

## **Welcome to Coop7!**

We'd like to extend an official welcome to you as a new customer. Coop7 is a small, responsive company dedicated to standing out in the competitive crowd by providing quality internet services to it's customers in a no-nonsense way; no gimmicks, no pressure, no hype. I'm excited that you've chosen our services and hope that we can serve you for a long time to come.

You have contracted with Coop7 for any of the following services:

- Wireless Internet Access
- Web Hosting
- Design, Application, Consulting

For our new customers, we'd like to point out a few important details of our services...

### **Billing**

For hosting and wireless customers, your current, on-file charge account will be billed on a monthly basis for contracted services. Unless otherwise required, Coop7 will distribute monthly invoice statements to our hosting and wireless customers via email. Other customers will be billed according to the contract agreement set forth before custom services are rendered. An active email account is required for all services.

### **Privacy and Acceptable Use Agreements**

Coop7's Privacy and Acceptable use policies can be found on its web site at <http://www.coop7.com/policies/> and should be read thoroughly. Coop7's policies are meant to protect Coop7 and its customers.

### **Support and Contact**

For sales, general, support questions or additional details, you can contact Coop7 during normal business hours at (801) 722-5926 or visit our web site at <http://www.coop7.com/contact/> or <http://www.coop7.com/support/>

### **Network Monitoring**

Coop7 provides it's customers with a means to view Coop7's overall service and network health. A special Flash application visually represents components of Coop7's network and reports the status of each. This application will also allow you to test your current network connection speed. You must first login to the site

using your account name and password. You can find this tool at <http://www.coop7.com/network/>

## **Tools**

You can find other useful tools at <http://www.coop7.com/tools/> such as...

- VWebMail, our online web mail reader
- FVirusScan, an online virus scanner

## **Email**

For our email customers, you will need the following information to configure your email client to send and receive email...

- POP3 Incoming Mail Server – mail.coop7.com or mail.[yourdomain]
- SMTP Outgoing Mail Server – mail.coop7.com or mail.[yourdomain]  
Outgoing mail requires authentication
- POP3 port 110
- SMTP port 25
- Username: user@[yourdomain]
- Password: \*\*\*\*\*

The username mentioned above will be the administrative account unless otherwise requested. The WebMail interface, located at <http://mail.coop7.com> also provides the means to change your email system password.

## **FTP**

For our web hosting customers, if you require FTP access, notify Coop7 and a system account will be created and given access to your web space on the server. You may also authorize a third party to utilize your FTP access.

## **Web Site Usage Statistics**

Web Statistics are offered as a standard feature of our web hosting packages. You can view usage statistics by navigating to [http://www.\[yourdomain\]/usage/](http://www.[yourdomain]/usage/) which are organized by year and month.

## **Wireless Configuration**

Coop7's wireless network should be very easy to setup and maintain as long as you have signal and don't require a customized configuration. If you haven't already, you will be required to provide the MAC address of each network card you will be using. Any unauthorized network cards will be denied service on

Coop7's network. Once the install is complete by Coop7, verify that the network adapter is configured to obtain an IP and DNS address automatically and that the wireless settings are configured to...

- 128-bit WEP
- Default Key: 1
- Network Key: \*\*\*\*\*

Other configuration question can be addressed by visiting <http://www.coop7.com/contact/>

Finally, as Coop7 continues to evolve, you can keep up to date by visiting our web site at <http://www.coop7.com> regularly. Coop7 will constantly be adding resources and information to our web site for your benefit.

Cordially,  
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