

E-MAIL ONLY OPTION

Instead of subscribing to our unlimited Internet access, you may subscribe to Internet e-mail only. No other obligation. For more information, call a customer service representative at 1-800-775-6682.

If you're planning on being out of town for a while and want to reduce your monthly costs, consider this: Instead of closing your NATCO Internet account while you're away, reduce your account to e-mail only. At a lower monthly cost, this option preserves your user ID and password, and allows NATCO to continue accumulating your e-mail while you're gone. There is no fee to reduce your account or to reinstate it to full access when you return. Call for price information.



301 E. Main St.
Flippin, AR
1-800-775-6682
www.natcotech.com
www.natconet.com
www.southshore.com



19 Medical Plaza
Mtn. Home, AR
870-425-8064
www.bjmweb.com

Natco INTERNET

NATCO Technologies Internet Serves Marion, Boone and Baxter Counties

- ◆ Connects you to the Internet
- ◆ Internet access via ISDN, DSL and modem
- ◆ Web site hosting services

Natco Technologies

A Division of NATCO Communications, Inc.

www.natcotech.com
Technology For Tomorrow...Today!

Updated August 2003

JOIN THE RANKS OF A NEW GENERATION OF TECHNOLOGY

The Internet is a worldwide electronic network of information. When information is loaded onto the Internet, computer users around the world can access it.

A massive amount of information makes up the Internet, including books, magazines, music, library materials, catalogs and commercial and personal communications.

Interactivity makes the Internet unique. Users can discuss topics of interest in newsgroups or join live chats.

The framework of the Internet resembles a spider's web. The "Web" allows you to move through the Internet, bringing materials to you in a readable format. The Web uses text, photos, graphics, video and sound.

NATCO Technologies, a subsidiary of NATCO Communications, offers toll-free Internet access to homes and offices in portions of Baxter, Marion and Boone Counties.

In addition, NATCO Technologies' servers can host Web sites for businesses, organizations or individuals located anywhere in the United States. Included in this brochure are answers to some of the most frequently asked questions we receive about Internet services.

Natco INTERNET

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NATCO TECHNOLOGIES' NATCO NET INTERNET ACCESS

MINIMUM EQUIPMENT REQUIREMENTS:

- The recommended computer system requirements for Internet use are:
- A personal computer with a 486 or equivalent processor;
 - 32 megabytes of RAM;
 - 80 megabytes of free hard drive disk space needed for systems without Internet software (Windows 95 or above has Internet Explorer);
 - A telephone line, ISDN line or NATCO DSL line;
 - A conventional analog modem with a speed of 33.6 or faster, an ISDN terminal adapter or NATCO DSL modem;
 - Internet software such as Netscape or Microsoft's Internet Explorer (Windows 95, 98, 2000, ME and XP include Microsoft's Internet Explorer).

NATCO TECHNOLOGIES' SERVICE AREA

Bellefonte, Bergman, Bull Shoals, Compton, Cotter, Diamond City, Everton, Flippin, Gamaliel, Gassville, Harrison, Henderson, Lakeview, Lead Hill, Mallard Point, Midway, Mountain Home, Norfolk, Omaha, Pyatt, Summit, Valley Springs, Western Grove and Yellville.

2 OR 5 MONTH'S FREE INTERNET ACCESS SERVICE:

- (Offer applies to \$19.95 and \$28.95 monthly services.) Sign up with NATCO Technologies for 1 year or 2 years and save on the cost of Internet access service. New or existing customers can take advantage of this offer.
- 1-year contract paid in advance: 2 months FREE (13th, 14th)
 - 2-year contract paid in advance: 5 months FREE (25th, 26th, 27th, 28th and 29th)
 - We continue to offer Internet service billed on a monthly basis.
 - All offers apply to the \$19.95 and \$28.95 service plans.
 - ISDN and DSL not included in this offer.

IS ISDN ACCESS AND SERVICE AVAILABLE THROUGH NATCO?

Currently, NATCO offers ISDN service to customers within a NATCO telephone exchange, including: Bull Shoals, Diamond City, Flippin, Lead Hill, Omaha and Pyatt. With Fast Net (NATCO's ISDN Internet access) you receive a 2-channel digital ISDN telephone line. In addition, NATCO may also provide Internet access to ISDN customers who reside outside NATCO's service area. For more information, call 1-800-775-6682.

IS DSL ACCESS AVAILABLE THROUGH NATCO?

Yes. Currently, NATCO Technologies offers DSL in all of its telephone exchanges and portions of Mountain Home. Call NATCO to find out if a high speed service (ISDN or DSL) is available to your home or office.



301 E. Main St.
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www.natcotech.com
www.natconet.com
www.southshore.com



BROOKS
JEFFREY
MARKETING
19 Medical Plaza
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NATCO NET (INTERNET ACCESS) INCLUDES: For one low fee per month, you receive NATCO Net - a toll-free local Internet account that allows your computer to dial up to the Internet. With NATCO Net you receive:

- 3 Unlimited access for single user
- 3 One e-mail account (see available domain names)
- 3 Web page space - Up to 5 MB of server space and CGI-bin directory access
- 3 A free call for Internet access - A local access number is available for communities in the NATCO Technologies' service area. NATCO Technologies provides local dialup for specific exchanges. Any toll calls are the customer's responsibility.
- 3 Free, one-time system configuration for PC owners - If you wish, you may bring your IBM-compatible computer to NATCO or one of NATCO's partners (by appointment) and we will configure your Internet software at no charge. If your computer system already includes Internet software, we will configure that software. If you require software, please discuss your options with the technician. The setup can also be done over the phone.
- 3 On-site service available - NATCO Technologies does offer on-site service for customers who wish for a technician to travel to their home or office. The fee for this service is \$60 per hour. There is a one-hour minimum charge, and charges begin from the time the technician leaves the office. Time over the initial hour is billed in 15-minute increments. These same services are available from NATCO Partner: Brooks-Jeffrey Marketing, Inc. in Mountain Home.
- 3 Free over-the-phone technical support - You may call NATCO's Internet Troubleshooting numbers, 870-453-8822 in Flippin, 870-425-7325 in Mountain Home or 1-800-775-6682 for Yellville, Harrison and all others if you have questions or need help with your NATCO Tech Internet access account. Technicians are on duty every weekday from 8 am until 5 pm. If you need to report a problem after hours, you may leave a voice mail message. A technician will return your call the next weekday morning. As stated earlier, NATCO Tech technicians will provide free first time configuration for new customers. In addition, our technicians will offer free ongoing assistance with the following issues:
 - 3 • If you purchase a new computer, our technicians will provide free configuration assistance over the phone.
 - 3 • If you wish to upgrade your NATCO access service or add services (including additional e-mail accounts, moving from modem access to ISDN, etc.) our technicians will provide free assistance over the phone. (A \$10 activation fee will be charged for each added service.)
 - 3 • Our technicians will assist customers who have problems with sending or receiving e-mail or connecting.

NATCO Technologies does NOT provide any technical service for the following issues:

- Problems caused by the installation and/or deletion of software.
- Problems that are diagnosed as hardware issues. These problems are referred to the computer manufacturer and/or the retailer who sold the computer.
- LAN configuration and support may be referred to an outside computer maintenance company.
- Problems with customer Web sites are referred to a Web site construction/maintenance firm. NATCO does not assume responsibility for the function and/or maintenance of hosted sites.
- 3 Free one-time Internet Quick Class - All new subscribers can attend a 1-1/2 hour Introduction to the Internet Quick Class, taught at NATCO Partner Brooks-Jeffrey Marketing, Inc. in Mountain Home.
- 3 Fast service - Call NATCO or a NATCO Partner today and sign up for Internet access service. If you're a new user, you can schedule an appointment to bring in your computer. Advanced users may speak with a technician over the phone to set up service. New customers who require only over-the-phone setup service can be online within hours of signing up.
- 3 Free newsletters - Subscription to NATCO's customer newsletter and electronic newsletter.

INTERNET OPTIONS

NATCO Net Modem Dialup

Internet access/1 e-mail \$19.95 per month

Internet access/1 e-mail/
5 MB server space/CGI-bin directory . . . \$28.95 per month

NATCO Fast Net ISDN

ISDN Internet access/1 e-mail/
5 MB server space/CGI-bin directory . . . \$40 per mo./residential

(includes 2-channel, digital phone line - available in NATCO exchanges only)

ISDN Internet access/1 e-mail/
5 MB server space/CGI-bin directory . . . \$55 per mo./business

(includes 2-channel, digital phone line - available in NATCO exchanges only)

ISDN Internet access (telephone line not included -

available for residential and business customers outside NATCO's service area) \$40.00 per month

NATCO DSL Call for pricing and availability

Packages and prices effective August 2003. Prices and offers subject to change without notice.

A one month minimum fee is required for all Internet services.

*Setup fee waived if prepaid for one year.

Additional e-mail accounts \$3 per month
E-mail account without Internet access . . . \$6.95 per month
E-mail forwarding (per address) \$1 per month
(forwarding only available to NATCO Net customers)
On-site software configuration & support . . \$60 per hr./1 hr. min.

NATCO Web Site Hosting Packages and Options

Starter Package \$14.95 per month
\$50 setup*

Standard Package \$29.95 per month
\$75 setup*

Deluxe Package \$49.95 per month
\$100 setup*

Virtual domain activation \$10 one time

Virtual domain hosting for an active site . . \$10 per month

Separate IP address \$10 per month

Traffic report (for virtual domains only) . . \$5 per month

Web server space \$5 per month/5 MB

CGI-bin directory \$5 per month

FTP access only account \$5 per month

Web page loading \$20 each loading up to and per 10 MB

Activation Fee \$10 each service after original order

Data transfers (over transfer limits

included in packages) \$5 per gigabyte

NATCO TECHNOLOGIES' WEB SITE HOSTING SERVICES

HOW DO YOU PUBLISH A WEB SITE?

If you are building your own Web site or have hired a firm to build a site for you, one of your first steps is to secure space on one of NATCO Technologies' servers. We will assign your site to a server that fits your needs. Call us at 1-800-775-6682.

DOES NATCO HAVE EXPERIENCE WITH VIRTUAL DOMAINS?

Yes! NATCO Technologies was the first area Internet Service Provider to support virtual domains. With a virtual domain, you receive many of the benefits of hosting your own domain without the hassle of managing a server.

WHAT WEB SITE SERVICES DOES NATCO OFFER?

- Server space - In increments of 5 megabytes.
- Web site address - www.southshore.com/~yourname (8 character maximum).
- Virtual domain - Address hosting.
- Traffic reports - NATCO Technologies' traffic report allows you to track the traffic to your site. The online reports are available in text and graph formats. The information details the server pages accessed and other traffic patterns. A \$10 setup fee will be charged to establish this service. Available for virtual domain sites only.
- CGI-bin directory - NATCO Technologies will provide you access to a CGI-bin directory.
- File Transfer Protocol - You and/or your Web site builder will be assigned a password that will allow you to load pages to your site via FTP.
- Regular back-ups - Although we recommend that you or your Web site builder maintain current back-ups of your site at your location, NATCO Technologies does perform regularly scheduled back-ups for all information hosted on NATCO Technologies' servers. These back-ups would be used for emergency restoration if needed.
- Online yellow page link - A link to your site from NATCO and South Shore Online Yellow Pages (www.natconet.com/yellowpages/).
- Power redundancy - NATCO Technologies servers have full generator back-up in case of unforeseen power failures.

WHO DO I CALL IF MY SITE ISN'T WORKING CORRECTLY?

Although NATCO Technologies does not build or maintain Web sites, NATCO Partner Brooks-Jeffrey Marketing, Inc. in Mountain Home offers Web site building and maintenance services for NATCO customers. NATCO does not assume responsibility for the function and/or maintenance of hosted sites.

DOES NATCO OFFER WEB SITE HOSTING PACKAGES?

Yes! NATCO offers packages or a la carte Web site hosting services. You may choose from one of the packages described below or create your own from NATCO's Web site hosting options.

WEB SITE HOSTING PACKAGES

Starter Web Site Hosting Package - \$14.95/month

- \$50.00 setup fee*
- One domain name
- Three e-mail addresses with hosted domain name
- 20 MB server space
- CGI-bin directory
- Webalizer Web page statistics report
- 1.5 gigabytes of data transfer per month
- Separate IP address

Standard Web Site Hosting Package - \$29.95/month

- \$75.00 setup fee*
- One domain name
- 10 e-mail addresses with hosted domain name
- Email forwarding for any of the 10 e-mail addresses
- 50 MB server space
- CGI-bin directory
- Webalizer Web page statistics report
- 2.5 gigabytes of data transfer per month
- Separate IP address
- Cold Fusion support

Deluxe Web Site Hosting Package - \$49.95/month

- \$100.00 setup fee*
- One domain name
- 15 e-mail addresses with hosted domain name
- Email forwarding for any of the 15 e-mail addresses
- 100 MB server space
- CGI-bin directory
- Webalizer Web page statistics report
- 5 gigabytes of data transfer per month
- Separate IP address
- Cold Fusion support

*Setup fee waived if prepaid for one year.

Additional Conditions:

Data transfers exceeding the designated amount in the package will be billed at \$5/gigabyte. Your Webalizer reports track data transfers from your site.

If the full number of e-mail addresses isn't chosen with the initial order, they may be added at a later date at no additional charge.

NATCO TECHNOLOGIES INTERNET ACCESS ACCOUNT

Your first step in getting online is setting up an access account. NATCO offers NATCO Net (Internet access accounts) to homes and offices throughout its Twin Lakes and South Shore service area.

Area residents and businesses can use a NATCO Internet access account **without** a long distance charge. When you sign up for an Internet access account through NATCO, we'll provide you with a toll-free, local phone number for modem use.

No matter where you live in our service area, NATCO offers local unlimited access for as little as \$19.95 per month.

You may subscribe to NATCO Net without toll charges regardless of who provides your normal telephone service. For example, NATCO Net customers that live in the Mountain Home, Harrison or Yellville areas, as well as the NATCO service area, can reach NATCO Net through a local telephone number. There is a one month minimum charge for Internet access service.



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WWW.NATCONET.COM

NATCO's Web site features current news about the phone company and detailed information on the services offered. At www.natconet.com, you can learn about the latest technology and services available from NATCO, find an area code for U.S. cities, browse online yellow page links, learn about NATCO's Internet services and pay your phone bill online.

WWW.NATCOTECH.COM

NATCO Technologies Web site features technology updates and support for our Internet customers, including: FAQs and a Technical Support Bulletin Board.

WWW.SOUTHSHORE.COM

South Shore's tourism-oriented site features community service and tourism information for towns in or near the south shore of Bull Shoals Lake. The site includes driving tours, online calendar of events, maps, useful links and news from the South Shore Foundation.

NATCO DOMAIN NAMES

As a NATCO customer, you may choose any of the following domain prefixes:

| | |
|------------------------------|------------------------------|
| your name@baxtercounty.net | your name@lakeviewnet.com |
| your name@bellefounteweb.com | your name@leadhill.net |
| your name@bergmanweb.net | your name@marioncounty.com |
| your name@boonecountyweb.com | your name@midwaynet.com |
| your name@bransonusa.net | your name@mymtinhome.com |
| your name@bullshoals.net | your name@norfolk.net |
| your name@calicorock.com | your name@omahaweb.net |
| your name@comptonnet.net | your name@ozarkmountains.com |
| your name@cotterweb.com | your name@pyatt.net |
| your name@diamondcity.net | your name@southshore.com |
| your name@evertonweb.com | your name@valleysprings.net |
| your name@flippinweb.com | your name@westerngrove.com |
| your name@gassville.com | your name@wholedamarea.com |
| your name@harrisonweb.com | your name@yellvilweb.com |
| your name@lakenorfork.com | |