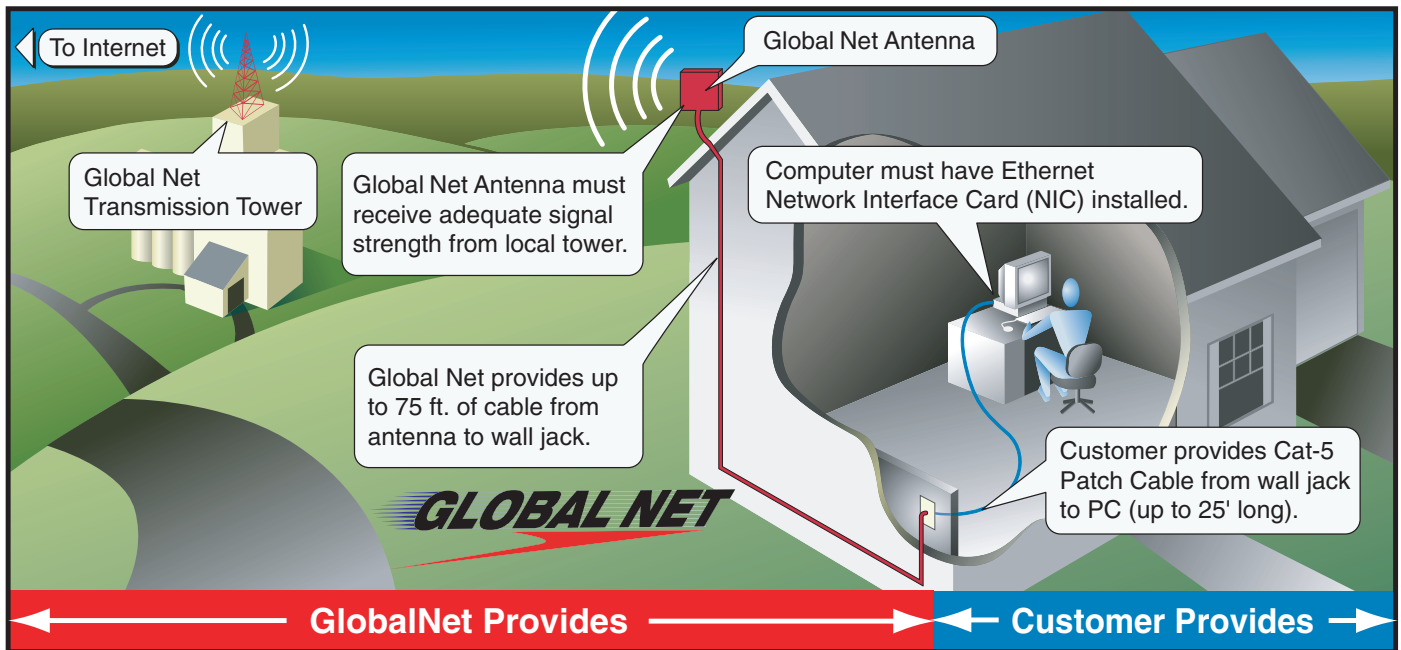


Customer Requirements



You don't need a new, ultra-fast computer system to access the Internet at high speeds with GlobalNet service. There are four basic requirements you need to have to receive our service.

Here's what you need:

1. Qualifying Location

If you live in a community that has GlobalNet service, you must have a clear or near clear line of sight to a GlobalNet transmission tower (typically mounted on a tall structure such as a mountain ridge or water tower). When the installation professional arrives at your location, they will first test for signal strength to determine if you are able to receive our service.

2. Ethernet Network Interface Card (NIC)

Your computer must have an **Ethernet Network Interface Card** (generally referred to as a NIC). If you don't have a NIC, you can most likely add one to your existing system. They can be purchased from any computer store. You can install the NIC yourself or have any computer service professional install it for you. The guidelines on the back of this document will help you determine if you have a NIC already installed. We recommend NICs manufactured by Intel or 3Com as they normally have the strongest signal strength, but many other NICs will also work. A Linksys NIC does not normally produce a strong enough signal to work with our service.

3. Category 5 (Cat-5) Patch Cable

To connect your computer to the GlobalNet wall jack you will need a **Category 5 patch cable with a RJ45 plug** (generally referred to as a Cat-5 cable). The Cat-5 cable can be purchased from any local computer retail store. For best performance with our service, we recommend using patch cable of 25 feet or less in length.

4. Operating System Compatibility

For Windows users, we recommend that you have Windows 95 or higher (including Windows XP). Our service is also compatible with Macintosh computers. Linux/Unix operating systems that support Ethernet-TCP/IP functionality are acceptable, but GlobalNet does not provide any support for these operating systems. We recommend that you use Internet Explorer as a web browser, but generally most Internet browsers are compatible with our service.

Finally, the TCP/IP software component of your operating system must be installed. Generally, this software is installed by default with your operating system or NIC card, but that is not always the case. If you still have questions, please call GlobalNet Customer Service.

Let's summarize. The following list includes the customer requirements to receive GlobalNet service:

- Clear, or near clear, line of sight to a GlobalNet transmission tower.
- Installed NIC.
- Cat-5 patch cable to extend from GlobalNet wall jack to your computer's NIC.
- Compatible personal computer.

If you are not a current GlobalNet subscriber and have questions, please consult our website at www.theglobal.net or call 1-877-794-6224 ext. 2.

Customer Requirements

How to Determine If Your Computer Has a NIC:

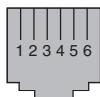
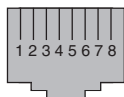
As mentioned, your computer must have an Ethernet Network Interface Card (NIC) to connect to GlobalNet's service. The instructions below will help you determine whether or not you have a NIC installed. If you do not have a NIC, you will need to have one installed to connect to our service.

The NIC provides an Ethernet jack on the back of your computer. You can check to see if you have an Ethernet jack either one of two ways.

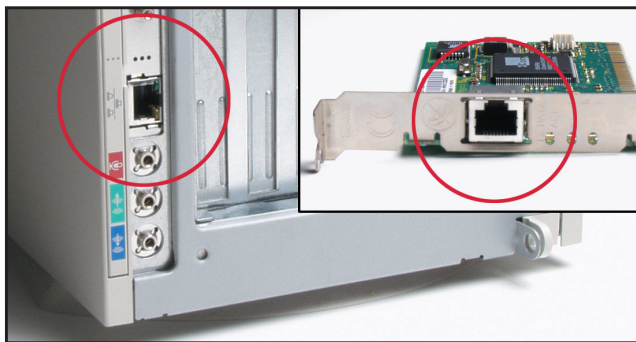
1. Look on your computer to see if you have an Ethernet jack (also known as an RJ 45 jack).
2. Check the hardware profile of your computer.

Method 1: See if you have an Ethernet jack (RJ 45 jack)

Generally, your Ethernet jack is found at the back of your computer where all of the other cables plug into your machine. As you can see from the pictures below, an Ethernet jack (or RJ 45 jack) is wider than a telephone jack (or RJ 11 jack).



Ethernet jack (RJ 45 jack) Telephone jack (RJ 11 jack)



Shown above are (left) an Ethernet jack on the back of a computer, (right) an Ethernet jack on a NIC that has not yet been installed in a computer.

If you are still not certain after looking at the jack, try the second method, which is to check the hardware profile of your computer.

Method 2: Check the hardware profile of your computer

On Windows 95, 98 or Me computers:

- Step 1: Click on the **Start** button and under **Settings** select **Control Panel**.
- Step 2: Click on the **System** icon.
- Step 3: Click on the **Device Manager** tab.
- Step 4: Double click on **Network Adapters**.
- Step 5: If you have a line that has the word **Ethernet** under **Network Adapters**, you have a NIC installed that should have an Ethernet jack.

On Windows 2000 computers:

- Step 1: Click on the **Start** button and under **Settings** choose **Network and Dial Up Connections**.
- Step 2: Click on **Network Identification** on the left side of the screen.
- Step 3: Click on the **Hardware** tab.
- Step 4: Click on **Device Manager**.
- Step 5: Double click on **Network Adapters**.
- Step 6: If you have a line that has the word **Ethernet** under **Network Adapters**, you have a NIC installed that should have an Ethernet jack.

On Windows XP computers:

- Step 1: Click on the **Start** button and choose **My Computer**.
- Step 2: Click on **View System Information**.
- Step 3: Click on the **Hardware** tab.
- Step 4: Click **Device Manager**.
- Step 5: Double click on **Network Adapters**.
- Step 6: If you have a line that has the word **Ethernet** under **Network Adapters**, you have a NIC installed that should have an Ethernet jack.

On Macintosh computers:

- Step 1: From the **Apple Menu Items**, access **Control Panels**.
- Step 2: From **Control Panels** dialog box, access the **TCP/IP** control panel.
- Step 3: In the **TCP/IP** control panel, under the field **Connect Via**, select **Ethernet** from the scroll down menu.
- Step 4: With the **TCP/IP** control panel selected, go to the **File** menu and select **Get Info** (Ctrl-I).
- Step 5: The **Get Info** dialog box will list a **Hardware Address**, which is the MAC address. If a MAC address is listed, you have a NIC installed that should have an Ethernet jack.