

ELSINORE COMMUNICATIONS, LLC

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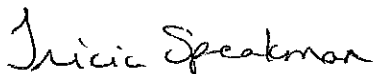
Brian Morris
Welch Agency
5300 South 500 East #8
Ogden, UT 84405

RE: XMission connection difficulties in Millburn Manor - Router reconfiguration steps

Brian,

As a follow-up to an email I sent you on Thursday, April 7th, I do need to clarify the reconfiguration notification process. Please advise the residents in Millburn Manor to follow the provided steps in order to assure quality internet service. Attached are the instructions on what they should do if experiencing difficulties maintaining their XMission internet connection. Please see that these instructions are sent out to all of the residents in Millburn.

Regards ,



Tricia Speakman
Executive Assistant
Elsinore Communications

enclosure

Reconfiguring Router to PPPOE Connection With Username and Password

Due to a network infrastructure change, some of our customers have been experiencing problems with their Internet connection. The common symptom is the connection drops off and to get it re-established, the main router (located in the panel where the UTOPIA equipment is) has to be restarted. Some homeowners have to repeat this process several times a day.

The solution is to reconfigure your router to a PPPOE connection with a set username and password.

These are the steps you need to accomplish (if you have not already):

1. Plug a computer/laptop directly into the wall, or into the main router. Open a web browser and type the following IP address into the browser address bar: <http://192.168.0.1>
This will bring you to a login page for the main router.
2. a. If your router is a "Trendnet" brand router, the username/password = admin/ (blank, no password)
b. If your router is a "Leviton" brand router, the username /password = admin/leviton.
3. Enter the appropriate username/password to access your router. For Trendnet routers, follow the instructions in step 4; for Leviton routers, follow the instructions in step 5.
4. Configure your Trendnet Router for PPPoE. After you log in, click "Advanced Setup". This will take you to the Advanced Setup page. Click "WAN" on the left menu pane. Under that menu, click on the radio button by "PPPoE" (3rd item in the list). This will take you to a page where you can enter your username (community name plus **your** lot number, examples: birkhillatfireclay999, millburnmanor999, huntlymanor999). The password to use is H@mlet01. After you have entered this information, scroll down and click "Apply". It will ask you if you want to change the password, click "OK". Next you need to call XMission support, go to #6 below.
5. Configure your Leviton Router for PPPoE. After you log in, click "WAN Port" on the left menu and scroll down to the Login section. Change the Login Method to PPPoE and enter the username (community name plus **your** lot number, examples: birkhillatfireclay999, millburnmanor999, huntlymanor999). The password to use is H@mlet01. After you have entered this information, scroll down and click "Apply". It will ask you if you want to change the password, click "OK". Next you need to call XMission support, go to #6 below.
6. After you have your username/password set for PPPoE, call XMission Support. The number is **801-303-0800** (menu option 4 and then 2). When the XMission technical support person answers, please give them your username (community name plus lot number) and let them know you want to reconfigure your router for PPPoE. The XMission technician will be able to walk you through the rest of the steps.