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Dear Valued Customer

E-mail has become part of our daily routines and it's the focus of this month's eNewsletter. We take a look at chain letters sent by e-mail and remind you that if money is involved, such letters are illegal. We also provide instructions on how to save changes you make to e-mail attachments, and how to add contact information to your e-mail address book. When you're finished with e-mail, browse through the Great Sites list. It includes an inspiring resource about Memorial Day, tips for fuel efficiency, and some fun ideas for your spare time.

The goal of each of our monthly eNewsletters is to keep our subscribers informed regarding their Internet connection and to improve their Internet experience. To meet this goal, each monthly newsletter will usually contain information related to:

1. Warnings on a recent virus, e-mail hoax or security issue that may affect you
2. An update on new services and other local interests
3. An answer to a frequently asked Internet related question
4. Some fun, seasonal websites to check out
5. A short, step-by-step tutorial on an e-mail or browser related task

We think you'll find the information contained in this newsletter to be a valuable tool for enhancing your Internet experience. If, however, you'd prefer not to receive these bulletins on a monthly basis, click [HERE](#).

To see what's inside this issue, take a look at the index to the left and thanks for reading!

- The Hargray Team

E-Mail Scam - Don't Participate in Illegal E-mail Chain Letters

You probably receive them regularly — e-mailed chain letters that promise a big return on a small investment. Most contain a list of names and addresses and instruct you to send a few dollars to the person at the top of the list, remove that name from the list, and add your own name to the bottom. The fraudulent promise behind chain letters is that by the time your name gets to the top of the list, so many people will be involved that you'll receive a fortune. One recently circulated e-mail chain letter promised earnings of "\$50,000 or more within the next 90 days of sending e-mail." These e-mail messages often falsely claim that, "this is not a chain letter, but a perfectly legal money-making opportunity." Or they may include personal testimonials that are hard to prove and often fabricated.

The Federal Trade Commission (FTC) reminds you that chain letters that involve money or other valuables and promise big returns are illegal. If you start one or forward one, you are breaking the law and could be prosecuted for mail fraud. This applies whether a chain letter is sent by e-mail or regular mail.

What should you do if you receive a potentially illegal e-mail chain letter? **DO NOT REPLY OR PARTICIPATE**. You can also report the scam to the FTC at spam@uce.gov. If you receive a chain letter via regular mail, call the Postal Inspection Service toll-free at 1-888-877-7644.

SkyRocket - Internet Support Service

Hargray is pleased to announce its SkyRocket Support Service for first-level Internet technical support. In addition to high speed, dial-up and e-mail Internet support by phone, Hargray's new SkyRocket support will read messages sent to info@hargray.com and respond or forward as necessary. We also will be supporting Wi-Fi customers at Hargray's public Hot Spots, Marriott Vacation Club properties, and hotels. Issues that first-level support cannot resolve are immediately escalated to Data Systems technicians in Hargray's Repair Center. Especially useful features of our SkyRocket service include:

- A live chat option available on our Internet web site, www.hargray.com, giving you 24x7 access to technicians via chat.
- A remote support option which lets a technician help you as if he was sitting right next to you and sharing your computer. You download a small application which enables him to connect to your computer, wait for authorization from you, then operate the computer remotely. You will be able to watch as he shares your mouse and solves your problem. If the problem is related to our Internet service, there will be no charge. If you need help with application software or another computer issue, you will have the option to pay \$29.99 for a session with a technician controlling your computer. This screen sharing technology is 100% safe. Once your session is over, SkyRocket can never again access your computer without your permission.
- E-mail surveys will be sent to most customers after calls are complete. These surveys measure your satisfaction with our service, help us serve you better, and give you an opportunity to request additional help, if needed.

As always, you can reach Internet support by calling 611, option 1 from any Hargray landline phone or 888-289-5239.

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Ask The Help Desk - How To Save Changes To Attachment Files Before Resending

Question: I'm having a problem with e-mail attachments. When I receive an e-mail with an attachment (usually a Word document), I open the file, make and save my changes, and then forward the edited file to a co-worker. When my co-worker opens the Word document, none of my changes have been saved. What am I doing wrong?

Answer: It sounds like you are failing to first save the attached Word document to your computer's hard drive. Making changes to a file without first saving the file to your computer will not save your changes. Next time, save the file to your hard drive. Then you can open the document, make your edits, save the changes to your file, prepare an outgoing e-mail message, and then add the edited document as an attachment to the outgoing message. Your edited version of the file will be sent to the recipient.

Great Sites To Check Out This Month

A Grateful Nation

http://www.thulix.com/memorial_day/ - Memorial Day, celebrated this year on May 28th, is a time to remember the ultimate sacrifice made by so many to support our country. This site is a comprehensive resource about Memorial Day, and includes information on the holiday's history and special events as well links to museums, memorials, and cemeteries honoring fallen heroes from the Civil War to the present day. You'll also find opportunities to offer support to U.S. troops currently deployed.

Will the Third Time Be a Charm?

<http://spiderman3.sonypictures.com> - The upcoming release of *Spider-Man 3* promises to deliver the excitement and fun we've come to expect from the first two movies. *Spider-Man 3* reunites Tobey Maguire and Kirsten Dunst, and follows the adventures of the super hero as his suit turns from red to black, giving him greater powers but posing new challenges. Check out the official site to see the trailer and get the behind-the-scenes scoop.

Get Your Heart Racing With Indy 500

<http://www.brickyard.com> - It's the world's largest single-day sporting event for a reason. The Indianapolis 500 offers race fans a yearly dose of high speed excitement like no other. Start your engines with a visit to this official site, which includes the schedule of preliminary events leading up to Race Day on May 27th. You can also find out more about actor Patrick Dempsey's role as the pace car driver, learn the history of the race, browse through photo galleries, and even shop for souvenirs.

Discover a Unique Style of Vacation

<http://discoverhouseboating.org> - You've been on a cruise. You've stayed in plenty of hotels, cabins, and cottages. But have you ever taken a houseboat vacation? Houseboating lets you (and your family and friends) enjoy the amenities of a luxurious condominium while you move to a different lakefront spot whenever you want a change in scenery. This site includes a variety of articles geared for houseboat beginners, and includes links to places you can rent a houseboat in the U.S. and Canada.

Slow Down and Save

<http://fueleconomy.gov> - Every five miles an hour you drive over 60 mph is like paying an extra 20 cents more per gallon of fuel. Clearly, it pays to slow down, especially since the cost of gasoline typically rises during the summer vacation season. You'll find lots more fuel-saving tips when you visit this site, including advice on driving more efficiently, keeping your car in shape, and planning and combining trips. You can also download the 2007 Fuel Economy Guide to help you choose a more efficient vehicle — a move that can save you hundreds of dollars every year.

Short Tutorial - Adding Contacts To Your Address Book

They're probably sitting on your desk right now--business cards or other printed materials containing important names, e-mail addresses, phone numbers, and so on. How do you add this contact information to your e-mail address book? Just follow the steps below for your e-mail program:

Adding Contacts To Your Address Book When Using Outlook Express 6 In Windows XP Home Edition:

1. With Outlook Express open, click on the "Addresses" button on the toolbar.
2. In the Address Book window, click on the "New" button and then click "New Contact" from the resulting drop-down menu.
3. Enter your new contact's information in the "Properties" window. If you'd like to enter more detailed information such as their home, business, and personal contact information, click on each corresponding tab to do so.
4. Click the "OK" button to save your new contact and close the "Properties" window. Your new contact will now be listed in the "Address Book" window.
5. Close the Address Book window by clicking on the red "X" in the upper right hand corner of the window.

Adding Contacts To Your Address Book When Using Thunderbird 1.5 On Windows XP Home Edition And Macintosh OS 10.4

1. With Thunderbird open, click your cursor arrow on the "Address Book" button on the Thunderbird toolbar.
2. In the Address Book window, click on the "New Card" button.
3. Start by clicking on the Contact tab and fill in the fields. Continue with the fields in the other tabs if needed.
4. When you're finished, click on the "OK" button. Your new contact will show up in your address book list.

Adding Contacts To Your Address Book 4.0.4 When Using Mail 2.1.1 On Macintosh OS 10.4.9

1. With your Address Book open, click on the "+" sign under the field that includes the list of contacts. A new card will appear in the right hand field.
2. Click on each labeled area and type in the information for your new contact.
3. Close the Address Book program by going to the Address Book menu and selecting "Quit Address Book."

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We hope you found this newsletter to be informative. It's our way of keeping you posted on the happenings here. If, however, you'd prefer not to receive these bulletins on a monthly basis, click [HERE](#).

Thanks for your business!

Best regards,

[Hargray Customer Care](#)

Hargray
