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Office Hours: Mon-Fri 8AM-5PM  
Telephone Hours: Mon-Fri 8AM-6PM and Sat 10AM-2PM

## IMPORTANT EMAIL INFORMATION!

### Email Account Changes

VCI is making some changes with the email. We will be changing to an Outgoing email authentication system. The change will help curb some of the Phishing emails and to help keep our mail servers off blocked lists. This will require one small change to your email program. If you are using Outlook Express or Windows Mail, go to Tools and then Accounts. Select the VCI mail account and click Properties. Click the Servers tab. Towards the bottom is a section that says "Outgoing Mail Server." Place a check in the "My server requires authentication" box. Then Click OK and then click Close. If you require assistance with this please call VCI Technical Support. More information and additional instructions can be found at [www.vci.net](http://www.vci.net)

### New Office Hours

Effective immediately VCI has new office hours. Tech support is available from 8am-6pm Mon-Fri and 10am-2pm on Saturday. Our walk-in office hours are 8am-5pm Monday thru Friday.

### Billing / Collections Reminder

Due to a recent increase in uncollectible accounts, we are finding it necessary to strictly enforce payment policies. If you need an extra day or two to pay your bill, please give us a call before the end of the month and we will be glad to help you make payment arrangements.

### Not using Long Distance?

If you don't use long distance service you can request to have long distance and directory information services removed from your account. Even if you don't use long distance but someone uses it from your house you will be responsible for that bill. You can also view your long distance charges online at [www.vci.net/account](http://www.vci.net/account) Please contact VCI for a username and password to access your account.

### Wireless Security

Do you use a wireless router? Did you know that someone driving by your house could possibly log on to your internet? Most wireless routers are shipped without the security turned on. This means anyone could access your internet and possibly even your personal files without your knowledge. We have even gotten letters from movie studios concerning customers sharing and uploading movies to the internet. Most of these customers had no idea this was going on. Turns out a neighbor was leeching the wireless connection and uploading a pirated video. All wireless routers have the ability to enable the wireless security. A few things that you can do to secure your wireless network are.

- 1) Change your routers admin password.
- 2) Enable WPA wireless encryption.

More info on your router can be found by visiting the router manufacturers website. Also try searching **wireless security** on your favorite search engine for more detailed instructions.

### Phishing Emails

Recently several VCI customers have received emails that appear to be from VCI asking for personal information. The email states that VCI will be upgrading servers and your account will be turned off if you do not respond with personal information. These emails **ARE NOT FROM VCI**. Please do not respond to any email that asks for usernames, passwords or any other personal information. These emails are "phishing" for personal information. If you get an email you feel is suspicious feel free to forward this email to our staff at [admin@vci.net](mailto:admin@vci.net) or [support@vci.net](mailto:support@vci.net) or call us. We will be glad to answer any questions you may have.

Have a question you would like to email to us?  
Tech Support: [support@vci.net](mailto:support@vci.net)  
Accounting: [acct@vci.net](mailto:acct@vci.net)