



Information for Members

Your Special Offer

Welcome to America Online®! This kit includes the powerful, easy-to-use America Online software and complete instructions for signing on. Just turn to your *Getting Started* guide, and sign on tonight!

Your special offer includes the following:

- Your monthly membership fee of \$5.95 is waived for one month.
- Your first evening or weekend hour of connect time is free. (Free time must be used within your first 30 days.)

Monthly Membership Fee

You will be charged a monthly \$5.95 fee for your use of America Online. This fee — charged at the beginning of each month of your membership — includes:

- One free evening or weekend hour — each month — to enjoy the services of America Online. Free time can be used from 6 p.m. to 6 a.m. Monday through Friday, and any time on weekends.
- Unlimited free evening and weekend use of the What's New & Online Support area of America Online. Turn to this area for answers to your questions about using America Online, and for complete schedules of America Online nightly events.

America Online supports 300, 1200, and 2400 baud. There are no pricing differences based on modem speed (baud rate).

Connect Time Rates

EVERY MONTH, you will have **ONE FREE evening or weekend hour** to use the services of America Online. If you use more than one hour, or use the service during the day on weekdays, you will be charged for your extra use. (Unused free online time **DOES NOT** carry over to your next billing month.)

Hourly connect time rates are as follows:

	6pm - 6 am	6 am - 6 pm
Monday-Friday	\$5/hour	\$10/hour
Saturday/Sunday	\$5/hour	\$5/hour

Connect time charges will be billed on a per-minute basis.

NOTE: Alaska, Hawaii, Puerto Rico, and Canada members pay a 20¢ per minute surcharge to rates at all times. Dollar amounts refer to American currency. Additional toll charges may apply in your area.

Evening/weekend rates extend from 6 p.m. to 6 a.m. Monday through Friday, and all day on weekends and the following holidays: New Year's Day, July 4, Labor Day, Thanksgiving, and Christmas. Weekday daytime rates extend from 6 a.m. to 6 p.m. Monday through Friday.

Billing

When you go through your registration process, you will have the opportunity to select your billing option. You may have your America Online charges automatically deducted from your VISA or MasterCard account, or you may have your charges deducted from your checking account.

We urge you to choose the VISA or MasterCard billing option while registering with America Online. Checking account customers will be charged \$2 per month to cover processing fees for this service.

Getting Help

Offline: To learn more about using America Online's features before you sign on, use offline help by opening the America Online application, and clicking on the HELP button. Since this area is offline, you won't have to worry about connect time.

Online: Find helpful user documentation in the *Members' Online Guide*, located in the What's New & Online Support area. Use of this area is free during evenings and weekends. (Surcharges will apply to use during business hours and outside the continental United States.)

Upload Credits

If you upload public domain software or shareware to the America Online software libraries, you will receive a credit for the amount of time it took you to upload the program. Upload credits will be calculated at the evening/weekend rate and will be automatically credited to your account.

Canceling Membership

You may cancel your membership via U.S. mail or by selecting **Keyword** from the **Go To** menu and typing Keyword CANCEL. You must do so within 30 days of your initial connection to avoid being charged your first monthly fee.

You may cancel without obligation any time thereafter; your membership will continue on a month-to-month basis until you cancel.

Notices

Your use of the America Online disk constitutes your acceptance of the America Online Terms of Service. The Terms of Service are available in the offline disk help and online in the What's New & Online Support area — please read them to get important information and conditions of your membership.

America Online, Inc. reserves the right to change the Terms or Service, membership fees, and online charges at any time after giving notice to members.

California Subscribers

In compliance with the California Electronic Commerce Act, America Online, Inc. provides California residents the following information about the service:

If you have a complaint, or desire further information about America Online, contact America Online by using the Customer Relations Hotline in the What's New & Online Support area online; in writing at 8619 Westwood Center Drive, Vienna, VA 22182; or by telephone at 1-703-893-6288.

All current pricing and membership information for America Online can be reviewed online in the What's New & Online Support area. Evening/weekend use of this area is free of charge.

The Complaint Assistance Unit of the Division of Consumer Services of the Department of Consumer Affairs may be contacted in writing at 1020 N Street, #501, Sacramento, CA 95814 or by telephone at 916-445-1254.

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