

## **IMPORTANT CHANGES AFFECTING ALL :**

### ***MCS Dialup Internet Customers***

MCS will shortly be changing the dialup service to streamline the connection process. We understand that a lot of users are mobile, and frequently travel away from Mackay. Currently, this means maintaining multiple internet connections, reconfiguring Outlook Express, and the possibility of making an STD call if the wrong number is dialed.

In early August, we will be changing the dialup process so there is just one number that you can use anywhere in Australia, and it will always be a local rate\*. In preparation for this change, you need to be aware of what this means for you.

The phone number you dial will need to be changed regardless of whether you are out of town or live in Mackay. To change the phone number it is a very simple process. When you bring the up the connection box where you click the dial or connect button you should see the phone number you are dialing there, remove it and enter the new phone number of 0198307176.

The mail settings will be changed as well, and this will effect all customer's including the broadband users. To change your mail settings you need to open up Outlook Express and then click Tools, then Accounts. You will see a Mail tab, click on this and the window will display all the mail accounts you have configured. Double click on your MCS email account/s and then click on the Servers tab. In the incoming mail server area, remove the *mail.mcs.net.au* and type in *pop.mcs.net.au*. In the outgoing mail server area, remove the *mail.mcs.net.au* and type in *smtp.mcs.net.au*. If you are using a domain email (eg. *user@business.com.au* ) instead of an MCS email you should not alter the settings unless they specifically say *mail.mcs.net.au*, in which case you should replace it with the new correct setting. If you have another mail program besides Outlook Express you will need to consult the help files on how to change mail settings.

If you are in any doubt about how to change any of these settings, please don't hesitate to contact our internet support helpdesk on 07 4951 7780, and we will be happy to guide you through the process.

***Please remember that changes do not take effect until the 8<sup>th</sup> August and DO NOT affect ADSL or MCS Digital Wireless Broadband customers***

MCS would also like to inform customer's that although we have held the policy of restricting you to one connection per account, this has not previously been strictly enforced. As of the 8<sup>th</sup> August however, we will be putting systems in place to limit simultaneous connections. All customers are entitled to dialup access as a backup to their wireless broadband connection, for example if you are traveling, or in the unlikely event that there is a problem with the wireless network. If you wish to make use of this dialup connection, you will need to ensure that your wireless broadband connection is not online, or your username and password will be rejected.

Regards,

MCS Internet Support Team

\*we advise you to check with your telephone service provider if you are unsure, as some services attract a premium, such as mobiles, or satellite phone services