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GALAXY STARLINK USERS GUIDE r08-01-89
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A SERVICE OF GALAXY TELECOMM CORPORATION
6303 INDIAN SCHOOL RD NE
SUITE 105
ALBUQUERQUE, NEW MEXICO 87110

INFORMATION AND SIGNUPS 505-881-6964 (MODEM)
800-321-0156 (VOICE)

ADMINISTRATIVE OFFICES 505-881-6988 (VOICE)

I. GENERAL DESCRIPTION

GALAXY STARLINK is an asynchronous outdial service that permits members to make long distance modem-to-modem calls from various points around the United States and Canada to computers in remote cities at a low hourly cost.

There are, as of this date, over 1000 local access numbers in the United States and Canada and 178 outdial cities in the United States. A complete list of both local access numbers and outdial cities are included with this guide.

GALAXY STARLINK uses the facilities of TYMNET, one of the world's largest and most powerful networks, a division of British Telecomm.

II. SIGNING UP FOR SERVICE

GTC maintains a multiline signup and information bulletin board system with up-to-date local access and outdial port city lists which may be accessed by calling your local TYMNET access number (available by contacting TYMNET at 1-800-336-0149 or calling directory assistance in your city and asking for TYMNET). Enter an "a" (with no return) at the connect and at the PLEASE LOG IN prompt type "starlinkinfo" when you receive HOST IS ONLINE hit your return. You are now on the information and registration system.

New members may sign up while on line using MasterCard or VISA credit cards and receive their contract by First Class Mail. Checkfree and information request are sent via Bulk Rate.

Those who sign up are sent a GALAXY STARLINK member's contract to sign and return with 10 days. Only when we have received the contract, can a username be assigned.

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If you signup with Checkfree, you are required to send back one voided check, another check for your registration and your completed CheckFree form.

III. COST

FROM WITHIN THE UNITED STATES

For members within the contiguous 48 states, there is a one-time NON-Refundable registration fee (\$35 for credit card and \$50 for Checkfree), a \$10 monthly account maintenance fee and a \$1.50 per hour charge for use of the network between 7PM and 6AM (your local access area time), all day Saturdays and Sundays, and the six major U.S. holidays. The cost for daytime use is \$14 per hour. Starting 09-01-89, StarLink will have a two tier structure as follows:

The monthly account fee will remain \$10.00. Two different accounts will be offered either singularly or in combination. The service fee will be applied per account.

\$1.50/hr with a 200kchar/hr limit. Any account with an adverage monthly usage over 200 will be charge \$.01/kchar for each session.

<Example> Multiply hours used by 200. If less than total kchars used then no charge. If usage is greater than hours x 200 then it is \$.01/kchar on the difference.

\$4.00/hr with no Kchar charge.

Rates are higher from Alaska, Hawaii, the U.S. Virgin Islands and Canada and are available upon request.

In addition to these rates, some cities are subject to local telephone company "Zone" or "ZUM" rates. These are the so-called "meter rates" that apply when calling to an out-lying area from the outdial modem. These charges can range from ten cents per call upwards and Starlink has no choice but to pass those charges on to the member. The worst areas affected by these rates are Chicago, Los Angeles and the entire states of New Jersey, New York and California. In Milwaukee, Wisconsin, there is a twenty cents per call charge to reach Exec-PC.

STARLINK provides the ability to make long distance calls to BBSes outside the outdial local area and neither promotes the use of nor restricts your ability to make these calls. Just be aware that in some cases intrastate calls can be more expensive than calls across the country.

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You should also be aware that it is possible to dial out of a local area without putting a "1" in front of the number.

The best source of information about whether a call is long distance to a BBS is the Sysop of that BBS. Every sysop is well aware of what exchanges can reach his BBS with a local call. Ask him when you make your first call to his BBS. Please don't ask STARLINK! We don't know! There are thousands of exchanges in the United States, we couldn't possibly be aware of the rates in every city in the U.S. PLEASE NOTE THAT TYMNET SUBSCRIBES TO THE MOST ECONOMICAL BUSINESS RATE FOR THE OUTDIAL.

FROM SELECTED FOREIGN COUNTRIES

For members residing in foreign countries whose postal and telegraph services (PTT) permit gateway connections to TYMNET (International access number 31069), STARLINK service is also available.

Foreign members must establish an account with STARLINK via telephone or mail before receiving a STARLINK Username and Password. The only payment method that STARLINK will accept from foreign members is MasterCard or VISA (Interbank Cards).

The registration fee for foreign members is \$50.00, monthly service fee is \$20.00, off-peak hourly fees are \$3.00 per hour and day-time usage is \$35.00 per hour. This is in addition to the fees charged by your local PTT to reach the TYMNET gateway.

Local Telephone company charges, as described above, apply to callers from foreign countrys.

FOR ALL MEMBERS

Members who request reprints of bills are charged \$5 and there is a \$20 dishonored check or credit card charge. Any monies owed (usage and fees) must be paid before an account can be reactivated once it is suspended.

Passwords and handles may be changed at the members request for a \$20 charge.

IV. GALAXY INFORMATION NETWORK

GTC maintains the GALAXY INFORMATION NETWORK Bulletin Board System for the use of it's members and others. GIN contains a file library, special interest groups, on-line games, electronic messaging, and other services. STARLINK members receive unlimited usage of GIN each month. There is no charge to the member for time spent in the Special Interest Groups on GIN whether the member is using the teleconference feature or the message

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bases. Some areas of GIN may have a surcharge implimented by the sysop for special function. A complete GIN User's Guide is included with this file.

V. SIGNUP PROCEDURE

LOCAL PHONE LINE

A potential member calls the STARLINK registration system by modem at 2400 bps with the settings of 8 data bits, No parity, and 1 stop bit and signs up as a new user selecting a "handle" and password of his choosing. After determining that the service meets his/her needs, the user enters credit card or checking account information which invokes an automatic process wherein GTC causes a STARLINK username and STARLINK password to be created. ALL REGISTRATION FEES ARE NON-REFUNDABLE

VIA STARLINK

A potential member calls STARLINK via his TYMNET access number which may be obtained by calling TYMNET at 1-800-336-0149. Dial the access number and wait for a connect, enter an "a" with no carriage return and at the "log in" prompt type "Starlinkinfo". When you see the prompt " HOST ON LINE" hit your <enter> key and proceed as you would with a local call.

* NOTE: The Galaxy User-ID or "handle" should not be confused with the STARLINK Username. These are two altogether different and distinct identification measures. The GALAXY User-ID or "handle" is used to access GIN. The STARLINK Username is used to gain access to the STARLINK service on TYMNET. The password initially selected on GIN will be the same for your StarLink account. Changing your password on GIN WILL NOT change your StarLink password.

After a member has signed up for STARLINK service, the users account information is transferred to the GALAXY system, and a contract is sent out. Once the contract is received in our office, an e-mail message is written to the member containing his/her STARLINK Username and a list of Outdial port numbers. The member calls the GALAXY system at 505-881-6964 logs on using the "handle" and password he/she chose when signing up and retrieves the STARLINK information.

INTERNATIONAL MEMBERS MUST CALL 505-881-6988 BY VOICE TO REGISTER.

VI. USING STARLINK

As of August 1, 1989 there are 178 outdial "cities". A complete list of those outdial nodes is included with this file. A "node" is a port on the TYMNET network that may be reached through the network from a local access number. As of April 1, 1989 there are over 1,000 local access numbers throughout the United States and Canada.

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The member first determines, from the access number list, the local access or "in-dial" number to the TYMNET network. These are 1200 and 2400 bps modems in the members home town reachable by a local telephone call.

<< SEE FOOTNOTE BELOW>>

The member, using a computer and communications program or terminal, dials the local access number and is connected to the network. The first indication of connection is either a string of garbage or the phrase "enter your terminal identifier". Members using a personal computer should type the "a" key with no carriage return at which point a "Please log in:" prompt will be displayed. The member then enters his/her STARLINK username and password separated by a semi-colon. EXAMPLE: STA000000;password. This procedure will result in the STARLINK menu being displayed.

Note: In most cases, a communications setting of 8 data bits, No parity and 1 stop bit will work perfectly. If it doesn't work on your local access number, use 7 data bits, Even parity and 1 stop bit.

VII. THE STARLINK MENU

The STARLINK menu consists of a list of popular Bulletin Board Systems that may be easily accessed by simply typing a number corresponding with the selection the member wishes to connect to. EXAMPLE:

WELCOME TO STARLINK

1. Galaxy Information Network
Home of STARLINK
 2. EXEC-PC
 3. MEDCOM BBS
 4. AMUSERS
 5. American LINK-LINE
 6. MULTICOMM BBS
 7. The Mansion
- m manual logon (OUTDIAL)
i tymnet information
q exit menu

Selecting a number corresponding with a BBS will initiate a process connecting you to that BBS. No further keystrokes are necessary until the BBS prompts you for log-in information. Selecting the number corresponding to the "Information" selection will display information regarding the BBSes on the menu. if you should at anytime get "hung" hit the <ESC> 3 times and it will abort back to the menu.

VIII. OUTDIAL SERVICES

Selecting the number corresponding to "Manual Logon" will result in you being prompted to re-enter your logon again. with. For example, if you wish to connect with the outdial port in Norfolk, Virginia, you would enter Username:6896;password. The following information would then be displayed:

```
TYMNET ASYNC OUTDIAL 6986 (804) 857 NORFOLK , VA
```

```
>
```

At the ">" prompt, you may type "help" and receive the following screen:

```
>help
```

```
Set [Half] [Rxon] [Xon] [Even|Space] [Crdelay]
```

```
Half - sets half-duplex communications. Default is full-duplex.
```

```
Xon - sets flow control for data you send. Default is no xon.
```

```
Rxon - sets flow control for data you receive. Default is no rxon.
```

```
Even - sets even parity for data sent. Default is no parity.
```

```
Space - sets space parity for data sent. Default is no parity.
```

```
Crdelay - set printer carriage return delay. Default is no delay.
```

```
Bps [300|1200|2400]
```

```
Sets one of the baud rates indicated above. Default is 2400 bps.
```

```
Dial [Tone] [Pulse] {phone number}
```

```
Dials the requested phone number. Parameters are:
```

```
Tone - activates touch-tone dialing. Default is tone.
```

```
Pulse - activates pulse dialing.
```

```
Optional commas - provide a one second pause. Default is no pause.
```

```
Retry - Redials last phone number.
```

```
Logout - Exits Outdial.
```

```
Help or ? - Prints this screen.
```

NOTES: * Dialed number need not be preceded by "9".

* In some locations, long-distance numbers must be preceded by "1".

If, at this point, you wish to connect with a BBS whose phone number is, for example, 555-1212, you would enter at the ">" prompt, the string "d 5551212". This causes the outdial modem to dial the number and connect you at 2400 bps. If the host BBS only has 1200 bps modems, you would need to first enter "bps 1200" at the ">" prompt. This sets the outdial modem to call the host at 1200 bps rather than 2400 bps.

If the BBS is busy you will usually receive a "BUSY" indicator, at which point you can type "r" to redial the number or "logout" to disconnect and return to the "please log in" prompt. At the "please log in" prompt, you

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may simply disconnect.

What does the connect string mean?

```
TYMNET ASYNC OUTDIAL 6986 (804) 857 NORFOLK , VA
                   ^      ^      ^
                   :      :      :
Outdial Port #   Area Code Local exchange
```

STARLINK permits you to make long distance calls from the outdial port. You can determine if a BBS can be reached with a local call from an outdial port by calling the operator in the destination city and asking if it is a local call from the exchange. For example: Virginia Beach exchange 495 is a local call from Norfolk exchange 857. If the BBS is outside the local dialing area, you can still reach it by putting a "1" in front of the number at the ">" prompt. Example: "d 15551212". ALL LONG DISTANCE TOLL CHARGES WILL BE CHARGED TO YOU!

IX. ERROR MESSAGES AND PROBABLE CAUSES

The following are common error messages and some causes:

HOST OUT OF PORTS

All available outdial modems at the outdial city are in use.

BUSY

The host BBS's phone lines are all busy.

CALL FAILED FOR UNKNOWN REASON

Usually indicates that a voice answered the phone call. Call the number by voice to determine if it is still a viable number.

Can also be caused by low quality modem on the BBS or the BBS only operating at 1200 bps. Try the "bps 1200" cure mentioned above.

Can also mean the BBS has all lines in use and the modem did not detect the busy signal.

MODEM TIMED ITSELF OUT - CALL CUSTOMER SERVICE

Modem malfunction or all BBS lines are busy. Please report this to TYMNET at 800-336-0149 immediately.

X. SUGGESTIONS

There are some methods you can use to improve the STARLINK service from your end. The two most common complaints and the easiest to cure are file transfer speedups and interactive response speedups.

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To improve file transfers:

Enter a control-V before typing in your STARLINK username. Example:
"^VSTA000000;password". This means hold down your control key and tap the
"V" key before entering your Username. This opens up the band width and
improves transfer time.

To improve interactive response time:

Enter a control-I before your STARLINK username. Example:
"^ISTA000000;password". Enter this the same way as the example above and
the response time through the network will be faster. Perfect for chatting
or e-mail, etc.

Members calling a 2400 Baud BBS using a 1200 Baud modem can improve
file transfers and reduce error messages by putting control-X control-R
before the Username when logging on to the network. This enables X-on,
X-off flow control and prevents the BBS from sending data to you faster
than you can accept it. Never use Control-X, Control-R together with
Control-V. It will really make a mess of things.

FILE TRANSFERS

Almost all BBS software requires that you transfer files at 8 data bits, No
parity and 1 stop bit. If you are having trouble with file transfers this
will usually be the problem. If you cannot access the network from your
local number at 8-N-1 and must log on at 7-E-1, have your software switch
to 8-N-1 after you have entered the ">d #####" command and before the BBS
connects. Some BBS software doesn't care what settings you use until you
try to transfer a file. To prevent wasting valuable network time, it's
best to assume that you need 8-N-1 and change to that setting prior to
attempting a transfer. Please be sure that if you have striped your high
bits, you now turn them back on before transfers!

XI. REPORTING STARLINK PROBLEMS

We value your business and will attempt to resolve any problem with the
network as quickly as possible. The fastest way to let us know that a
problem exists is to post a message to "Galaxy" on GALAXY INFORMATION
NETWORK. You will receive a reply to your message within 24 hours. If you
are having trouble logging on, you may call 505-881-6988 by voice between
9AM and 10 PM Eastern time. Someone will usually be available to answer
your calls on weekends but this is not guaranteed. E-Mail is faster and
not time dependent. If you are having a problem after 10 PM and cannot wait
until the next day, you may call TYMNET customer service at 800-336-0149.
TYMNET will help you with network problems only, they will not get involved
with billing questions, help with your communications program, or anything

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other than network communications. Please don't ask them to.

XII. BILLING QUESTIONS

Bills for network time are sent to you via US Mail and contain the total of the bill and will be researched for a period of 30days.

If you have problems, please read this complete file again before calling customer service. We have found that 99% of all problems are caused by improperly entering the Username, outdial port number and password. Please also note that we are not versed in "orphan" communications programs.

TYMNET ASYNCHRONOUS OUTDIAL SERVICE
07-27-89

State/ City	Use Outdial Host #	Outdial call made from
-----	-----	-----
Alabama		
Birmingham	4101	205-942
Huntsville	1258	205-880
Mobile	8829	205-460
Opelika	1751	205-742
Arkansas		
Little Rock	9858	501-666
Arizona		
Flagstaff	6112	602-774
Mesa	9532	602-258
Phoenix	9532	602-258
Tucson	4751	602-575
Yuma	3530	602-343
California		***
Alhambra	9204	818-576
Anaheim	9184	714-852
Cathedral City	7859	619-324
Colton	6294	714-422
El Segundo	9203	213-643
Lancaster	5991	805-945
Long Beach	9205	213-432

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Moorpark	5134	805-378
Newport Beach	9184	714-852
Oakland	8963	415-852
Pasadena	9204	818-576
Pleasanton	9202	415-935
Redwood City	9182	415-361
Sacramento	9179	916-447
San Clemente	4447	714-661
San Diego	9183	619-296
San Francisco	9533	415-543
San Jose	6450	408-432
San Raphael	8094	415-453
Santa Barbara	6295	805-965
Santa Maria	6116	805-922
Sherman Oaks	9206	818-789
Vernon	3173	213-587
Walnut Creek	9202	415-935
Colorado ***		
Aurora	2584	303-832
Boulder	2584	303-832
Denver	2584	303-832
Ft Collins	8737	303-224
Grand Junction	6115	303-241
Connecticut		
Bloomfield	9128	203-242
Bridgeport	6472	203-332
Hartford	9128	203-242
Stamford	9129	203-327
Delaware		
Wilmington	1784	302-652
District of Columbia ***		
Washinton	2262	703-352
Florida		
Clearwater	4637	813-441
Fort Lauderdale	7123	305-467
Jacksonville	5797	904-721
Longwood	7096	305-841
Miami	6582	305-477
Naples	116	813-434
Orlando	7096	305-841
Port St Lucie	9902	407-337
Tampa	5518	813-933

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Georgia			
Atlanta	8795	404-451	
Doraville	8795	404-451	
Marietta	8795	404-451	
Martinez	433	404-855	
Norcross	8795	404-451	
Idaho			
Boise	200	208-395	
Illinois			***
Chicago	8257	312-922	
Glen Ellyn	8944	312-790	
Lake Bluff	780	312-295	
Springfield	5403	217-	
Indiana			
Indianapolis	9349	317-632	
South Bend	5129	219-234	
Iowa			
Ames	1745	515-232	
Des Moines	9854	515-277	
Kansas			
Mission	8615	913-384	
Wichita	8013	316-681	
Kentucky			
Lexington	9987	606-266	
Louisville	8678	502-499	
Louisiana			
Baton Rouge	6999	504-291	
New Orleans	3654	504-525	
Maryland			***
Baltimore	4600	301-528	
Bethesda	2262	703-352	
Rockville	552	301-869	
Massachusetts			***
Boston	8796	617-439	
Cambridge	8796	617-439	
Gorton	10148	testing	
Kingston	5936	617-585	
Lowell	531	508-452	

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Marlborough	432	508-481
Springfield	3948	413-785
Michigan		***
Ann Arbor	209	313-973
Detroit	8794	313-963
Grand Rapids	9872	616-458
Lansing	9992	517-484
Southfield	9855	313-557
Minnesota		
Minneapolis	3494	612-332
St. Paul	3494	612-332
Mississippi		
Hattiesburg	1164	601-582
Tupelo	9901	601-841
Missouri		
Bridgeton	8978	314-731
Hazelwood	8978	314-731
Independence	8615	913-384
Kansas City	8615	913-384
St. Louis	8978	314-731
Nebraska		
Omaha	2521	402-393
Nevada		
Boulder City	342	702-294
New Jersey		***
Camden	8693	609-665
Englewood Cliffs	6319	201-567
Newark	7618	201-824
Pennsauken	8693	609-665
Piscataway	3319	201-562
Princeton	8920	609-452
South Brunswick	8920	609-452
Union City	2359	201-824
New Mexico		
Albuquerque	661	505-242
Las Cruces	6630	505-525
New York		***
Albany	9192	518-458
Buffalo	9194	716-893

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Hempstead	9193	516-481
Lake Grove	582	516-471
Melville	8811	516-420
New York	1059	212-809
Pittsford	6019	716-385
Rochester	6019	716-385
Syracuse	4710	315-433
White Plains	8571	914-761
North Carolina		
Ashville	271	704-253
Charlotte	6793	704-374
Durham	9986	919-549
Winston-Salem	7068	919-768
Ohio		
Akron	8740	216-376
Cincinnati	1785	513-530
Cleveland	4222	216-861
Columbus	9347	614-221
Dayton	9511	513-898
Toledo	1190	419-255
Oklahoma		
Oklahoma City	9165	405-495
Tulsa	6605	918-585
Oregon		
Eugene	9857	503-343
Portland	9164	503-222
Pennsylvania		
Lemoyne	1707	717-975
Philadelphia	9581	215-592
Pittsburgh	7408	412-642
Rhode Island		
Providence	9130	401-724
South Carolina		
Columbia	9993	803-252
Greenville	9074	803-233
Tennessee		
Knoxville	9985	615-693
Memphis	1551	901-527
Nashville	9141	615-889

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Texas

Amarillo	8736	806-355
Arlington	9337	817-998
Austin	1306	512-448
Corpus Christi	424	512-887
Dallas	2948	214-986
Denton	5990	817-?
El Paso	210	915-532
Fort Worth	9337	817-998
Houston	4562	713-496
Killeen	9861	817-447
San Antonio	9169	512-222
Waco	9859	817-776

Utah

Salt Lake City	534	801-533
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Virginia

Alexandria	2262	703-352
Arlington	2262	703-352
Fairfax	2262	703-352
Harrisonburg	10149	703-433
Midlothian	7339	804-330
Norfolk	6986	804-857
Portsmouth	6986	804-857
Richmond	7339	804-330
Virginia Beach	6986	804-857

Washington

Bellevue	9170	206-281
Bremerton	773	206-377
Port Angeles	6113	206-452
Seattle	9170	206-281
Spokane	159	206-747
Tacoma	907	206-572
Vancouver	5447	206-574
Yakima	8931	509-248

Wisconsin

Brookfield	9167	414-785
Milwaukee	9167	414-785

Wyoming

	1752	307-742
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*** WE HAVE FOUND THAT THESE STATES HAVE TELCO CHARGES. As we find them we will update this list.

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