CUSTOMER INSTRUCTION JOB AID

SUMMARY

This Installation Job Aid covers:

- WildBlue Service Instruction provided by the Installer:

CUSTOMER INSTRUCTION SERVICE FEATURE REVIEW
CUSTOMER INSTRUCTION WILDBLUE PORTAL REVIEW
CUSTOMER INSTRUCTION CLIENT EMAIL REVIEW

CUSTOMER INSTRUCTION SERVICE FEATURE REVIEW

The following details the service review the installer provides during retail customer instruction.

Step By Steps

Step 1. Review the standard WildBlue service features that are are part of all packages:

• "Always on" technology	• Virus Protection
• Broadband Downstream	• High Speed to Broadband Upstream
• *Email* • Email Virus protection and Spam Filtering	• Web space with authoring tools
• WildBlue Portal	• News Groups
• Professional Installation	• 24X7 Customer Care
• Warrenty	•

IMPORTANT: ***New WildBlue Communications Virus Protection software***

- ***Available August 29, 2005:***
- ***Protection provided by F-Secure partner***
- ***Provides complete Virus Protection for one customer PC***

Step 2. Review the features supported by the product the customer selected. Make sure the customer understand how the service level is related the the WildBlue Fair Access Policy (FAP).

Good	Better	Best
WildBlue Value Service	**WildBlue Select Service**	**WildBlue Pro Service**
Up to 512Kbps downstream	Up to 1.0Mbps downstream	Up to 1.5Mbps downstream
128 Kbps upstream	200 Kbps upstream	256 Kbps upstream
5 Email addresses	5 Email addresses	10 Email accounts
10MB per Email address	10MB per Email address	15MB per Email address
10MB of Web space	10MB of Web space	20MB of Web space
		10 hours of dial-up access

Step 3. Review any A La Carte features listed on the customer order.

"A La Carte"

5 email accounts with 10MB storage
10MB additional storage per email
10 hour package of dial-up **(Add on for Value and Select)**
Additional 10MB of web space **(Select & Pro Service Only)**

*NOTE: Addition cost required

CUSTOMER INSTRUCTION WILDBLUE PORTAL REVIEW

The following details the WildBlue Portal review the installer provides during Retail customer instruction.

Step By Steps

Step 1. Have the Customer open the Internet Explore window from the Desktop Browser Icon (see Graphic below).*

*REMINDER: The Installer set the browser Home Page to *www.wildblue.net* during SM Provisioning Preparation.

Step 2. The Customer instruction overview for the WildBlue Portal covers: (see Graphic below)

- **Access to Help (Customer Care)**
  - Demonstrate how to open the Customer Support page.
- **Email Management**
  - Demonstrate how to assess Email management by logging into the ISP Member area.
- **Access the Web administration**
  - Demonstrate how to log into the Customer Portal
- **Customize the Customer Web Site**
  - Demonstrate how to Modify the Weather Display

IMPORTANT:* *The login ID/Password for the Email Member Area and the access to the Customer Web Site administration will be the new primary account Email User Name and password.

**NOTE:* *If the Customer requires more information about the Internet or the WildBlue Portal direct them to Customer Care.*

WILDBLUE.
3. Show how to log into the customer Web site
LOG OUT | MY CONTENT | MY LAYOUT | MY THEMES | MY PAGES | MY PORTAL
2. Show how to log into the Email member area
1. Show how to access Help
4. Show how to setup Weather
News Flash
Calendar
Weather
Headline News
Photo Album
Stocks
photostash

CUSTOMER INSTRUCTION CLIENT EMAIL REVIEW

The following details the Email Client review the installer provides during Retail customer instruction.

Step By Steps

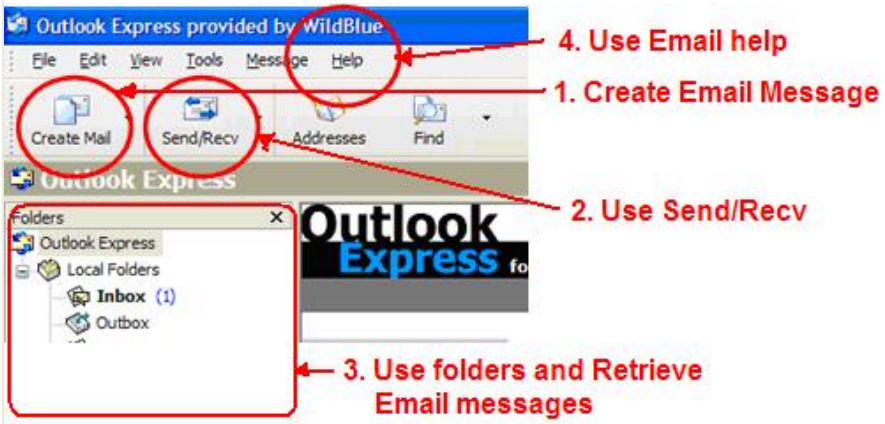
NOTICE:* *Skip this step if the customer did not want Email setup.

Step 1. Guide the Customer Through Accessing the Email Client

Have the Customer open the Outlook Express window by clicking on the **Outlook Express** graphic Icon located on the PC Desktop (see Graphic below)

Step 2. After the Outlook Express window displays, show the Customer how to: (see Graphic below)*

- **Create Mail Icon**
  - This is the Icon used send an Email message, provide the following instruction:
    1. Demonstrate creating a short email message and sending it
    2. Coach the customer through creating an Email message and sending it
- **Send/Recv Icon**
  - Used to speed up the Sending and Receiving of Email, provide the following instruction:
    1. Demonstrate how to use this feature to send/retrieve messages from the Email server
    2. Coach the customer through the send/receive process
- **Retrieve a Email Message**
  - Use this instruction to instruct on the use of Email folders. Provide the following instruction:
    1. Demonstrate how to slick on the Inbox folder and open a message.
    2. Coach the customer through opening the Inbox folder, and then opening a message
- **Open Email Help**
  - Used to answer questions about Outlook Express and Email
    1. Demonstrate opening help and searching on a topic.
    2. Coach the customer through opening help and searching on a topic



*NOTE: If the Customer requires more information about Outlook, direct them to Customer Care.

Notes [KB Article: xx]

IMPORTANT: ***The installer is required to provide customer instruction in the WildBlue Service Features, WildBlue Customer Portal, and Email Client.***