



OCTOBER 2008

How to get the most out of your ATCJet.net Internet Service and Tech Support

There are several things that you can do to improve your internet experience and help us give you the best service possible. If your computer does not meet certain minimum specifications, your internet experience will be much less pleasant. Anyone who is trying to use a Windows 95, 98 or ME machine can expect to have problems. These operating systems are past their prime and not going to work well with today's typical website. If you have a Windows XP machine it needs to have at least 512 MB of Ram to work well and a Vista is going to need at least 512 MB, but a 1 GB would be better.

Here are a few tips if you need to call technical support.

1. **You will need to be in front of your computer.**
2. **You will need to have the computer turned on.**
3. **Try to connect to the Internet, make sure that you write down any error messages.**
4. **If you get connected, see if you can view web pages by opening your favorite browser (Internet Explorer, Firefox, etc.) Try visiting www.atcjet.net, www.google.com, www.yahoo.com. You will also want to try to see if you can send and receive email.**

Restart your computer and other applicable devices (modem/radio and/or router) and try again.

If all of the above fails, or you have questions about your computer's specifications please call our technical support number at 866.222.7873 and we will be glad to answer any questions you may have.



HALLOWEEN SAFETY

ATC COMMUNICATIONS REMINDS ALL PATRONS THAT GHOSTS & GOBLINS WILL BE IN YOUR NEIGHBORHOOD ON OCTOBER 31, 2008 AND TO BEWARE FOR THEIR SAFETY.



INFORMATION ABOUT ATCJET.NET

SUPPORT SERVICE

ATCJet.net's support staff is available Monday through Friday from 8:30 am to 5:00 p.m. Calls placed after hours will be directed to a call center where their staff will take the call and help trouble shoot any issues you may have. They create a log of tickets for customers with problems. With the combination of our staff and the call center ATCJet.net provides 24 hour **TECH SUPPORT** for our customers. **For questions regarding billing please call the office during regular business hours.**

LOCAL 962-7873 OR TOLL-FREE 866-222-7873

CONTACT INFORMATION

ATC COMMUNICATIONS

524 NEBRASKA AVE, PO BOX 300

ARAPAHOE, NE 68922

HOURS:

8:30 A.M.-5P.M. M-F

(CENTRAL TIME)

888-565-5422

PHONE: (308) 962-7298

FAX: (308) 962-5373

www.atcjet.net



Applied Communications Technology October Specials

PANASONIC CORDLESS PHONE

KXT66311

Only - \$49.95

BLUETREK BLUE TOOTH SMART CLIP

Only - \$59.95

SAM DVD/VCR COMBO

OR SAM DVD 6700

Only - \$99.95

UNIDEN 12 MILE 2-WAY RADIOS

Only - \$29.95

For More Information Call Toll Free Applied Communications

888-565-5422



Keep your computer updated!

It's a very good idea to run Windows Update weekly to keep your computer up to date, as many of the viruses, Trojans, and worms on the internet today take advantage of flaws in unpatched systems. Worms such as Blaster and Sasser were avoided by users who got a simple patch from Microsoft that took less than a minute to download. Take the initiative one night and visit the Windows Update site. The updates may take hours to retrieve depending on how long you've gone without updating, so it may be best to let them download overnight (dialup users take about one hour to download 5 MB [megabytes] worth of data). The Windows Update may be found at the top of your Start Menu (XP Users: It's under Start > All Programs)

DID YOU KNOW?

THE GREAT PUMPKIN

- * Pumpkins are fruit. A pumpkin is a type of squash and is a member of the gourd family, which includes squash, cucumbers, gherkins and melons.
- * Pumpkins have been grown in North America for five thousand years.
- * The largest pumpkin ever grown was 1,689 pounds.
- * Pumpkins are low in calories, fat and sodium and high in fiber. They are good sources of Vitamin A & B, protein, potassium and iron.
- * The largest pumpkin pie ever baked was in 2005 & weighed 2,020 pounds.



CABLE TV SCHEDULES

We have had a number of calls from our cable TV customers inquiring about where to find schedules for the Starz cable channels.

You can access all the Starz channel schedules over the Internet. To make this as easy as possible we have included a link to the Starz site on our webpage. We also have links to most of the other network entertainment sites as well.

To find these links go to our website, www.atcjet.net and click on "Cable TV" at the top of the page. This will take you to the line up of cable channels we offer. Click on the channel of your choice and if a link is available it will take you to the website offering the schedule for that network.

At the Starz website you can actually download and print the monthly schedule for those channels. Hopefully, this will make it easier for you to enjoy the stations available on the Expanded Basic Service.



CORDLESS PHONES VS. CORDED PHONES

Cordless phones are great to carry around the house while you are keeping in touch with family & friends. ATC Communications would like to remind our telephone subscribers that there are times when a stationary corded phone is also necessary to have in their home to ensure a good connection for telephone service. Cordless phones sometimes create instances of no dial tone or static on telephone lines and need to be unplugged or programming reset to work properly. We appreciate our customers that try to troubleshoot telephone problems before notifying our office, however please feel free to contact our office if you are without a phone!