



Dear Valued Wilkes NU-Z Customer:

We would like to take this opportunity to thank you for allowing Wilkes Telephone Nu-Z Internet Services, to provide your Internet needs. We strive to offer service at a level that you have come to expect from us. As technology changes and improves we strive to improve our services in order to bring a more advanced and updated service to you.

We wanted to bring to your attention an item that will affect the Email service that you receive from Nu-z.net. In an increased effort on our part to deal with a growing number of problems reported with SPAM and in an effort to help reduce this problem as well as issues with unwanted and blocked email, Nu-z will begin implementing a new protocol referred to as SMTP authentication for all users. While we understand that this change may initially be somewhat of a nuisance to you as an email account holder, we feel that the benefits will far outweigh the time involved in performing the necessary steps to access and obtain email services with Nu-z.

Please note if you are only using WEBMAIL (Squirrelmail, gmail, yahoo, hotmail, etc.), you DO NOT have to make any changes!

Effective July 15, 2009, using SMTP Authentication will be required by all users (except those only using WEBMAIL) of Nu-z mail services **when sending messages**. In order to use our system to send mail, you must have SMTP authentication turned on in your E-mail client. Failure to activate this and follow this protocol by the effective date of July 15, 2009 at 12:01 a.m. EDT will cause you not be able to send messages through the Nu-z email system.

Instructions for activating SMTP authentication in your email client can be viewed on the Nu-z.net website:

- Point your browser to www.nu-z.net
- Click the Help button at the top of the page
- Scroll down to the Internet category
- Click on the appropriate instructions under the heading:
SMTP Authentication Instructions - Effective July 15, 2009

If you need assistance in any way, please send email to support@nu-z.net or call Internet Technical Support at 706-678-5454.

We truly appreciate your understanding and cooperation. We trust you know that we will continue to do everything possible to provide you with the best possible service.

Sincerely,

Wilkes Telephone Nu-Z Customer Service Team