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Introduction

This application provides your link to the Internet.   It allows you to register a PSI   InterRamp account. Then, all you need is to use your TCP/IP software to access the Internet through InterRamp .   You can configure the software with information that will be displayed to you as well as saved on your hard disk upon completion of the registration process.   You will be given one or more payment plan options to choose from while registering.   Your credit card will be charged according to the option you choose.

Registration Process

General Information

When you have filled in your registration information, pressing the Connect button will begin the registration process.   This application will dial into a PSI server and send your information to it.   Then, the server will return your configuration information which will be displayed to you and saved in a file. The following information will be displayed:

Account Name	Host Name	Password	Serial Number
Default Gateway	Local Phones	POP Logon	SMTP Server
DNS Server	Mail Reply To	POP Password	Start Up Command
Domain Name	NNTP Server	POP Server	WWW Home Page
Gopher Server	PAP Auth	Script	WWW Hot List

If the server is unable to process your registration information at the time, it will return a message with information in it that the application can send during a subsequent connection to complete the registration.   The server will then disconnect.   If this occurs, Connect again at a later time to complete your registration.

Registration has completed successfully when the progress text box displays an INFO message that says: `Registration process successfully completed!.`

Connection Interruption

If the connection with the server is interrupted during the process, simply connect again to complete the transaction.   If your information had been successfully received by the server, processing will start from that point.   Therefore, if you try to change your registration information before reconnecting, you will be given a warning that a registration process is already in progress.   If you still change your registration information at that point, the previous process is dropped.

Multiple Registrations

You can register for more than one person from the same machine.   After you have registered the first person, you will get a warning when you press the Connect button that registration information already exists on the machine.   If you continue with the registration process, the configuration information from the previous registration will be copied to a file with the same name except the extension which will be a number.   These files will be in the directory that the application is running from.

How To Register

Follow these steps to register:

1. Press the <u>Enter Info</u> button and fill in your registration information.
2. Press the <u>Set Modem</u> button to change the modem settings.
3. Press the <u>Connect</u> button to connect to <u>PSI</u> and register.

More Info

Pressing this button displays information about [InterRamp](#).

Enter Info

Pressing this button brings up the `Enter Registration Information` dialog box where you can input your registration information as follows (fields in italics are optional):

Field Name	Description
Name	Name as it appears on the credit card
Street	Credit card billing address
Street	Continuation of billing address
Street	Continuation of billing address
City	Credit card billing address city
State/Province	Credit card billing address state if in the US otherwise the province; if the country is US, the state field is cleared if text entered is not a two character state abbreviation -- the drop down list of states can be used to choose the state abbreviation
Zip Code	Credit card billing address zip code
Country	Credit card billing address country
Phone Number	Phone number where credit card holder can be contacted
Fax Number	Number where credit card holder can be faxed
Credit Card Type	Select the type of credit card being used
Credit Card Number	As it appears on your credit card; this field is automatically formatted according to the credit card type you select; if the credit card type has more than one format, the format in the field will change appropriately as you enter the number
Credit Card Expiration Date	As it appears on your credit card; this is a formatted field that always has two characters before the slash; be sure to put the month in correctly even if it is only one character

If what is typed is not displayed in the field (and the computer may ding) the character being typed is not a valid type of character for that field.   For example, only digits can be typed in the zip code and phone number fields.   See the Troubleshooting topic for a more complete explanation of the field restrictions.

When you press the OK button, the information entered is saved then checked.   If a mandatory field has been left blank or invalid data has been entered in one of the fields, a warning box will be displayed and the dialog box remains.   The dialog box can be closed by entering the correct data then pressing the OK button again or by pressing the Cancel button.   If the latter method is used, when the dialog box is opened again, the information previously entered will be displayed in the fields.   See the Troubleshooting topic for more details on how the data is checked.

If, when you press the OK button, a dialog box appears indicating that a registration process is already in

progress, it means that a connection to the server had previously been made in which the original registration information (displayed when the `Enter Registration Information` dialog box was opened) was successfully sent.   The server returned an identification number which was stored by this application.   On the next connection, this application can send that identification number to complete the registration.   If the registration information is changed, though, the identification number will be discarded and a new registration process will begin on the next connection using the new registration information. The server will also drop the identification number and its associated registration information.

This button is disabled after the Connect button is pressed and enabled after registration communication processing has completed.

Set Modem

Pressing this button brings up a dialog box where you can adjust some modem settings as follows:

Field	Description
Initialization String	A default is automatically set (ATE0Q0V1X4). If the modem is not responding properly, check the modem manual for the proper initialization string and set it here.
Com Port	Choose the com port that the modem is connected to. The default is COM1.
Phone Number Prefix	Enter numbers that need to be dialed prior to the phone number. For example, if dialing a 9 gets an outside line then enter 9, here. The comma causes the modem to pause to give the line time to change to the outside line.
Time Out	Number of seconds to wait for a response before timing out. The default is 30 seconds.
Number Retries	Number of times to redial when the line is busy. The default is 3.
Rotary Phone	Check this box if the modem is connected to a rotary phone line.

The modem will connect at 2400 baud only.   The modem should be set for a standard configuration where the parity is none, data bits are 8 and stop bits are 1 (N-8-1).

Any changes made in this dialog box will be saved when you click the OK button.   These changes will be used whenever the application is run again.   A warning will be given if there is an error reading in or saving the modem information.   If there is such an error, the changes to the modem configuration will have to be made again in this dialog box.

See the Troubleshooting section for any other warnings or errors that may occur with the modem and its configuration.

This button is disabled after the Connect button is pressed and enabled after registration communication processing has completed.

Connect

This button is disabled until complete registration information has been entered by pressing the Enter Info button and entering your registration information.   Pressing the Connect button begins the registration process with the PSI server.   If configuration information already exists from prior registrations, a warning dialog box is displayed indicating that you have already registered and you are given an option to stop the process or continue.   During the connection process, messages indicating what is occurring will be displayed in the status bar box above the buttons.   Also, the Connect button is replaced with a Cancel button which, if pressed, will cancel the connection process.   The Enter Info and Set Modem buttons are disabled since changes made to this information would not be effective at this point.   After the registration communications process is complete, the Connect button replaces the Cancel button and the disabled buttons are enabled.

The connection process goes through the following steps:
1. Initialize the modem
2. Dial the PSI server and connect
3. Receive a HELLO message from the server
4. Optionally display information and/or ask for a response
5. Send your registration information and response, if any, to the server
6. Receive an ID identifying this registration process
7. Disconnect -- processing can be completed later

                    -- OR --

7. Receive configuration information from the server
8. Receive a message or question from the server to display
9. Optionally send an agree message to the server in answer to question

After connecting, the server may send an error message at any time during the processing.   This message will be displayed in a dialog box and the server will disconnect.

Processing can be aborted at any time by pressing the Cancel or No button in any of the displayed messages or pressing the Cancel button in the main window.   Registration is not complete until step 8 or 9 is complete (step 9 if step 8 displays a question to be answered).

If for any reason the registration process fails, a dialog box will be displayed indicating that the registration process is incomplete.   See the Unsuccessful Registration section under the After Connection to PSI Server heading in the Connect Errors topic for help if this occurs.

If the registration process successfully completes, a dialog box will be displayed indicating what file(s) the configuration information was saved in.   It is suggested that these files are not altered so the information will not be lost.   The information is also displayed in a following dialog box.

See the Connect Errors and Troubleshooting topics for an explanation of any warning or information messages displayed and for help with any errors or problems.

If the server is unable to process your registration information at the time, it will return a message with a registration ID in it that the application can send during a subsequent connection to complete the registration.   The server will then disconnect.   An `INFO` message will be in the progress text box that says `INFO: Unable to complete registration at this time.  Please retry at a later time.` If this occurs, Connect again at a later time to complete your registration.

Cancel

Pressing the Connect button causes this button to appear in its place. Pressing the Cancel button ends the registration communication process. This may take some time to properly end the communications. Once the registration communications are complete, this button is replaced with the Connect button.

Exit

Pushing the exit button or closing the application using the system menu (the dash bar in the upper left hand corner of the main application window) exits the application.   Though this can be done at any time, it is best to wait for the modem to be reset and `Done` to be displayed in the progress box before exiting.

If the registration process did not successfully complete, a warning will be displayed concerning the registration information input in the `Enter Registration Information` dialog box (accessed by pressing the Enter Info button in the main window).   This information will be saved in a file so that it can be read in the next time the application is run.   Since it includes credit card information, saving it is optional and can be cancelled by pressing the No button in this dialog box titled: `Save Registration Information?`.   If the No button is selected so that the information will not be saved and if a file containing registration information already exists from a previous execution of the application, another question will be displayed asking if the file containing registration information should be deleted.   If it is not deleted, the registration information displayed when the Enter Info button was first pressed during this run of the application will be read in the next time the application is run.

If the registration process did complete, the registration information is not saved and if previously saved, it is erased.

[Progress Text Bar](#)
[Show Progress Menu Item](#)
[Progress Dialog Box](#)

Progress Messages

Progress information for the registration process is displayed in the box above the buttons of the main window.   There are five types of messages displayed here:

`TO DO`:   Indicates that there is something for you to do (e.g. click a button or enter info);

`PROGRESS`:   Informs you of the progress of the registration process;

`INFO`:   Gives you some helpful information about the registration;

`WARNING`:   Informs you of something you should be aware of;

`ERROR`:   Tells you what error has occurred.

Note that messages may be displayed before you have read the previous messages.   To see all that have been displayed, click on the arrow to the right of the box and use the scroll bar on the right of the resulting box to scroll through all the messages.

Modem Progress Box

When the Connect button is pressed, a dialog box titled `Progress Information` is displayed that has 'indicator lights' for the modem and a graphic indicating the progress of the registration process.   Also, the `Show Progress` menu item is enabled.   If the dialog box is closed, use this menu item to display it again.   This menu item is disabled on start-up and will be disabled again when the connection process ends since the dialog box it displays only pertains to events involving the modem.   The 'indicator lights' for the modem function as follows:

CD	Carrier Detect	The local modem is connected to the server's modem.
RD	Receive Data	Data is in the modem's input buffer.
SD	Send Data	Data is in the modem's output buffer.

Troubleshooting

If you are having problems, please check all the messages in the progress text bar for any error information.   This information is referenced throughout the troubleshooting sections.

Areas where error or problems can occur have been broken down into the following categories:

Errors on start-up.

Problems entering registration information in the `Enter Registration Information` dialog box.

Problems after clicking on `Connect` button

Modem is unable to initialize or connect.

Modem dials and connects then an error occurs.

File Errors

Errors on exiting

File Errors

When the application accesses files, it first allocates memory then opens the file before reading or writing to it.   If the memory allocation fails, the error message will indicate that there is not enough memory.   To resolve this type of problem, close down any other applications that you can to free memory for this application to use and try again.   If there is an error accessing the file and the reason is not given or it is an archive error, try to locate the file and make sure that it is accessible (i.e. it is not opened in another application, it is not read only, it is in the same directory as the application, etc.).   If the file name is not given, make sure that all files are as they were when the application was installed and try again.   Any other files the application needs can be regenerated though you may need to reenter information or reset the modem settings.   For most cases, a reason is given for any file errors.   The following table

summarizes the reasons for file errors and their remedies (please note that the possible causes and actions given are certainly not all-inclusive):

Reason	Possible Cause	Action
File could not be located	File was moved or erased or application is running in a different directory than previously run so current path is different than the one where files were previously saved	If the file is named, try to locate the file with that name and copy it to the directory the application is running in; Make sure the INI and help files for the application are in the same directory as the application; In most cases, the files used contain information such as your registration information or the modem configuration so this type of error can be resolved by reentering the information within the application
Invalid path	The application was unable to determine the current path or the path became invalid after the application determined the path on start-up	Retry making sure the application is running in the same directory as all the files associated with it; Do not change or remove directories associated with the application when it is running
Exceeded permitted number of open files	More files are opened than DOS has been set up to handle	Close some files; Increase the number of files that can be opened (see your DOS manual concerning the FILES command in the CONFIG.SYS file)
File could not be accessed; File sharing error	Another application has the file open or the file is read only when the application is attempting to write to it	If the file name is given, make sure it is not opened in any other application and that it does not have a read only attribute if it is to be written to; SHARE.EXE was not loaded (see your DOS manual)
Invalid file; Error setting file pointer; End of file was reached	Files associated with the application were altered, moved or deleted while the application was running; An error occurred in the application	Retry running the application making sure the files associated with it are not accessed outside of the application; Check the progress text bar list for any other errors and resolve them then try running the application again; Install the application again and retry
Hardware error	The computer had a problem physically accessing the file	Make sure your computer is functioning properly and can detect and access the files associated with this application (list the files in the directory this application is in; try opening one of the files in another editor); Retry running this application
Disk is full	There is not enough storage space on the disk to save the file	Delete any files that you can to increase the storage space so there is enough for this applications files

Unspecified error; erroneous errors like unable to remove current directory or no more directory entries or attempt to lock a region failed or no error	Since these errors are unknown or do not correspond to actions performed by this application they should not occur and indicate errors have occurred elsewhere	Check the progress text bar list for any other errors and resolve them then try running the application again; Install the application again and retry

Start-up Errors

When the application starts, errors may occur as it allocates memory to use.   If such errors occur, a message indicating some sort of memory problem should be displayed.   Close down any other applications that you can to free memory for this application to use and try again.

On start-up, this application also reads one or more files depending on if information was saved while running this application previously.   Errors may occur in opening or reading these files.   See File Errors for such errors and their solutions if a message in the progress text bar indicates a problem with a file.

Note that only one instance of this application can run at a time.   A message will be displayed indicating this if it is invoked when it is already running.

Also note that on start-up, the current path is determined and used for all subsequent file manipulations. If there is an error in determining the path, a warning is shown in the progress text bar and the path will be that of the root directory.   This path will be used for files to read as well as write which may cause errors if the files the application tries to read are not in the root directory.   If the application is run again without this problem it will not find files previously saved to the root directory due to this problem.

Entering Information

Some of the fields in the `Enter Registration Information` dialog box (displayed when the Enter Info button in the main window is clicked on) are restricted to specific characters as follows:

Field	Legal Input
Name	(a-z, A-Z, blank space, -)
Street	(a-z, A-Z, blank space, -, #, .)
City	(a-z, A-Z, blank space)
Zip Code	(0-9)
Phone	(0-9)
Fax	(0-9)
Credit Card Number	(0-9)
Credit Card Expiration Date	(0-9, blank space)

When the OK button is pressed in the `Enter Registration Information` dialog, the data input is saved then checked.   This check fails if:

1. the Name field is left blank
2. all of the Street fields are left blank
3. the City field is left blank
4. the State/Province field is left blank
5. the Zip Code field is less than 5 characters long
6. the Phone Number field is less than 10 characters long
7. the Credit Card Number field is left blank
8. the Credit Card Number is invalid
9. the Credit Card Expiration Date is not a valid date
10. the Credit Card Expiration Date is a past date

If the check fails, a warning dialog box is displayed and the `Enter Registration Information` dialog continues to be displayed.   It can be closed by pressing the Cancel button after saying OK to the warning dialog box.   If the warning indicates that there is an error loading a string, there is not enough free memory for the application to complete this process.   Close down any other applications that you can to free memory for this application to use and try again if such a warning is given.   If the OK button has been pressed, the data in the fields is saved regardless of warnings given so will be displayed whenever the `Enter Registration Information` dialog is displayed again.

Note that the Credit Card Number field is formatted according to the credit card type chosen.   If a credit card type has more than one format, the format in the field will change from the shorter format to the longer format when the number of digits entered in the field exceeds the length of the shorter format and vice verse.

Connect Errors

Prior to Calling PSI

Connect Button and Data Check

Though the `Connect` button should only be enabled if valid registration information has been entered in the `Enter Registration Information` dialog box, a check is done to ensure the current data is indeed valid when the Connect button is clicked on.   An error message is displayed if the data is not valid.

Backing Up Previous Configuration Information Files

If this application has already run to completion on this machine and registration was successful, the files in which the configuration information was saved in will be overwritten.   In this case, when you press the Connect button, a warning is given that registration has already completed on this machine and you are asked if you would like to continue.   If so, a file name is generated with the same eight character prefix and an extension of a number between 1 and 999.   If for some reason, such a file name cannot be found that is not in use, a warning is given that the configuration information will be lost.   Otherwise, when a file name is found, it attempts to rename one of the existing configuration files to this new file name.   If this fails, error messages are displayed (see File Errors) and you are asked if you would like to end the registration process.   It is recommended that you do end the process and resolve the problem so the configuration information for the last account obtained will not be lost.   Note that you may get two error messages corresponding to attempts to copy from each of   the two copies of the configuration file, the .INI file in the WINDOWS directory and the backup in the current directory.

If the configuration information is successfully copied to the generated backup file name, the original copy or copies of the configuration information is erased.   A warning is given if this fails.   Note that this is just a warning since it will not affect the registration process unless the reason for the failure is such that the files can not be overwritten as well.

Connection to PSI Server

When the above process is complete, the application begins interacting with the modem.   An error message will be displayed if allocation of memory for this process fails.   If this occurs, close down any other applications that you can to free memory for this application to use and try again.

See section on Initializing Modem and Dialing for help with such problems.

See section on Registration Communications for help with errors that occur while connected to the PSI server.

Saving Configuration Information

When configuration information for your account is received from the server, it is saved in two files on your machine (an INI file in your WINDOWS directory and a backup file in the current directory).   See File Errors section for information about any errors that may occur during this process.   If an error does occur in saving to the backup file, the registration process is not completed so you will need to reconnect after resolving the problem to complete your registration.   If an error occurs in writing the INI file, a warning is given but registration is complete if the configuration information has been saved in the current directory.

After Connection to PSI Server

Unsuccessful Registration

If the registration process did not complete successfully, a dialog box will display a notice indicating this. Look in the progress text bar for information indicating why the process failed and try connecting again after resolving the problem.   Please note that sometimes errors may occur due to a bad connection with the server in which case reconnecting is all that is necessary for successful registration.

Configuration Files

If for some reason, the file(s) that are supposed to contain the configuration information are empty even though registration completed successfully, you will be warned so you can copy the configuration information when it is displayed to you (so that it will not be lost).   Otherwise, a dialog will be displayed indicating the name(s) of the file(s) that contain your configuration information.   It is suggested that you not erase or alter these files so this information is not lost.

Initializing Modem and Dialing

When the <u>Connect</u> button is pressed, the application allocates memory for the modem information and displays the modem `Progress Information` dialog box that shows a progress picture and modem 'indicator lights'.   A warning will be given if there is an error allocating memory or if there is not a timer resource available (the timer is used for the 'indicator lights').   To resolve a memory error, close down any other applications that you can to free memory for this application to use and try again. Though it is not necessary for the connection process of the application, the timer error can be resolved by closing any other applications that may be using a timer to free this limited resource for use by this application and try connecting again.

To begin the connection process, the application first initializes the modem then dials.   If an error occurs during this time, an error message indicating what problem was encountered is displayed in the <u>progress text box</u>.   If the modem speaker is on and no dial tone or dialing was heard, this is the type of error that has occurred.   Some common problems are:

Problem	Possible Reason	Action
Unable to open COM port (the error message will say: `ERROR: Modem OpenComm`)	COM port is currently in use by another application or is already open	Make sure the modem is available
	Not enough memory to allocate modem queues	Close all unnecessary applications
	Other problems indicated by messages	Check hardware configuration depending on message
Unable to get modem response while resetting	Modem is not on	Turn the modem on
	COM port may not be set to the port the modem is at	Set the COM port in the `Modem Settings` dialog box (<u>Set Modem</u> button)
	External modem is not connected properly	Check that modem cable, power cable and phone lines are connected properly
Unable to reset modem	Unable to get it into command mode; unable to hang up and reset the modem	Turn the modem power off then on or read in modem manual about how to reset it
Unable to initialize modem (this error is one that occurs after the <u>PROGRESS</u> message `Initializing modem` and before the <u>PROGRESS</u> message `Calling PSI`)	An error occurred communicating with the modem (<u>ERROR</u> message will say `Com Device:` followed by a description of the error)	Check the hardware configuration based on the description of the error
	Incorrect initialization string	Check the modem manual for the proper initialization string and enter it

		in the Modem Settings dialog box (Set Modem button)
Unable to connect	Unexpected response from modem	Check the modem manual to make sure the modem is returning verbose result codes
	No dial tone	Try again; Check the hardware and the phone line to ensure the modem is getting a dial tone
	No answer; No carrier	Try again; Check that the phone number in the instramp.ini file is the number for the PSI Instant InterRamp server

Registration Communications

When this application is communicating with the PSI server, there are various errors that can occur in the protocol between the two especially due to the nature of modem communications.   The application is also allocating memory to store and display information and accessing a file to store the configuration information.   See the File Errors topic for any errors associated with the latter process.   If there is an error message indicating some sort of memory error or an error displaying a dialog box, close down any other applications that you can to free memory for this application to use and try again.   For any other types of errors associated with the communication between the server and this application, see the table below for possible reasons and remedies.

Problem	Possible Reason	Action
Error while sending and receiving data	Lost carrier	Try again; Check the list of progress messages to see if there are any other error messages with more information
	Hardware error (`ERROR` message will say `Com Device:` followed by a description of the error)	Try again if the description suggests it was a time-out error; If a queue overflowed, try again and make sure the application is not somehow stalled while processing; Check the hardware configuration and/or modem manual based on the description of the error
	Server not responding (communications were disconnected)	Check progress message box for any error messages indicating why communications were disconnected and resolve the error(s) if any; Try again
	Unsuccessful transmission of information (message will indicate which step in the process it is at)	Try again; If the registration ID had been successfully sent, the registration process will continue from that point, otherwise the registration process will start from the beginning on the next connect

Unexpected response from server	Synchronization error in message processing between client and server	Try again
Error message from server (a dialog box will be displayed that is titled `Server Error Message`)	Time-out waiting for a message from this application	Try again; Make sure the application is not somehow stalled while processing
	Processing error (the message will indicate why)	Correct the error described in the message; This may be a problem with the data sent which can be corrected in the `Enter Registration Information` dialog box (Enter Info button); It may also be that the server does not have the transaction number -- the error causes the transaction number to be cleared within the application so try again (the transaction number will also be cleared on the server after a period of time)

Shutdown Errors

When the application is exited using the exit button or the system menu (the dash in the upper left hand corner of the window), registration information and possibly a transaction identifier may be saved to disk if the registration process was not successfully completed.   See the File Errors topic for any error messages that may be displayed if there are problems saving this information.   If file errors cause the information to be lost, when the application is run again, old or no information may be displayed in the Enter Registration Information dialog and changes previously made to the modem configuration may no longer be effective.   If the transaction identifier is lost, the registration process will have to be repeated from the beginning on the next connection to the PSI serverand the server will drop the old transaction identifier after a certain period of time.

If you request that the registration information not be saved to disk and that old configuration information (saved from a previous running of the application) is deleted, a warning is given if there is an error removing the old configuration file.

Open systems protocol for communicating over the Internet.

Performance Systems International, Inc.
510 Huntmar Park Drive
Herndon, VA 22070

Phone: 1.800.PSI.3031 (+1 703.709.0300)
Fax: +1 703.904.1207
FAXBACK Info: 1.800.FAX.PSI.1

E-mail: interramp-info@psi.com
Automatic Response E-mail: all-info@psi.com
World Wide Web: http://www.psi.net

You can contact PSI Support at:

E-mail:　support@interramp.com
Phone:　518.286.1100

Support Hours:　7am - 10pm Monday - Sunday (EST)

Serial Number of the TCP/IP software package.

Internet Host Name of your computer.

Internet Domain Name of your computer.

Local Phone Numbers to call in to InterRamp.

The name of your InterRamp account.   It is used for PPP and mail login name.

PPP password.

POP mail password.

Login script for InterRamp session.   Not used.

IP address of InterRamp Domain Name Server.   This server is used to convert host names to IP addresses.

Command needed to start PPP.   Not used.

IP address of the InterRamp machine your computer connects to.   All data is sent through this machine to reach the Internet.

E-Mail gateway for your outgoing mail.

Server where your E-Mail box is.

Login name for your mailbox.

Password for your mailbox.

Server where the USENET newsgroups are.

Home Page that your WWW software will start at.

List of some fun WWW sites.

IP address of the Gopher information retrieval server.

E-Mail address which people use to reply to your E-Mail messages.

InterRamp Information

One Week FREE Access To The Internet
===
==========

Try InterRamp for 7 days and you will discover that it is the only way to access the Internet. As you trial InterRamp you will be able to:

        * send and receive email with your own email account.
        * peruse through the World Wide Web using Mosaic.
        * FTP files from all over the world.
        * log onto informational servers using Telnet.
        * read and post to over 9000 USENET newsgroups

All of this is yours, FREE, for 7 days while you explore the Internet.

InterRamp is the Internet
========================

Discover the Real solution that brings the worldwide Internet to your fingertips. InterRamp is the only service of its kind that offers V.32bis and ISDN connections to the Internet. InterRamp also offers the largest number of access points as well as the largest customer support group in the Internet marketplace.

InterRamp Service Offers
----
        * PPP dialup access to the Internet
        * ISDN and V.32bis Connections
        * Local Access Points
        * An electronic mailbox accessed through POP3
        * A USENET News account with unlimited access
        * The ability to run Mosaic and PD software using the WinSock interface

Electronic Mail - MIME Spoken Here!

InterRamp includes a POP3 electronic mailbox on a PSI mail server with up to 20 megabytes of storage, perfect for receiving multimedia MIME messages. While you're not connected, PSI's server is accepting your mail and waits for your connection to deliver it. You will be assigned an e-mail address from the interramp.com domain.

USENET News

Unlimited USENET News access, the largest distributed bulletin board service (BBS) in existence, is included with the InterRamp service.

The InterRamp Users Home Page

Using your Web Browser or Mosaic you will be able access the InterRamp User's Home Page, a place on the net especially set up for InterRamp members, to find out what's happening on the Net. The page is filled with InterRamp related issues and

content. You will be able to use this home page for entertainment, a resource for
business or just browsing the Internet.

What you will need

Your computer must have a V.32bis modem and a standard telephone line, or an ISDN
TA (possibly integrated into a bus-based card) and an ISDN BRI (phone line).
With these communications lines, you will be able to dial a local InterRamp
"hub" which provides you with access to the global Internet.

ISDN Please!

PSI is installing thousands of ISDN ports throughout 1994 and 1995. With fully
digital 64 Kbps performance (minimally) and remote diagnostics and integration
that no analog modem can touch, ISDN is the future of Internet dialup access!
With the ability to bond two 64 Kbps channels and compression at the end of 1994,
personal ISDN access will be even more powerful.

Home, Business, Travel

Your InterRamp account will work both at a stationary location at home or the
office, or while you're traveling. In fact, you can use your account with ISDN
at home and then v.32bis from a hotel room when you travel.

Support

As the largest Internet service provider in the world, PSI has an experienced
and responsive Customer Support Group available to integrate your PC into the
world-wide Internet. Your computer system will be able to participate in a
variety of applications from electronic mail to file transfers to information
services. InterRamp Support Group hours are from 7:00 am - 10:00 pm Mon.-Sat.
(EST). InterRamp Support Group can be reached via phone or email. Call (518)
286-1100 or send email to support@interramp.com.

Two Great Pricing Plans

You have the option of choosing a pricing plan that meets your access needs.
Prices for V.32/V.32bis and ISDN are the same. There is one time charge of
$50 for the software (there is no software charge during the free trial).
You choose depending on your expected usage:

> ### Package A
> -----------
> $50 one time software fee.
> $29 one time registration fee.
> $9 a month/9 hours.
> $2 an hour for each additional hour.
> $6 an hour for each additional hour when using your account from
> Japan.
>
> ### Package B
> ----------
> $50 one time software fee.
> $29 one time registration fee.
> $29 a month/29 hours.

$2 an hour for each additional hour.
        $6 an hour for each additional hour when using your account from
        Japan.

Local Access Cities

PSI has established local dialup v.32bis and ISDN service numbers for
InterRamp in many U.S. cities. A list of the cities is provided here.
For details on these cities, send electronic mail to numbers-info@psi.com
or access our FAXBACK information server. To retrieve the list of cities
via FAXBACK, call toll-free, 1.800.FAX.PSI.1. The best and most up to date
way to view the list and other information on-line is via PSI's World
Wide Web server at http://www.psi.net. Below is the current list of
InterRamp cities.

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CITY & STATE        V.32bis                 ISDN
--------------      ---------------         -------------------
Akron, OH                       Available Soon          Available Soon
Atlanta, GA         404.865.0110        404.865.0110
Austin, TX          512.432.0001        512.432.0001
Baltimore, MD       410.244.0719        410.244.0719
Boston, MA          617.450.6800        617.450.6800
Chicago, IL         312.616.6700        312.565.9446
Cincinnati, OH      Available Soon              Available Soon
Cleveland, OH             Available Soon          216.696.8236
Columbus, OH        614.442.9500        614.222.0825
Dallas, TX          214.658.9500        Available Soon
Detroit, MI         Available November  Available November
Dublin, OH          Available Soon              614.228.7452
Fort Wayne, IN           Available Soon              219.452.1004
Harrisburg, PA      Available November  Available November
Herndon, VA         703.904.0600        703.904.9050
Houston, TX         713.567.0300        713.567.0300
Indianapolis, IN    Available Soon              317.576.0308
Islip, NY               516.468.2200        Available Soon
Jacksonville, FL        904.355.1523        904.355.1523
Los Angeles, CA         213.623.6411        213.623.6411
Miami, FL               305.470.6277        305.470.6277
Newark, NJ          Available Soon              Available Soon
New York, NY        212.631.2860        212.631.2860
Orlando, FL         407.481.1000            407.648.9426
Philadelphia, PA        215.587.9450        215.587.9450
Pittsburgh, PA      412.562.1103        412.562.1103
Portland, ME        Available Soon              Available Soon
Portland, OR        Available Soon              Available Soon
Rochester, NY       716.428.3700        716.324.1000
Sacramento, CA          916.537.2901        916.537.2901
Salt Lake City, UT       Available November  Available November
San Antonio, TX          Available November  Available November
San Diego, CA       Available November  Available November
San Francisco, CA       415.284.4800        415.357.9900
Santa Clara, CA         408.653.2300        408.289.1510
Seattle, WA         206.728.3468        206.441.2203
South Bend, IN          219.271.0326        219.271.0326
Sunnyvale, CA           408.774.4700        408.736.0194
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Tampa, FL	813.276.9824	813.276.9824
Urbana, IL	Available November	Available November
Washington, DC	Available November	Available November
Wilmington, DE	302.576.0500	302.576.0500

INTERRAMP SERVICE AGREEMENT FOR U.S. STANDARD ACCOUNTS

This agreement (the Agreement) is by and between Performance
Systems International, Inc., duly authorized and existing
under the laws of the State of New York with its main office
at 510 Huntmar Park Drive, Herndon, VA 22070 ("PSI");   and
the Customer (individual User of this Service) for the
provision by PSI or its subcontractors of certain computer
network services as more particularly described below,
and is considered executed upon the Customer's use of
the InterRamp service. If you do not agree with the terms,
please end your use of this service immediately.

1.   Access and Network Usage.

PSI shall require local   access (via the public switched
telephone system) to provide the Customer a link to PSINet.
It is understood that PSI does not normally own or control
the various cable, telecommunications or other facilities
to which it may provide access, except those specifically
identified as belonging to PSI. Arrangements for use of,
or access to, such facilities must be made with those who
own or control them. The Customer is responsible for
providing, operating and maintaining the necessary cabling,
computer hardware and computer software used for this
service at their site. PSINet " access shall be offered to
the Customer in accordance with the criteria set by PSI
which shall be attached hereto as Exhibit A. The Customer
shall be responsible for user/access security and network
access. PSI provides no user access security with respect
to any the Customer facilities or facilities of others.
PSI will assist in network security breach detection
or identification, but shall not be liable for any
inability, failure or mistake in doing so. All local
access installation and dialup costs are the responsibility
of the customer.

2.   InterRamp Use.   No more than one InterRamp connection
can be used at any time with a InterRamp account as paid
for by the Customer and assigned by PSI. An InterRamp
session is defined as a connection between a Customer's
host computer and modem (or access device) and a PSI modem
(or access device) using the public switched telephone
system or public data networks (e.g. ISDN).

3.   Anniversary   Date.   The "Anniversary Date" refers to
the day in which packets of data can be sent to the
Customer's computer or PSI's logs show dialup authentication
of the assigned account.

4.   InterRamp Fees.   For this service, the Customer shall commit to PSI through their credit card the full network connection costs including setup and periodic service fees. The setup fee fee is non-refundable. Service Commencement is initiated on the basis of the receipt of the validated credit card information committing to the appropriate fees. PSI will debit Customer's credit card for these charges.

5.   Warranties.   Neither PSI nor its subcontractors warrant any   connection to, transmission over, nor results or use of, any network connection or facilities provided (or failed to be provided) under this Agreement. The Customer is responsible for assessing their own computer and transmission network needs, and the results to be obtained therefrom. PSI makes no warranties of any kind, whether express or implied, including any implied warranty of merchantability or fitness of this service for a particular   purpose. PSI assumes no responsibility for any damages suffered by Customer, including but not limited to, loss of data from delays, nondeliveries, misdeliveries, or service interruptions caused by PSI's own negligence or Customer's errors and/or omissions.

6.   No Warranty on Related Hardware or Software Products. PSI makes no warranty with respect to any software or hardware used or provided by PSI in connection with this service. Any patent, trademark, trade secret or warranty infringements, whether actual or alledged, are the direct responsibility of the manufacturer of said hardware or software product. PSI assumes no responsibility for any actions or liabilities arising from the possession or use of these software or hardware products.

7.   Limitation of Liability.   Neither party shall be liable to the other for any loss, damage, liability, claim or expense arising out of or in relation to this Agreement or the provision of the service or equipment, however caused, whether grounded in contract, or tort (including negligence) or theory of strict liability. The parties agree to work in good faith to implement the purposes of this Agreement, but recognize that the   network connection and services to be provided by PSI could not be made available under these terms or other similar terms without a substantial increase in cost if the parties were to assume a greater degree of liability to each other.

8.   Term/Extension/Termination.   This Agreement shall extend from the Anniversary date until one month from the Anniversary Date, and shall continue month-by-month as per this Agreement. Relevant fees refers to the published pr ice of the InterRamp service fees. Customer is responsible to notify PSI of any changes in their name, address, credit card information, etc. Termination of InterRamp will only be accepted in writing thirty (30) days in advance of the termination request.

9. Notices.   All notices given by Customer or required under this Agreement shall be in writing and addressed to PSI at   P .O. Box 485, Herndon,   VA   22070, Attn.:   InterRamp Account Administration. For InterRamp service de-activation requests, the Customer is to fill out the "InterRamp Service De-Activation Request Form" included in the InterRamp box and mail it to the address above, no other termination mechanisms are acceptable.

10. Access to Other Networks.   Use of other networks may sometimes require approval of the respective network authorities and use will be subject to any acceptable usage policies such networks establish. Examples of such networks would be the NSFNET and ESNET. An example of an acceptable use policy can be found in Exhibit B.

11. Regulation and Authorization.   All services to be provided by the Customer either in part or in total through PSINet " are appropriate subject to relevant Federal and State regulations. If these same services are offered through other networks, PSI accepts no responsibility for their authorization. This service may only be used for lawful purposes. Materials and/or tramsmission in violation of any local, state, Federal or international regulation(s) is prohibited. This includes, but is not limited to, copyrighted material, threatening or obscene material, or material protected by trade secret. Customer agrees to indemnify and hold harmless PSI from any claims resulting from Customer's use of this service which Customer or third party.

12.   No Proration of Fees.   If service is bought in one month or three month increments, no proration on the term for cancellation by the customer for any pre-payment is allowed.

13. Rates.

A.   U.S. Standard.   The following prices represent PSI's U.S. Standard service costs.

One-Time Setup Fee
$29.00

Monthly Service Fees
$9/month for up to 9 hours of service, or
$29/month for up to 29 hours of service; depending on the service plan to which Customer is subscribed.

InterRamp ISDN and v.32bis US Usage (beyond minimum in selected payment plan)
$2.00 per hour

InterRamp ISDN and v.32bis Usage in Japan (all hours)
$6.00 per hour

B.   Usage and Numbers.   Usage is measured in one (1)
minute increments rounded upwards. A current list of
InterRamp access numbers is available by sending
electronic mail to: numbers-info@psi.com.

14.   No Assignment.   The Customer shall not sell, transfer,
or assign this Agreement without the prior written consent
of PSI. Any act in derogation of the foregoing shall be null
and void; provided, however, that any such assignment shall
not relieve the Customer of their obligations under this
Agreement.

15.   Severability and Entire Agreement.   If any provision
of this Agreement is held by a court of competent
jurisdiction to be contrary to law, the remaining provisions
of this Agreement will remain in full force and effect. This
Agreement represents the complete agreement and
understanding of the parties with respect to the subject
matter herein, and supersedes any other agreement or
understanding, written or oral.

16.   PSI Termination.   PSI can terminate your account at
will for any reason it solely deter mines. The customer
specifically waives the right to sue or ability to subrogate
those rights for any losses. If PSI terminates your service,
PSI will refund your registration fee, any relevant software
fees (if the software is returned) and any unused portion of
the service (which, in this case, will be prorated).

EXHIBIT A: PSINET" ACCEPTABLE USE POLICY

These statements represent a guide to the acceptable use of
PSI facilities. PSI recognizes as acceptable all forms of
data communications across its network, except where
Federally subsidized facilities of transport (such as
national backbones like NSFNET) may require limitations,
or State/Federal/International law prohibits. In those cases,
use of the network should adhere to the general principle
of advancing science and education through interexchange
of information among research and educational institutions
except where specific policy statements exist (see example,
Exhibit B). In cases where data communications are addressed
to recipients outside of the PSI supplied network and are
carried over other regional networks or the Internet, PSI
users are advised that acceptable use policies of those
other networks apply and may, in fact, limit use. If PSI
is informed by Federal/State/International authorities of
inappropriate or illegal use of PSI facilities and/or
other networks these determinations will be binding on
the Customer.

EXHIBIT B: NSFNET   BACKBONE SERVICE ACCEPTABLE USE POLICY

GENERAL PRINCIPAL:

(1)   NSFNET Backbone services are provided to support
open research and education in and among US research and
instructional institutions, plus research arms of for-profit
firms when engaged in open scholarly communication and
research. Use for other purposes is not acceptable.

SPECIFICALLY ACCEPTABLE USES:

(2)   Communication with foreign researchers and educators
in connection with research or instruction, as long as
any network that the foreign user employs for such
communication provides reciprocal access to US researchers
and educators.

(3)   Communication and exchange for professional
development, to maintain currency, or to debate issues
in a field or subfield of knowledge.

(4)   Use for disciplinary-society , university-association,
government-advisory, or standards activities related to
the user's research and instructional activities.

(5)   Use in applying for or administering grants or
contracts for research or instruction, but not for other
fund-raising or public relations activities.

(6)   Any other administrative communications or activities
in direct support of research and instruction.

(7)   Announcements of new products or services for use
in research or instruction, b ut not advertising of any
kind.

(8)   Any traffic originating from a network of another
member agency of the Federal Networking Council if the
traffic meets the acceptable use policy of that agency.

(9)   Communication incidental to otherwise acceptable use,
except for illegal or specifically unacceptable use.

UNACCEPTABLE USES:

(10)   Use for for-profit activities (consulting for pay,
sales or administration of campus stores, sale of tickets
to sports events, and so on) or use by for-profit
institutions unless covered by the General Principle
or as a specifically acceptable use.

(11)   Extensive use for private or personal business.
This statement applies to use of the NSFNET Backbone
only. NSF expects that connecting networks will formulate
their own use policies. The NSF Division of Networking

and Communications Research and Infrastructure will resolve any questions about this Policy or its interpretation.