efforts to restore any outages on the Grande network. Customer agrees to provide routine operational Service support for Grande Equipment and Service components located at Customer's premises, for example performing reboots, as Grande may request.

c) **Use of Service:** Customer's use of the Service, including use by Customer's employees or other end users of the Service, including all content transmitted via the Service, shall comply with all applicable laws and regulations and all applicable Service policies, including without limitation appropriate use policies, and other terms and conditions established by Grande and available on the Grande's web site, <http://mygrande.com/policies-agreements/> as may be modified from time to time by Grande, in its sole discretion. Grande may audit Customer's use of the Service remotely or otherwise, to ensure Customer's compliance.

d) **Grande Equipment:** Customer shall ensure that all Grande Equipment provided to Customer at Customer's premises remains free and clear of all liens and encumbrances and Customer shall be responsible for loss or damage to the Grande Equipment while at Customer's premises.

e) **Customer Responsibility:** As between the Parties, Customer is solely responsible for: (i) all use (whether or not authorized) of the Service by Customer, an End User or any person or entity, which use shall be deemed Customer's use for purposes of this Agreement; (ii) all content that is viewed, stored or transmitted via the Service; and (iii) all third party charges incurred for merchant

and services accessed via the Service, if any. Customer agrees to conform its equipment and software, and to ensure that each End User conforms its equipment and software, to the technical specifications for the Service provided by Grande.

1.2 Term. The initial term of this Agreement with respect to each accepted Service Request Form shall commence on the Requested Service Date (as specified in an accepted Service Request Form) or the date upon which the Service first becomes available, whichever is later (the "Service Commencement Date") and shall continue for the period indicated on the Service Request Form. Unless canceled in writing by either party at least thirty (30) days prior to expiration, Service will automatically continue on an annualized term under the same terms and conditions as the initial contract period. The term of the Service under this paragraph is hereinafter referred to as the "Service Commitment Period."

1.3 Tariff Applicability. If the Service provided hereunder is subject to the rates, terms and conditions contained in Grande's tariffs ("Tariffs") on file with the Federal Communications Commission (FCC) or on file with the Public Utility Commission of Texas ("PUCT") and generally available on-line at <http://mygrande.com/tariffs/>, this Agreement shall be subject to changes, modifications, orders and rulings by the FCC or the PUCT. In the event of a conflict between the terms of the applicable Tariffs and this Agreement, the terms of the Tariffs shall control and supersede the terms of this Agreement. If Tariffs do not govern the Service, this Agreement and its rates, terms and conditions set forth herein shall fully control. If during the term of this Agreement the Tariffs covering the Service are withdrawn pursuant to statutory changes or orders from the FCC, or other governmental or judicial authority, this Agreement shall continue in full force and effect and the rates, terms and conditions set forth herein shall fully control.

1.4 Charges. For the Service provided pursuant to this Agreement, Customer shall pay Grande the rates and charges set forth in the applicable Service Request Form. Customer shall also pay all applicable federal, state and/or local taxes, fees and surcharges that may be required under applicable law, regulation or tariffs in connection with the Service. Such taxes, fees and/or surcharges are subject to change without notice to Customer. Charges for ancillary services, including but not limited to, charges for installation and change orders, used by Customer will be imposed at Grande's current rates and such charges are also subject to change without notice to Customer. Charges for month to month services following the initial term shall be at the then effective retail rates for the applicable services.

1.5 Payment of Charges. Payment for installation and other non-recurring charges

shall be due prior to the commencement of services or as provided in the Service Request Form. Payment for monthly recurring charges shall be made in advance of the month for which Service shall be provided and are due within thirty days of when the bill is issued. In the event Customer fails to pay Grande's invoice in full or remit payment to the proper address on or before fifteen (15) days after the due date, Customer shall also pay a late payment charge of 1.5% per month or the maximum rate permitted by law, whichever is higher, on all overdue amounts until Customer's account is current. Should Customer have a billing dispute, Customer must provide notice to Grande in writing within thirty (30) days of the invoice date with a detailed explanation of the disputed invoiced amount, and Customer shall pay the undisputed portion as and when due. If Grande determines that a disputed charge was billed correctly, payment shall be due from Customer with fifteen (15) days after Grande advises Customer that the dispute is denied.

1.6 Credit Check/Deposit. Customer's credit history is subject to review by Grande. In conformity with Grande's established policies, if Customer's financial condition cannot be verified or is otherwise unacceptable to Grande, Grande may establish certain credit measures including but not limited to setting toll usage limitations and requiring deposits or irrevocable letters of credit as a condition to providing Service. The provisions of this Section 6 are independent of, and in addition to, such other rights and remedies as Grande may have at law or in equity or otherwise for any breach of this Agreement by Customer.

1.7 Unauthorized Use. Grande does not warrant or guarantee that it can prevent unauthorized use or misuse. Grande shall not be liable for any damages, including charges for service under this Agreement that Customer may incur as a result of unauthorized use or misuse of the Service by Customer's employees, contractors and agents, other third parties or the public. Customer will remain responsible for all charges.

1.8 DISCLAIMER OF WARRANTY
CUSTOMER ASSUMES TOTAL RESPONSIBILITY FOR USE OF THE SERVICE AND USES THE SAME AT ITS OWN RISK. GRANDE EXERCISES NO CONTROL OVER AND HAS NO RESPONSIBILITY WHATSOEVER FOR THE CONTENT TRANSMITTED OR ACCESSIBLE THROUGH THE SERVICE AND GRANDE EXPRESSLY DISCLAIMS ANY RESPONSIBILITY FOR SUCH CONTENT. EXCEPT AS SPECIFICALLY SET FORTH IN THE MASTER AGREEMENT, THE SERVICE, GRANDE EQUIPMENT AND GRANDE MATERIALS ARE PROVIDED "AS IS," WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF TITLE, NON-INFRINGEMENT, SYSTEM INTEGRATION, DATA ACCURACY, QUIET ENJOYMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

NO ADVICE OR INFORMATION GIVEN BY GRANDE, ITS AFFILIATES OR ITS CONTRACTORS OR THEIR RESPECTIVE EMPLOYEES SHALL CREATE ANY WARRANTY. GRANDE DOES NOT REPRESENT OR WARRANT THAT THE SERVICE WILL MEET CUSTOMER'S REQUIREMENTS, PREVENT UNAUTHORIZED ACCESS BY THIRD PARTIES, BE UNINTERRUPTED, SECURE, ERROR FREE, WITHOUT DEGRADATION OF VOICE QUALITY OR LOSS OF CONTENT, DATE OR INFORMATION OR THAT ANY MINIMUM TRANSMISSION SPEED IS GUARANTEED AT ANY TIME. EXCEPT AS SET FORTH IN THE MASTER AGREEMENT, GRANDE DOES NOT WARRANT THAT ANY SERVICE OR EQUIPMENT PROVIDED BY GRANDE WILL PERFORM AT A PARTICULAR SPEED, BANDWIDTH OR THROUGHPUT RATE. IN ADDITION, CUSTOMER ACKNOWLEDGES AND AGREES THAT TRANSMISSIONS OVER THE SERVICE MAY NOT BE SECURE. CUSTOMER FURTHER ACKNOWLEDGES AND AGREES THAT ANY DATA, MATERIAL OR TRAFFIC OF ANY KIND WHATSOEVER CARRIED, UPLOADED, DOWNLOADED OR OTHERWISE OBTAINED THROUGH THE USE OF THE SERVICE IS DONE AT CUSTOMER'S OWN DISCRETION AND RISK AND THAT CUSTOMER WILL BE SOLELY RESPONSIBLE FOR ANY DAMAGE TO CUSTOMER'S OR AN END USER'S COMPUTER SYSTEM OR EQUIPMENT (INCLUDING NETWORK EQUIPMENT) OR LOSS OF SUCH DATA, MATERIAL OR TRAFFIC DURING, OR THAT RESULTS FROM, CUSTOMER'S OR ITS END USERS' USE OF THE SERVICE INCLUDING, BUT NOT LIMITED TO, CUSTOMER'S OR END USERS' SENDING OR RECEIVING, OR UPLOADING OR DOWNLOADING, OR ATTEMPTS TO DO SAME, OF SUCH DATA, MATERIAL OR TRAFFIC. IN ADDITION, CUSTOMER ACKNOWLEDGES AND AGREES THAT GRANDE'S THIRD PARTY SERVICE PROVIDERS DO NOT MAKE ANY WARRANTIES TO CUSTOMER UNDER THIS AGREEMENT AND GRANDE DOES NOT MAKE ANY WARRANTIES ON BEHALF OF SUCH SERVICE PROVIDERS UNDER THIS AGREEMENT, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT, FITNESS FOR A PARTICULAR PURPOSE, SYSTEM INTEGRATION, DATA ACCURACY OR QUIET ENJOYMENT.

1.9 LIMITATION OF LIABILITY AND INDEMNIFICATION

a) Limitation of Liability: IN NO EVENT SHALL GRANDE BE LIABLE TO CUSTOMER, AN END USER OR ANY THIRD PARTY FOR ANY INCIDENTAL, INDIRECT, CONSEQUENTIAL, SPECIAL OR PUNITIVE DAMAGES ARISING OUT OF OR RELATING TO THE MASTER AGREEMENT, REGARDLESS OF WHETHER GRANDE HAD BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. GRANDE'S AGGREGATE LIABILITY FOR ANY REASON AND ALL CAUSES OF ACTION ARISING OUT OF OR

RELATING TO THE MASTER AGREEMENT (INCLUDING, BUT NOT LIMITED TO, CONTRACT, TORT (INCLUDING NEGLIGENCE) AND STRICT PRODUCT LIABILITY) SHALL BE LIMITED TO THE FEES PAID OR OWED BY CUSTOMER UNDER THE SERVICE REQUEST FORM THAT IS THE SUBJECT MATTER OF THE CLAIM IN THE SIX (6) MONTHS PRECEDING THE DATE THE CLAIM ARISES. IN NO EVENT SHALL GRANDE'S AFFILIATES, THIRD PARTY SERVICE PROVIDERS OR SUPPLIERS HAVE ANY LIABILITY TO CUSTOMER HEREUNDER. GRANDE SHALL NOT BE RESPONSIBLE FOR ANY LOSSES OR DAMAGES ARISING AS A RESULT OF THE UNAVAILABILITY OF THE SERVICE, INCLUDING THE INABILITY TO REACH 911 OR OTHER EMERGENCY SERVICES, THE INABILITY TO CONTACT A SECURITY SYSTEM OR REMOTE MEDICAL OR OTHER MONITORING SERVICE PROVIDER OR ANY FAILURE OR FAULT RELATING TO CUSTOMER-PROVIDED EQUIPMENT, FACILITIES OR SERVICES.

b) Indemnification: Customer agrees to defend, indemnify and hold harmless Grande, its affiliates, its service providers and suppliers and their respective officers, directors, employees and agents, from and against third party claims, liabilities, damages and expenses, including reasonable attorneys' and other professionals' fees, arising out of or relating to: (a) the use of the Service, including but not limited to a breach of Section 2 herein; (b) personal injury or property damage caused by the negligence or willful misconduct of Customer or its employees or agents; or (c) breach of the terms governing any use of music services provided as part of the Service.

1.10 Default. In addition to any other rights and remedies specified herein, or available to Grande at law or in equity, Grande shall have the following suspension and/or termination rights: (a) Grande may, upon three (3) days' prior written notice, immediately suspend all or any portion of the Service to Customer and/or terminate this Agreement without liability, if any Customer invoice is more than fifteen (15) business days past due; (b) Grande may, upon seven (7) days' prior written notice, immediately suspend all or any portion of the Service to Customer and/or terminate this Agreement without liability, in the event Customer shall fail to cure any material breach of this Agreement; and (c) Grande may immediately suspend all or any portion of the Service to Customer and/or terminate this Agreement without liability, if Customer files a bankruptcy or reorganization or fails to discharge an involuntary petition within thirty (30) days after such filing, or if Customer otherwise becomes insolvent.

1.11 Termination. The rates and charges for any Service set forth on the applicable Service Request Form are established, in part, in consideration of Customer's agreement to purchase Service for specified term. After a Service Request Form is ac-

cepted by Grande, Customer may cancel all or any portion of the Service prior to the expiration of the Service Commitment Period (an "Early Termination") by providing Grande with written notice of such Early Termination. In the event of any Early Termination, or a termination by Grande in accordance with Section 10 herein ("Section 10 Default"), Customer shall remain liable for and pay to Grande, within ten (10) days after the effective date of the Early Termination or the Section 10 Default, and without any right of off-set against pre-paid non-recurring Charges, an amount equal to: (1) all non-recurring Service charges applicable to the cancelled Service remaining unpaid as of the effective date of the Early Termination or the Section 10 Default plus (2) all accrued and unpaid monthly service charges for the cancelled Service through the effective date of the Early Termination or the Section 10 Default. If the Customer has subscribed to a bundled service package or has received other discounts incentives or promotions, as reflected in the Service Request Form, then in addition to the above payments, upon Early Termination or Section 10 Default, occurring more than thirty days from the Service Commencement Date, Customer shall also be liable, as liquidated damages, a Termination Fee equal to \$350.00 for each year and each partial year remaining in the Service Commitment Period. The parties agree that the Termination Fee is not a penalty, but rather, the parties' best estimate of the actual losses to be incurred by Grande as a result of such Early Termination or Section 10 Default, as applicable, the actual losses being difficult or impossible to calculate or ascertain. In the event of an Early Termination or a Section 10 Default, Customer shall not be entitled to any refund of all or any portion of any non-Recurring service charges paid by Customer prior to the effective date of the Early Termination or the Section 10 Default. If Customer has selected a bundled package as set forth in the Service request form, and during the term cancels one of the Services included in the bundled package, then in addition to the payments described above, the pricing for the remaining Services) shall revert to the then current retail a la carte pricing for such Service(s).

1.12 Restrictions on Service.

(a) Customer use of any Service provided under this Agreement is subject to applicable state and federal laws, rules and regulations. Notwithstanding anything to the contrary contained herein or elsewhere in any agreement between the parties, upon thirty (30) days prior written notice, Grande or Customer shall have the right, without liability, to cancel an affected portion of the Service, if any material rate or term contained herein and relevant to the Service is substantially changed by order of the highest court of competent jurisdiction to which the matter is appealed, the Federal Communications Commission or other local, state or federal government authority, or due to

material change or termination of a relevant third party contract of Grande affecting the terms and conditions, including, without limitation, pricing, contained herein (e.g., an underlying provider).

(b) Any service utilizing a modem requires customer-supplied power. A power supply failure will interrupt this service or equipment, including the ability to access emergency response services such as police, fire and 911.

(c) For telephone services, Grande shall utilize the Billing Telephone Number (BTN), the Customer name, and the Service Address of the telephone product specified on the Service Request Form for 911 and E-911 notification. Customer shall remain solely responsible for access to emergency response services such as police, fire and 911 for any private distribution of telephone numbers to service locations other than that listed as the BTN Service Address on the Service Request Form.

1.13 Force Majeure. If Grande's performance of this Agreement or any obligation hereunder is prevented, restricted or interfered with by causes beyond its reasonable control, including but not limited to, acts of God, fire, explosion, vandalism, cable cut, storm or other similar occurrence, any law, order, regulation, direction, action or request of the United States government or state or local governments, any instrumentality of any one or more said governments, or of any civil or military authority, or by national emergencies, insurrections, riots, wars, strikes, lockouts or work stoppages or other labor difficulties, supplier failures, shortages, breaches or delays, Grande shall not be liable for any such failure of performance.

1.14 General Provisions.

(a) Customer accepts the responsibility for providing Grande with any tax or special access surcharge exemption forms as may be required by local exchange telephone companies.

(b) The provision of the Service will not create a partnership or joint venture between the parties or result in a joint service offering to third parties.

(c) This Agreement shall be governed by the laws of the State of Texas, without reference to its principles of conflict of laws. In the event suit is brought or an attorney is retained by Grande to enforce the terms of this Agreement or to collect any money(s) due hereunder or to collect money damages for breach hereof, Grande shall be entitled to recover, in addition to any other remedy, reimbursement for reasonable attorneys' fees, court costs, costs of investigation and other related expenses incurred in connection therewith.

BINDING ARBITRATION DISPUTES SHALL BE RESOLVED BY BINDING ARBITRATION ADMINISTERED BY THE AMERICAN ARBITRATION ASSOCIATION UNDER ITS COMMERCIAL ARBITRATION RULES, INCLUDING, IF APPLICABLE, THE SUPPLEMENTARY PROCEDURES FOR THE RESOLUTION OF CONSUMER RELATED DISPUTES. CONSOLIDATED OR CLASS ACTION ARBITRATIONS SHALL NOT BE PERMITTED. THE ARBITRATOR OF ANY DISPUTE OR CLAIM BROUGHT UNDER OR IN CONNECTION WITH THIS AGREEMENT SHALL NOT HAVE THE POWER TO AWARD INJUNCTIVE RELIEF; INJUNCTIVE RELIEF MAY BE SOUGHT SOLELY IN AN APPROPRIATE COURT OF LAW. NO CLAIM SUBJECT TO ARBITRATION UNDER THIS AGREEMENT MAY BE COMBINED WITH A CLAIM SUBJECT TO RESOLUTION BEFORE A COURT OF LAW. THE ARBITRABILITY OF DISPUTES SHALL BE DETERMINED BY THE ARBITRATOR. JUDGMENT UPON AN AWARD MAY BE ENTERED IN ANY COURT HAVING COMPETENT JURISDICTION. IF ANY PORTION OF THIS SECTION IS HELD TO BE UNENFORCEABLE, THE REMAINDER SHALL CONTINUE TO BE ENFORCEABLE.

(d) This Agreement shall be binding upon and inure to the benefit of both parties hereto and their respective successors or permitted assigns, provided, however, that Customer shall not assignor transfer its rights or obligations under this Agreement without the prior written consent of Grande, which consent shall not be unreasonably withheld, and further provided that any assignment or transfer without such consent shall entitle Grande to terminate the Service provided hereunder at its options upon ten (10) days prior written notice. Grande may assign this Agreement without consent to any affiliated entity or to any successor in interest whether by merger, reorganization or transfer of all or substantially all of its assets or otherwise.

(e) If any part of any provision of this Agreement shall be invalid or unenforceable under applicable law, said part shall be ineffective to the extent of such invalidity only, without in any way affecting the remaining parts of said provision or the remaining provisions of this Agreement and Customer and Grande hereby agree to negotiate in good faith with respect to any such invalid or unenforceable part to the extent necessary to render such part valid and enforceable. Either Party's failure to enforce any of the provisions of this Agreement or to exercise any right or option is not a waiver of any such provision, right or option, and shall not affect the validity of the Agreement. Any waiver must be written and signed by the Parties.

(f) Any notice or other communication required or permitted under this Agreement shall be in writing and shall be deemed given when delivered by hand or three (3) days after being deposited in the United States mail, registered or certified mail, return receipt requested, postage prepaid, and addressed to the applicable "Business Address" shown below. Either party hereto may change its address for notification purposes by giving the other party prior written notice as aforesaid specifying the new address and the date upon which it shall become effective.

(g) The Parties hereto hereby knowingly, irrevocably, voluntarily and intentionally waive any rights to a trial by jury in respect of any action, proceeding or counterclaim based on this Agreement or arising out of, under, or in connection with this Agreement or any document or instrument executed in connection with this Agreement, or any course of conduct, course of dealing, statements (whether verbal or written) or action of any Party hereto.

(h) This Agreement may be executed simultaneously in any number of counterparts, each of which counterparts will be deemed to be an original, and such counterparts will constitute but one and the same instrument.

(i) Neither Party will disclose the terms of this Agreement to any other person without the prior written consent of the other Party, except as maybe necessary to comply with applicable laws and regulations.

(j) This Agreement, including the relevant Schedules and Supplements thereto represents the entire understanding between the Parties in relation to the matters herein and supersedes all previous agreements whether oral or written made between the Parties in relation to the subject matter hereof. Except as otherwise agreed herein, this Agreement may only be modified by a writing signed by authorized representatives of both Parties. The headings in this Agreement are for convenience of reference and shall not affect its construction or interpretation.

(k) The covenants and agreements contained in this Agreement with respect to payment of amounts due, confidentiality, liability, and indemnification shall survive termination of this Agreement, regardless of the reason for termination. The rights and obligations under this Agreement shall survive any merger or sale of either party and shall be binding upon the successors and permitted assigns of each party.

(l) Each party to this Agreement does hereby represent and warrant that he/she has the authority to execute the Service Request Form and the Terms and Conditions For Business Customers form incorporating this Agreement on behalf of the party to this Agreement for whom s/he is executing this Agreement.

SECTION II ADDITIONAL TERMS FOR VIDEO SERVICE ("CABLE TV")

In addition to all other relevant terms provided in this Agreement, as part of Customer's use of Cable TV, Customer further understands and agrees that:

2.1 Cable TV Service. If Customer selects to receive the Cable TV Service, Grande shall provide Basic, Expanded or Digital Service tiers as selected by Customer. Customer understands and agrees that premium program services, such as HBO, Cinemax, Showtime, and The Movie Channel, may not be received or shown on any television receivers located in any public areas, such as lounges, dayrooms, visiting areas or other common areas used by groups or the general public, nor shall Customer authorize or approve of any copying, taping or duplicating or any Cable TV service.

2.2 Line Up Subject to Change. Grande shall have the right to add, modify, or delete channel line-ups.

2.3 Equipment Upgrade. In the event that changes in technology require the use of specialized equipment to continue to receive Cable TV Services, Grande agrees to provide such equipment and Customer agrees to pay for such equipment at the same rate charged by Grande to commercial customers in the municipality in which Customer's property receiving the Cable TV Service is located.

2.4 Limited Use. The programs, content and other service provided through Grande's Cable TV Service are for use solely at the Customer premises identified on the Service Request Form. Customer may not directly or indirectly charge any fee as a condition to viewing the Service; permit dancing, skating or other similar forms of entertainment or physical activity in conjunction with the performance of the Services (or any part thereof) unless Customer can demonstrate to the reasonable satisfaction of Grande that Customer or a third-party has obtained a then-current music license permitting such activity; insert any commercial announcements into the Services or interrupt any performance of the Services for the making of any commercial announcements; and that Cable TV is not duplicated, redistributed or accessed in violation of any applicable law.

2.5 Audit. In the event that any Grande audit reveals that Customer's usage of the Cable TV Service exceeds Customer's rights hereunder, Customer shall pay Grande an amount equal to one and a half times the Service Charges that would have been due for such excessive usage as liquidated damages and not as a penalty. In addition, Customer shall either discontinue any excess usage or thereafter continue to pay the applicable Service Charges for such additional usage.

2.6 Taxes and Fees Additional. The monthly service charges set forth in the Service Request Form for Cable TV Service do not include applicable taxes, regulatory fees, franchise fees and public access fees. Notwithstanding anything to the contrary in this Agreement, the monthly service charges for the Cable TV Service are subject to change in accordance with commercial Cable TV rate increases applied to commercial customers unless Customer has entered into a fixed price promotion or bundle, as indicated on the Service Request Form.

2.7 Access to Premises. Customer shall permit Grande reasonable access to the Customer premises to ascertain, among other things, the number of television sets receiving the Cable TV Service.

2.8 Inside Wire and Customer Equipment. Customer, at its sole expense, agrees to furnish, install and maintain the inside wiring, television sets and other Customer equipment. Customer shall ensure that any such Customer equipment is compatible with the Cable TV service including, without limitation, the provision and use of appropriate tuners and sets having HDTV compatibility. Grande shall have no obligation to connect non-compatible Customer equipment. Grande shall not be responsible for, and Customer will not be entitled to any credit or rebate for an outage which may be due to a fault or failure with respect to any inside wiring, Customer equipment or any systems, equipment or facilities of any third party.

2.9 No Interference. Customer shall not interfere with, alter or substitute any of the programs, information or content offered as part of the Cable TV service. Under no circumstances shall Customer have any right to encode, alter, reformat, delete or otherwise modify the Cable TV Service, including without limitation delivery method and any programming contained within the Cable TV Service.

2.10 Outages. Subject to applicable law, a credit may be given for qualifying outages. If there is a known Cable TV interruption in excess of 24 consecutive hours (or in excess of such lesser time period pursuant to local law), Grande, upon prompt notification of such failure or interruption by Customer, may either provide Customer with a pro-rata credit relating to such failure or interruption, or at Grande's discretion, in lieu of the credit, provide alternative programming during any program interruption.

2.11 Programming Content. Customer understands and agrees that by using Cable TV, Customer, end users or visitors to the Premises may be exposed to materials or content that may be offensive, sexually explicit or objectionable to Customer. Parental control devices are available upon Customer's request for use with the Video Service to block certain programming and/or filter certain content. Grande makes no

representation or warranty regarding the effectiveness of such parental control devices. Under no circumstances will Grande be liable in any way for any claims, losses, actions, suits, proceedings, or any damages relating to any programming content provided with the Video Service.

2.12 Security. Grande has no obligation to track the Cable TV provided to Customer; however, as a part of the provision of Service and in order to protect from unauthorized reception of Service, Grande may track through its cable television system the channel or Service selections indicated by Customer or other information necessary to satisfy any law or regulation to properly operate the Cable TV service and/or to protect Grande, its cable television system, Services, Equipment and/or Customers.

2.13 Music Rights Fees. In all cases, Customer is responsible for and must secure any music rights and/or pay applicable fees required by the American Society of Composers, Authors & Publishers ("ASCAP"), Broadcast Music, Inc. ("BMI") and SESAC, Inc. ("SESAC") or their respective successors, and any other entity, person or governmental authority from which a license is necessary or appropriate in connection with Customer's transmission, retransmission, communication, distribution, performance or other use of the Services, whenever and wherever applicable.

SECTION III ADDITIONAL TERMS FOR INTERNET SERVICE

In addition to all other relevant terms provided in this Agreement, as part of Customer's use of Internet Service, Customer further understands and agrees that:

3.1 Subject to AUP. Use of the Internet Service by Customer or anyone accessing Customer's Internet Service is subject to Grande's Internet Acceptable Use Policy, located at <http://mygrande.com/policies-agreements/>

3.2 IP Address and Domain Name Registration. Grande will allocate IP addresses to Customer according to InterNIC guidelines. All IP addresses assigned by Grande must be relinquished by Customer upon the expiration, termination or cancellation of this Agreement. IP address shall be subject to the IP policy in the AUP. Customer is solely responsible for its own domain name registration, and any required payment or maintenance thereof.

3.3 Software License. To the extent that any software is included or provided with the Service(s), Grande grants Customer a limited, nonexclusive, nontransferable and non-assignable license to install and use as provided herein (i) Grande access software, as well as software from our licensors that Grande incorporates into its access software), (ii) all associated user documentation and (iii) any updates thereto

(the "Software"). Customer's use of the Software is governed by these terms and conditions. All rights title and interest to the Software, including associated intellectual property rights, are and will remain with Grande and Grande's licensors. Customer may not decompile, reverse engineer, distribute, or translate any part of Software. Customer acknowledges that the Software, and any accompanying documentation and/or technical information, may be subject to applicable export control laws and regulations. Customer agrees not to export or re-export the Software, directly or indirectly, to any countries that are subject to export restrictions.

3.4 Harmful or Illegal Content. Customer shall not upload, post, transmit or otherwise make available on or via the Internet Service any material (including any message or series of messages) that violates or infringes in any way upon the rights of others, that is unlawful, threatening, abusive, obstructive, harassing, libelous, invasive of privacy or publicity rights, that in the circumstances would be obscene or indecent, that constitutes hate speech, that is otherwise offensive or objectionable, or that encourages conduct that would constitute a criminal offense, give rise to civil liability or otherwise violate any law. Grande may remove content that in its judgment violates these standards.

3.5 Speed Not Guaranteed. Each tier or level of Services has limits on the maximum throughput rate at which Customer may send and receive data at any time and the maximum throughput rate may be achieved in bursts, but generally will not be sustained on a consistent basis. The throughput rate experienced by Customer at any time will vary based on numerous factors, including without limitation, the condition of Customer's inside wiring, computer configurations, Internet and Grande network congestion, time of day and the accessed website servers, among other factors.

3.6 Additional Services. Grande Internet Service allows access to certain Grande proprietary Services, in addition to other services or features available over the Internet. Customer understands that he/she may incur additional charges while using these other services or while engaging in forms of e-commerce. All such charges shall be paid by Customer and are not the responsibility of Grande.

3.7 Authorized Connections. Grande agrees to provide Customer with the number and type of Internet Service connection(s), email addresses, and other appurtenances at the Premises as stated on the Service Request Form. Customer shall not exceed the number, types or location of such authorized connections.

3.8 Equipment. Customer understands and agrees that, to be operational, Internet Service may require additional equipment,

whether wired or wireless. If Grande is providing Customer with a cable modem and/or wireless base station, the cable modem shall remain Grande Equipment. If Customer has purchased a cable modem (whether from Grande or from a third party) the cable modem shall be Customer equipment. Customer represents that it owns the Customer equipment or otherwise has the right to use such equipment in connection with Internet Service. Grande shall have no obligation to provide, maintain or service the Customer equipment. Customer agrees not to use the Equipment for any purpose other than to use the Internet Service pursuant to this Agreement.

3.9 Minimum Equipment. Customer agrees that the Customer equipment utilizing the Internet Service must meet the minimum computer requirements, which may be amended from time to time. If Customer proceeds with the installation of or uses the Internet Service utilizing Customer equipment that does not meet the minimum requirements, Customer agrees that (i) Customer will not be entitled to customer support from Grande relating to any issues other than the quality of the signal delivered to the Customer's modem, and (ii) Customer understands and agrees that Customer may not be able to successfully install, access, operate, or use the Internet Service. CUSTOMER ACKNOWLEDGES THAT ANY INSTALLATION, ACCESS, OPERATION OR USE OF SUCH NON-RECOMMENDED CONFIGURATIONS COULD CAUSE DAMAGE TO CUSTOMER EQUIPMENT, INCLUDING, WITHOUT LIMITATION, CUSTOMER'S COMPUTER, PERIPHERALS, SOFTWARE, OR DATA. GRANDE SHALL HAVE NO LIABILITY WHATSOEVER FOR ANY SUCH FAILURE OR DAMAGE. The foregoing limitation of liability is in addition to and shall not limit any other limitation of liability set forth in this Agreement.

3.10 Upgrades. Customer acknowledges that the Equipment is merely a means through which the Internet Service is provided by Grande and may be removed or changed by Grande at its discretion as it deems appropriate, including through "uploads" to Customer's computer(s) or otherwise. Whether the cable modem is owned by Customer or Grande, Grande shall have the unrestricted right, but not the obligation, to upgrade the firmware in the cable modem at any time that Grande, in its sole discretion, determines it is necessary or desirable. Customer assumes all responsibility for any degradation in or problems from the failure to upgrade. Grande does not represent, warrant or covenant that installation and modifications of peripheral devices, including network cards, computer equipment, software, computer files and other system configuration files necessary to operate the Internet Service will not disrupt or delay the normal operations of Customer's computer device(s) or associated equipment. Grande shall have no liability whatsoever for any loss, damage or outage resulting from the

above. Upon Customer request and, at Grande's sole discretion, for an additional charge, Grande or its agents may install certain software, an extra cable receptacle, a cable modem and associated equipment for operation of the Internet Service.

3.11 Back-Up. Customer agrees to either back-up all existing computer files prior to installation of any Equipment to Customer's computing device or accept sole responsibility for lost or damaged files, data or programs. In all events, Grande shall have no liability whatsoever for any damage or loss or destruction of any of Customer's software, files, data or peripherals.

3.12 Termination. In addition to Grande's termination rights set out elsewhere in this Agreement, Grande may terminate all Services, including the Internet Service if Grande reasonably believes that Customer has engaged in or is engaging in any of these prohibited activities and Grande reserves the right to pursue any damages or remedies from such activities, including any direct or indirect costs, expenses or fees incurred by Grande. Following the termination of Customer's Internet Service account for any reason, Grande is authorized to delete any files, programs, data, email addresses and email messages associated with such account. Such deletion may include Customer forfeiting his/her account user names, all email, IP and web space addresses. Any incoming email to Customer's canceled account(s) will not be forwarded to another account. Grande shall have no liability whatsoever as the result of the loss or destruction of any information, data, names or addresses.

3.13 Network. Grande utilizes a network that allows bi-directional access to the Internet. The network is not intended to protect Customers from hackers, viruses or other harmful elements that may result from use of Internet Service, and as such, Customer should not rely on the network to provide such protection. Grande may run third party virus check software or other protection measures over its network to scan emails or Internet activity; however, Grande does not represent, warrant or covenant that such software will detect, repair or correct any or all viruses or other harmful code or software.

3.14 Email. As part of the subscription to Internet Services, Customer may be provided with the ability to set up mail addresses for the number of email addresses specified on the Service Request Form. Customer is responsible for the set-up and proper usage of these addresses. All email accounts within Customer's account are subject to reasonable storage limitations, currently 100 megabytes of storage space on the network, however, Grande reserves the right to increase or decrease this restriction from time to time. Grande reserves the right to modify, delete or correct any accounts that exceed the megabyte limitation, and modify

the size of Customer's storage space, at Grande's sole discretion and without notice. To preserve email for longer periods, Customer can set its email account so that email is automatically stored on Customer's computer's hard-drive when Customer opens it. Please check the Help section on Customer's email access program (e.g., Outlook Express). Grande reserves the right to place additional limitations on Customer's emails on the Grande network, including without limitation, maximum message size, maximum number of recipients per message, and maximum number of messages per server connection. Grande reserves the right to reclaim any and all inactive email addresses and accounts from Customer at Grande's sole discretion and without notice, whether such are inactive as a result of the termination or cancellation of Internet Service regardless of the reason for such cancellation or termination, or inactive as a result of a lack of access by Customer to the account and/or email address for a period of twelve months or greater. Grande is not responsible or liable for the forwarding or inability to forward email sent to any other email account. Emails sent to suspended or terminated accounts may be returned to sender, ignored, deleted or stored temporarily at Grande's sole discretion.

3.15 Security Features or Services. Grande may provide, offer for sale or subscription, or otherwise make available, software or services for filtering, anti-virus scanning and other security solutions for the convenience of Customers. Grande shall not be responsible for nor have any liability to Customer or its authorized Users for any loss or filtered email, nor for the failure to prevent virus or infection or other breach of security.

3.16 Accuracy of Content. Customer understands and agrees that by using the Internet Service, Customer and/or User may be exposed to materials or content that is offensive, indecent, sexually explicit, objectionable, or that may violate federal, state or local laws, rules or regulations or may violate the protected rights of the Customer or others. Customer also understands that the technical processing and transmission of the Internet Service, including Customer's content or material, may involve (a) transmissions over various networks; and (b) changes to conform and adapt to technical requirements of connecting networks or devices; AND THAT UNDER NO CIRCUMSTANCES WILL GRANDE BE LIABLE IN ANY WAY FOR ANY CLAIMS, LOSSES, ACTIONS, SUITS, PROCEEDINGS, OR ANY DAMAGES RELATING TO ANY CONTENT, INCLUDING, BUT NOT LIMITED TO, ANY ERRORS OR OMISSIONS IN ANY CONTENT, ACCESS TO SUCH CONTENT OR MATERIAL BY CUSTOMER OR OTHERS, OR INCURRED AS A RESULT OF THE USE OF ANY CONTENT POSTED, OR OTHERWISE TRANSMITTED VIA THE INTERNET SERVICE. Customer acknowledges that software programs claiming to be capable

of restricting access to sexually explicit material on the Internet are commercially available. Grande makes no representation or warranty regarding the effectiveness of such programs.

3.17 Changes to Internet Service. Grande may, at any time and in its sole discretion, without notice, change, add to or remove portions of the Internet Service (including, without limitation, content, functionality, hours of availability, Equipment requirements, speed, upstream and downstream limitations, Service features, storage capacity, and protocol filtering) and/or institute or otherwise change fees and charges for the Internet Service. If Customer is dissatisfied with such changes or the Internet Service after such changes, Customer's only right and remedy is to cancel his/her subscription to the Internet Service.

3.18 Service Usage. Grande has no obligation to track Internet Service usage of Customer; however, as a part of the provision of Service and in order to protect from unauthorized reception of Service, Grande may track through its cable television system and/or network certain usage, usage patterns and/or selections indicated by Customer or other information necessary to satisfy any law or regulation to properly operate the Internet Service and/or to protect Grande, its cable television system, network, Services, Equipment and/or Customers.

3.19 Network Integrity. Grande reserves the right to protect the integrity of its network and resources by any means it deems appropriate. This includes, but is not limited to: port blocking, email virus scanning, denying email access or transmission, and putting limits on bandwidth and email usage.

3.20 Bandwidth, Data Storage and Other Limitations. Customer agrees to comply with any bandwidth, data storage and other limitations of the Internet Service, which may be established or modified by Grande from time to time, as more fully described in the AUP. Customer agrees that its bandwidth usage activity will not improperly restrict, inhibit or degrade any other user's use of the Internet Service, nor represent (in Grande's sole judgment) an unusually large burden on the network. Customer also agrees that its activity will not restrict, inhibit, disrupt, degrade or impede Grande's ability to deliver and track the Internet Service, backbone, network nodes and/or other network services.

3.21 Sole Risk. Use of the Internet Service provided by Grande, in addition to third-party products or services provided by or accessed through the Internet Service or the Internet is at Customer's sole risk and Customer acknowledges that the Internet Service are provided "AS IS." Accordingly, any information sent through or over the network is sent at Customer's sole risk.

3.22 Customer Security. When Customer's computer device is connected to a cable modem, it constitutes a "local" segment of the network and Customer's traffic to or from this local segment may be in an unencrypted format and thus subject to eavesdropping by third parties. Further, through the use of file and print sharing features or unprotected wireless devices, third parties outside of Customer's premises may be able to access Customer's computer devices across the network and access Customer's software, files and data. If Customer enables capabilities such as file sharing, print sharing, fails to secure its wireless router or otherwise enables other capabilities that allow third party computer access, Customer does so at his/her own sole risk. Customer is solely responsible for any security devices Customer chooses to connect or install on his/her computer device, in addition to any transmissions to or from Customer or its authorized Users. Grande shall not be liable or responsible for any unauthorized sharing, access, eavesdropping or any associated risks. Customer acknowledges that accessing certain websites through the Internet Service may result in "cookies" and other tracking devices to be entered in Customer's computer equipment and stored on Customer's browser. It is Customer's responsibility to disable the entry of "cookies" or other tracking devices following procedures, if available, on Customer's browser. Customer further acknowledges that using the Internet Service may result in harmful viruses being downloaded and stored on Customer's computer. It is Customer's responsibility to protect Customer's computer and data from harmful viruses by installing firewall and other anti-virus software on Customer's computer.

3.23 Cooperation with Law Enforcement and Valid Process. Customer authorizes Grande to cooperate with law enforcement authorities in the investigation or prosecution of criminal violations, and with system administrators at other Internet service providers or other network computing facilities to enforce this Agreement, the AUP and other applicable terms and conditions of the Internet Service. Such cooperation may include providing certain Customer identifying information to these parties.

SECTION IV ADDITIONAL TERMS FOR PHONE SERVICE

In addition to all other relevant terms provided in this Agreement, as part of Customer's use of Phone Service, please refer to Grande's tariffs ("Tariffs") on file with the Federal Communications Commission (FCC) or on file with the Public Utility Commission of Texas ("PUCT") and generally available on-line at <http://mygrande.com/tariffs/>. Customer further understands and agrees that:

4.1 Power Supply Required. Customer acknowledges that the voice-enabled cable modem/EMTA device used to provide

Phone Service are electrically powered and that the Phone Service, including the ability to access 911 services and alarm, security, medical and other monitoring services, may not operate in the event of an electrical power outage or a network service interruption. Customer also acknowledges that, in the event of a power outage at Customer's Premises, any back-up power supply provided with a Grande-provided voice-enabled cable modem/EMTA device may enable service for a limited period of time or not at all, depending on the circumstances, and that the use of a back-up power supply does not ensure that the Phone Service will be available in all circumstances.

4.2 Do Not Move Phone Modem. The location and address associated with the Phone Service will be the address identified on the Service Request Form. Customer is not permitted to move the Grande Equipment from the location and address in which it has been installed or to access the Phone Service from a remote location. If Customer moves a voice-enabled cable modem/EMTA device to an address different than that identified on the Service Request Form, calls from such modem/EMTA to 911 will appear to 911 emergency service operators to be coming from the address identified on the Service Request Form and not the remote location or new address. Customer consents to Grande's disclosure of Customer's name, address and or/telephone number in response to 911 and similar public safety requests and to the telephone companies serving those end users to whom Customer calls so that calls may be completed.

4.3 Notification of 911 Procedures.

Customer shall specifically advise every end user of the Phone Service prominently and in the language provided below, of the circumstances under which E911 service may not be available.

Phone Service customer premise equipment is electrically powered and, in the event of a power outage or network failure, Enhanced 9-1-1 ("E911") services may not be available. The Agreement with Grande for Phone Service prohibits moving your voice-enabled customer premise equipment to a new address or accessing the Phone Service from a remote location. If this equipment is moved to another location or the Phone Service is accessed from a remote location, E9-1-1 services may not operate properly and emergency operators may be unable to accurately identify the caller's address in an emergency. The E911 location specified on the Service Request Form will be provided to emergency operators for all emergency calls made from the telephone numbers associated with the Service Request Form. To obtain service at another location you must call Grande. Customer shall obtain and keep a record of affirmative acknowledgement

by every end user of the Phone Service of having received and understood the above advisory. Customer shall also distribute to all telephone devices end users of the Phone Services labels/stickers supplied by Grande and instruct all end users of the Phone Services to place them on our near the equipment used in conjunction with the service.

4.4 No Responsibility for 911 Failure. Customer agrees that GRANDE WILL NOT BE RESPONSIBLE FOR ANY LOSSES OR DAMAGES ARISING AS A RESULT OF THE UNAVAILABILITY OF THE PHONE SERVICE, INCLUDING THE INABILITY TO REACH 911 OR OTHER EMERGENCY SERVICES, THE INABILITY TO CONTACT A SECURITY SYSTEM OR REMOTE MEDICAL OR OTHER MONITORING SERVICE PROVIDER OR ANY FAILURE OR FAULT RELATING TO CUSTOMER-PROVIDED EQUIPMENT, FACILITIES OR SERVICES; THE USE OF THIRD-PARTY ENTERPRISE 911 SOLUTIONS OR CUSTOMER'S ATTEMPT TO ACCESS THE PHONE SERVICE FROM A REMOTE LOCATION.

4.5 Alarm and Security Service. Customer acknowledges that Grande does not guarantee that the Phone Service will operate with alarm, security, medical and/or other monitoring systems and services or Customer-provided equipment, facilities and services ("Alarm Services"). Customer must ensure that all Alarm Services and related signal transmission services are tested to validate that they remain fully operational after installation of Phone Service. Customer is solely responsible for obtaining such testing from the appropriate Alarm Service providers, ensuring that such testing is completed in a timely manner, and confirming that the Alarm Services and any related Customer-provided equipment, facilities and systems that are connected to the Phone Service operate properly. Customer is solely responsible for any and all costs associated with this activity.

4.6 Installation and Wiring. Grande's obligation is to provide Phone Service to the customer-accessible interface device or equipment installed by Grande at the Grande network demarcation point on the Customer's premises. Customer is solely responsible for coordinating and completing any and all rearrangement, augmentation and configuration of Customer-provided equipment, facilities and systems to be used with the Phone Service and connecting such equipment, facilities and systems to the Grande network interface device or equipment. Customer agrees to provide Grande and its authorized agents with access to Customer's internal telephone wiring at the network interface device or at some other minimum point of entry in order to facilitate the installation and operation of the Phone Service over existing wiring. Customer hereby authorizes Grande to make any requests from Customer's landlord, building owner and/or building manager, as appro-

prate and to make any requests necessary to other or prior communications service providers as necessary and appropriate to ensure that Grande has all access to inside wiring and cabling necessary and sufficient to efficiently and securely install the Phone Service and all related equipment.

4.7 CPNI Information relating to Customer calling details ("Calling Details"), including the quantity, configuration, type, destination and amount of Phone Service usage by Customer, and information contained in Customer's bills (collectively, "**Customer Proprietary Network Information**" or "**CPNI**"), that is obtained by Grande pursuant to its provision of the Phone Service will be protected by Grande as described in herein, in the Grande CPNI Policy and in accordance with applicable federal and state requirements. Notwithstanding the foregoing, the following shall not be CPNI: (i) Customer's directory listing information, and (ii) aggregated and/or compiled information that does not contain customer-specific references, even if CPNI was used as a basis for such information. Grande may use and disclose CPNI when required by applicable law. Grande may use CPNI and share CPNI with its partners and contractors without Customer consent: (i) to provide services and bills to Customer; (ii) pursuant to applicable law; (iii) to protect the interests of Grande, Customer and related parties in preventing fraud, theft of services, abuse, harassment and misuse of telephone services; (iv) to protect the security and integrity of Grande's network systems; and (v) to market additional Grande services to Customer that are of the same category as the services that Customer purchases from Grande. Grande will obtain Customer's consent before using CPNI to market to Customer Grande services that are not within the categories of services that Customer purchases from Grande. For further information about Grande's CPNI policy, go to <http://mygrande.com/policies-agreements/>

Grande Communications Business High-Speed Internet Acceptable Use Policy

We post this policy on our Website at www.mygrande.com. We may change this policy from time to time without notice to you by posting updated versions at this Website or another Website about which you have been notified. You, your agents, servants, employees, invitees and others who use your Service (collectively "Users" or you") should periodically review the Acceptable Use Policy for Business Services to conform to the most recent version. Revisions are effective immediately upon posting.

By subscribing to Grande Communications' Business High-Speed Internet service, (the "Service") you agree not to use the Service for any unlawful purpose and to comply with all policies and terms of this Acceptable Use Policy for Business Services. The Acceptable Use Policy for Business Services,

as it may be changed and updated over time, is incorporated into your Business High-Speed Internet Service Subscriber Agreement. If you, and/or any User of your service, fail to abide by any of the terms of the Acceptable Use Policy for Business Services, as updated, Grande Communications may suspend or terminate the provision of the Service to you as further detailed below in the paragraph entitled "Violation of the Acceptable Use Policy for Business Services". Additionally, Grande Communications reserves the right to charge you for any direct or indirect costs we may incur in connection with your failure to abide by the Acceptable Use Policy for Business Services.

Multiple Users: The Service and cable modem and/or other equipment we provide shall be used only by you, your agents, servants and employees and others who you authorize to use the Service on the Premises at which the Service has been installed. The Service is not for reuse by others and may not be resold or redistributed in any fashion except as may be specifically provided for in your Agreement for Business High Speed Internet service, which binds you and all persons who use your Service. You shall have sole responsibility for ensuring that all other users understand and comply with the terms and conditions of this Acceptable Use Policy for Business Services, as it may be updated or changed from time to time.

Security: You are responsible for any misuse of your Service, regardless of whether the inappropriate activity was committed by an invitee, licensee, agent, servant, guest, employee or any other person who gains access to the Service. Therefore, you are responsible to take steps to ensure that others do not gain unauthorized access to the Service, for instance by strictly maintaining the confidentiality of your passwords or by appropriately protecting the use of your computer, network or any wireless devices you use in connection with the Service. You are solely responsible for the security of any device you choose to connect to the Service, including any data stored on that device. Grande Communications recommends against enabling file or printer sharing of any sort and recommends that any files or services you do choose to make available for remote access be protected with a strong password or as otherwise appropriate.

Unlawful Use and Prohibited Activities: The use of the Service for any activity that violates any local, state, federal or international law, order or regulation is a violation of this Acceptable Use Policy for Business Services. Prohibited activities include, but are not limited to the following: (i) posting or disseminating material which is unlawful (such as child pornography or obscene material); (ii) disseminating material which violates the copyright or other intellectual property rights of others; (iii) pyramid or other illegal soliciting schemes; (iv) any

fraudulent activities, including impersonating any person or entity or forging anyone else's digital or manual signature; and (v) destructive activities. You assume all risks regarding the determination of whether material is in the public domain. Without limiting the generality of the foregoing, prohibited uses include but are not limited to using the Service or any equipment provided to you by Grande Communications to directly or indirectly:

a.) access the Internet via the Service using an IP address other than the dynamic IP address(es), or if specifically provided in your Business High-Speed Internet Service Agreement the static IP address(es) assigned to you by us;

b.) invade another person's privacy, collect or attempt to collect personal information about third parties without their consent;

c.) unlawfully use, possess, store, post, transmit or disseminate obscene, profane or pornographic material; post, store, transmit, distribute or disseminate content that is unlawful, threatening, abusive, libelous, slanderous, defamatory or otherwise offensive or objectionable; unlawfully promote or incite hatred; post, transmit or disseminate objectionable information, including, without limitation, any transmissions constituting or encouraging conduct that would constitute a criminal offense, gives rise to civil liability, or otherwise violate any local, state, federal or international law, order or regulation;

d.) access any other person's computer, computer system, software, data, or any confidential, copyright protected or patent protected material of any other person, without the knowledge and consent of such person;

e.) use or distribute tools designed or used for compromising security, such as password guessing systems, "packet sniffers" encryption circumvention devices or Trojan Horse programs (unauthorized port scanning is prohibited);

f.) upload, post, publish, deface, modify, transmit, reproduce, create derivative works of, or distribute in any way, information, software or other material that is protected by copyright, or other proprietary right, or related derivative works, without obtaining permission of the copyright owner or right-holder;

g.) copy, distribute or sublicense any software we provide or make available to you, except that you may make one copy of each software program for backup or archival purposes only;

h.) alter, modify or tamper with any cable modem that we provide or other feature of the Service;

i.) restrict, inhibit or otherwise interfere

with the ability of any other person to use or enjoy the Internet, any cable modem or other feature of the Service, including, without limitation: posting or transmitting any information or software that contains a virus, lock, key, bomb, worm, Trojan Horse or other harmful or debilitating feature; distributing mass or unsolicited email; or otherwise generating levels of traffic sufficient to impede others' ability to send or retrieve information;

j.) restrict, inhibit or otherwise interfere with or otherwise disrupt or cause a performance degradation, regardless of intent or knowledge, to the Service, any backbone network nodes or network service used by Grande Communications or its suppliers; otherwise restrict, inhibit, disrupt, or impede our ability to monitor or deliver any feature of the Service; or create an unusually large burden on our network;

k.) interfere with computer networking or telecommunications service to or from any Internet user, host or network, including but not limited to denial of service attacks, overloading a service, improper seizure or abuse of operator privileges ("hacking") or attempting to "crash" a host;

l.) resell the Service, in whole or in part, or make available to anyone outside your premises the ability to use the Service (including wireless or other methods of networking), enable open WiFi or WiFi connection, or to use it for anything other than your own personal purposes, unless otherwise specifically provided for in your Agreement for Business High-Speed Internet Service. Without limiting the foregoing, you agree that you will not use the Service to provide any Internet access or any other feature of the Service to any third party, will not act as a Point of Presence or as an endpoint on or aggregate traffic from a non Grande Communications local or wide area network;

m.) operate a server in connection with the Service including but not limited to mail, news, file, gopher, telnet, chat, Web, or host configuration servers, multimedia streamers, or multiuser interactive forums or run programs, equipment or servers from your premises to which the Service is provided that provide network content to anyone outside of those premises, commonly known as public services or servers unless specifically provided for in your Agreement for Business High-Speed Internet Service;

n.) port scan any computer or any other person, without the knowledge and consent of such person, nor use any tools designed to facilitate such scans; or,

o.) transmit unsolicited bulk or business messages, or "spam."

Inappropriate Content and Transmissions

Grande Communications reserves the right,

but not the obligation, to refuse to transmit or post and to remove or block any information or materials, in whole or in part, that it, in its sole discretion, deems to be offensive, indecent, or otherwise inappropriate, regardless of whether this material or its dissemination is unlawful. Neither Grande Communications nor any of its suppliers have any obligation to monitor transmissions or postings (including, but not limited to, email, newsgroup, and instant message transmissions as well as materials available on the Personal Web Pages and Online Storage features) made on the Service. However, Grande Communications and its suppliers have the right to monitor these transmissions and postings from time to time for violations of this Policy and to disclose, block, or remove them in accordance with the Subscriber Agreement and any other applicable agreements and policies.

Electronic Mail

The Service may not be used to send unsolicited bulk or business messages and may not be used to collect responses from unsolicited email sent from accounts on other Internet hosts or email services that violate this Policy or the acceptable use policy of any other Internet service provider. Moreover, unsolicited email may not direct the recipient to any website or other resource that uses the Service.

Activities that have the effect of facilitating unsolicited business email or unsolicited bulk email, whether or not the email is business in nature, are prohibited. Forging, altering, or removing electronic mail headers is prohibited. You may not reference Grande Communications or the Grande Communications network (e.g. by including "Organization:" in the header or by listing an IP address that belongs to the network) in any unsolicited email even if that email is not sent through the Grande Communications network or Service. Grande Communications is not responsible for forwarding email sent to any account that has been suspended or terminated. This email will be returned to the sender, ignored, deleted or stored temporarily at Grande Communications' sole discretion. In the event that Grande Communications believes in its sole discretion that any subscriber name, account name, or email address (collectively, an "identifier") on the Service may be used for, or is being used for, any misleading, fraudulent, or other improper or illegal purpose, Grande Communications (i) reserves the right to block access to and prevent the use of any such identifier and (ii) may at any time require any customer to change his or her identifier. In addition, Grande Communications may at any time reserve any identifiers on the Service for its own purposes.

Newsgroups

Messages posted to newsgroups must comply with the written charters or FAQs for those newsgroups as well as any other

terms and conditions applicable to any particular newsgroups or provider of newsgroups. Advertisements, solicitations, or other business messages should be posted only in those newsgroups whose charters or FAQs explicitly permit them. You are responsible for determining the policies of a given newsgroup before posting to it. Grande Communications reserves the right to discontinue access to any newsgroup at any time for any reason.

Instant Messages

Users alone are responsible for the contents of their instant messages and the consequences of any instant messages. Grande Communications assumes no responsibility for the timeliness, delivery or mis-delivery, deletion or failure to store instant messages.

Network, Bandwidth, Data Storage and Other Limitations

You must comply with all current bandwidth, data storage, and other limitations on the Service established by the terms and conditions of your Business High-Speed Internet Service Agreement. Unless specifically provided otherwise in your Business High Speed Internet Service Agreement, you may only access and use the Service with a dynamic Internet Protocol ("IP") address that adheres to the dynamic host configuration protocol ("DHCP") and you may not access or use the Service with a static IP address or using any protocol other than DHCP. You must ensure that your activity does not improperly restrict, inhibit, or degrade any other user's use of the Service, nor represent (in the sole judgment of Grande Communications) an unusually large burden on the network. In addition, you must ensure that your activities do not improperly restrict, inhibit, disrupt, degrade or impede Grande Communications ability to deliver the Service and monitor the Service, backbone, network nodes and/or other network services.

Copyright Infringement

Grande Communications requires all customers and users of the Service to comply with U.S. copyright and related laws. Accordingly, you may not store any material or content on, or disseminate any material or content over, the Service (or any part of the Service) in any manner that constitutes an infringement of third party intellectual property rights, including rights granted by U.S. copyright law. Owners of copyrighted works who believe that their rights under U.S. copyright law have been infringed may take advantage of certain provisions of the Digital Millennium Copyright Act of 1998 (the "DMCA") to report alleged infringements. Grande Communications may terminate the Service provided to any customer or user who is either found to infringe third party copyright or other intellectual property rights, including repeat infringers, or who

Grande Communications believes in its sole discretion is infringing these rights.

Grande Communications may terminate the Service at any time with or without notice for any Copyright owners may report alleged infringements of their works that are stored on the Service by sending Grande Communications' authorized agent a notification of claimed infringement that satisfies the requirements of the DMCA. Upon Grande Communications' receipt of a satisfactory notice of claimed infringement for these works, Grande Communications will respond expeditiously to either directly or indirectly (i) remove the allegedly infringing work(s) stored on the Service or the Personal Web Features or (ii) disable access to the work(s). Grande Communications will also notify the affected customer or user of the Service of the removal or disabling of access to the work(s). If the affected customer or user believes in good faith that the allegedly infringing works have been removed or blocked by mistake or misidentification, then that person may send a counter notification to Grande Communications. Upon Grande Communications' receipt of a counter notification that satisfies the requirements of DMCA, Grande Communications will provide a copy of the counter notification to the person who sent the original notification of claimed infringement and will follow the DMCA's procedures with respect to a received counter notification. In all events, you expressly agree that Grande Communications will not be a party to any disputes or lawsuits regarding alleged copyright infringement.

Copyright owners may send Grande Communications a notification of claimed infringement by mail to report alleged infringements of their works to this address:

Jeff Kramp
Grande Communications
401 Carlson Circle
San Marcos, TX 78666
(609) 681-2290
jkramp@patmedia.us

Copyright owners may view and print a notification of claimed infringement from our website at http://mm.mygrande.com/pdf/Notification_of_Claimed_Infringement.pdf. Complete the form and return it to Grande Communications. Grande Communications does not require that you use this form, and copyright owners may use their own notification of claimed infringement form that satisfies the requirements of Section 512(c) (3) of the U.S. Copyright Act. Under the DMCA anyone who knowingly makes misrepresentations regarding alleged copyright infringement may be liable to Grande Communications, the alleged infringer, and the affected copyright owner for any damages incurred in connection with the removal, blocking or replacement of allegedly infringing material.

If a notification of claimed infringement has

been filed against you, you can file a counter notification with Grande Communications' designated agent using the contact information shown above. All counter notifications must satisfy the requirements of Section 512(g)(3) of the U.S. Copyright Act.

Violation of Acceptable Use Policy for Business Services

Grande Communications does not routinely monitor the activity of Service accounts for violation of this Acceptable Use Policy for Business Services. However, in our efforts to promote good citizenship within the Internet community, we will respond appropriately if we become aware of inappropriate use of our Service. Although Grande Communications has no obligation to monitor the Service and/or the network, Grande Communications and its suppliers reserve the right at any time to monitor bandwidth, usage, transmissions, and content from time to time to operate the Service; to identify violations of this Policy; and/or to protect the network, the Service and Grande Communications users.

Grande Communications prefers to advise customers of inappropriate behavior and any necessary corrective action. However, if the Service is used in a way that Grande Communications or its suppliers, in their sole discretion, believe violate this Acceptable Use Policy for Business Services, Grande Communications or its suppliers may take any responsive actions they deem appropriate. These actions include, but are not limited to, temporary or permanent removal of content, cancellation of newsgroup posts, filtering of Internet transmissions, and the immediate suspension or termination of all or any portion of the Service. Neither Grande Communications nor its affiliates, suppliers or agents will have any liability for any these responsive actions. The above described actions are not Grande Communications' exclusive remedies and Grande Communications may take any other legal or technical action it deems appropriate.

Grande Communications reserves the right to investigate suspected violations of this Acceptable Use Policy for Business Services, including the gathering of information from the subscribers or users involved and the complaining party, if any, and examination of material on Grande Communication's servers and network and those of our suppliers used in delivering service. During an investigation, Grande Communications may suspend the account or accounts involved and/or remove or block material that potentially violates this Acceptable Use Policy for Business Services. You hereby authorize Grande Communications and its suppliers to cooperate with (i) law enforcement authorities in the investigation of suspected legal violations and (ii) and system administrators at other Internet service providers or other network or computing facilities in order to enforce this Acceptable Use Policy for

Business Services. This cooperation may include Grande Communications providing information about you to law enforcement or system administrators including, but not limited to, username, subscriber name, IP address and other account information. Upon termination of your account, Grande Communications is authorized to delete any files, programs, data and email messages associated with your account.

The failure of Grande Communications or its suppliers to enforce this Acceptable Use Policy for Business Services, for whatever reason, shall not be construed as a waiver of any right to do so at any time. You agree that if any portion of this Policy is held invalid or unenforceable, that portion will be construed consistent with applicable law as nearly as possible, and the remaining portions will remain in full force and effect.

CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI) NOTICE DESCRIPTION OF CPNI

CPNI is information that relates to the quantity, technical configuration, type, destination, and amount of use of a telecommunications service subscribed by a customer. It is information made available to Grande by virtue of the customer-carrier relationship. CPNI does not include public directory listing information of subscribers.

COLLECTION AND USE OF CPNI

In order for Grande to provide service to you and operate efficiently, we collect the following types of information about you that may constitute CPNI: your name, home and work address, telephone numbers, social security number, and credit information. Depending on the services to which you subscribe, our records may also include information on billing, payment, security deposits, maintenance and repairs, and the service options you have selected. Grande may also keep records of research concerning subscriber satisfaction with the service, which are obtained from subscriber interviews and questionnaires. Additionally, Grande may have a record of whether you rent or own your home in the event that landlord permission is required prior to installing our facilities. Grande also maintains subscriber correspondence (via email or otherwise). Under state and federal regulations, you have the right, and Grande has the duty, to protect your CPNI.

CPNI will be used by Grande to make sure you are billed properly for your services, to send you pertinent information about Grande's services, to improve quality of service, to answer questions that may involve troubleshooting, to ensure compliance with relevant contractual and legal obligations, and for tax and accounting purposes. More generally, applicable regulations allow Grande to use, disclose, or permit access to CPNI for the following purposes without customer approval: (1) to provide or mar-

ket service offerings, or alternate versions of existing service, which may include additional or related offerings, within the category of service (i.e., local, interexchange) to which the customer already subscribes; (2) to provide optional extended area calling plans; (3) to market services formerly known as adjunct-to-basic services, such as, but not limited to, speed dialing, computer-provided directory assistance, call monitoring, call tracing, call blocking, call return, repeat dialing, call tracking, call waiting, caller ID, call forwarding, and certain Centrex features; (4) to provide inside wiring installation, maintenance, or repair services; (5) to initiate, render, bill for, or collect for customer-authorized telecommunications services; (6) to protect the rights or property of Grande; (7) to protect users of those services and other carriers from fraudulent, abusive, or unlawful use of, or subscription to, such services; or (8) to market services other than those to which a customer already subscribes, or alternate versions of existing service, which may include additional or related offerings, if such customer contacts Grande to inquire about such service offerings.

CUSTOMER RIGHT TO RESTRICT CPNI

Under state and federal regulations, you have the right to affirmatively restrict Grande from using your CPNI for the purposes identified in items (1) to (3) described in the preceding paragraph. However, you cannot prohibit Grande from using CPNI for the purposes identified in items (4) to (8). In order to restrict Grande's use of your CPNI, you must send a notice to Grande in writing (See contact information section). Grande will not assess a fee for any election to restrict the use of customer CPNI.

CUSTOMER REQUIRED APPROVAL

Grande may not use, disclose, or permit access to customer CPNI without approval in order to market customer service offerings that are within a category of service other than that to which the customer already subscribes. Grande may obtain such approval through written, oral, or electronic method, and such approval may enhance Grande's ability to offer products and services tailored to the customer's needs. Customer denial of approval will not affect the provision of any telecommunications services to which the customer subscribes. Any approval or denial of approval will be valid until the customer affirmatively revokes or limits such approval or denial. In addition, through an affirmative written request, a customer may direct Grande to disclose CPNI to a specific person or for a specific purpose. In this notice, Grande is not requesting your approval for use of CPNI for any purpose.

SECURITY CODE

Due to Federal Regulation, Grande Commu-

nications is required to obtain accurate identification from the Grande account holder before making any adjustments to an account. To do so, Grande has assigned a Security Code to every customer's account. This Security Code will be required every time the customer calls in to access or make changes to the account. Customers may change the Security Code by contacting Grande's Customer Care Representatives (see contact information section).

SLAMMING AND CRAMMING NOTICE SELECTING A TELEPHONE COMPANY

Telephone companies are prohibited by law from switching you from one telephone service provider to another without your permission, a practice commonly known as "slamming." If you are slammed, Texas law requires the telephone company that slammed you to do the following: (1) pay all charges associated with returning you to your original telephone company within 5 business days of your request; (2) provide all billing records to your original telephone company within 10 business days of your request; (3) pay your original telephone company the amount you would have paid if you had not been slammed; and (4) refund to you within 30 business days any amount you paid for charges during the first 30 days after the slam and any amount that exceeds what you would have paid your original telephone company for charges after the first 30 days following the slam. If you return to your original telephone company, the slamming carrier is required to provide you with all the benefits, such as frequent flier miles, you would have normally received for your telephone use during the period in which you were slammed.

If you have been slammed, you can immediately change your service. You can prevent slamming by contacting Grande Customer Care and requesting a "preferred telephone company freeze" from Grande. With a freeze in place, you must give formal consent to "lift" the freeze before your phone service can be changed. A freeze may apply to local toll service, long-distance service, or both. The Commission can provide you with more information concerning freezes and your rights as a customer.

UNAUTHORIZED CHARGES ON YOUR TELEPHONE BILL

Placing charges on your telephone bill for products or services without your authorization is known as "cramming" and is prohibited by law. Grande does not provide billing services for other companies, however, if another company's charges appear on your Grande telephone bill, you should contact Grande and request corrective action. In cases where a telephone company provides billing services for other companies, the Commission requires the billing telephone company to do the following within 45 days after it learns of the unauthorized charge: (1) notify the service provider to cease charging you for the unauthorized product or services; (2) remove any unauthorized charge from your bill; (3) refund or credit all money to you that you have paid for unauthorized charges; and (4) on your request, provide you with all billing records related to any unauthorized charge within 15 business days after the charge is removed from your telephone bill.

If you have been the victim of slamming or cramming and the company fails to resolve your request, or if you would like to file a complaint, please contact the Commission (see contact information below). Your phone service cannot be disconnected for disputing or refusing to pay unauthorized charges. You may have additional rights under state and federal law. Please contact the FCC, the Attorney General of Texas, or the Commission if you would like further information about possible additional rights.

GRANDE COMMUNICATIONS CUSTOMER CARE
877-881-7575

TECHNICAL SUPPORT: 24/7

CUSTOMER CARE & BILLING:
MONDAY - FRIDAY 7:00 AM - 9:00 PM
SATURDAY 7:00 AM - 7:00 PM
SUNDAY 7:00 AM - 5:00 PM

WEBSITE: www.mygrande.com/business



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