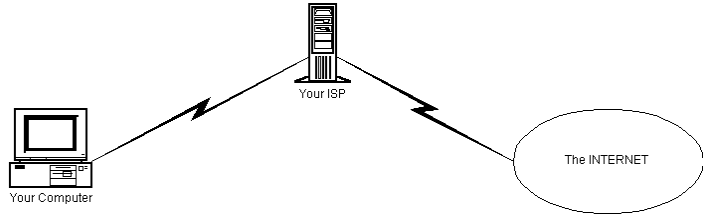


Researching Internet Service Providers

Q: What do I need to establish an Internet connection at home?

A: You will need a computer with a modem, a working telephone line, and an Internet Service Provider. There are other ways to connect such as Webtv or cable connections.



Q: What is an Internet Service Provider?

A: An Internet Service Provider, or ISP, allows your computer to dial your local ISP number. That is why ISPs are sometimes referred to as *dial-up services*. You can think of an ISP the way you would think of a phone company. The Phone Company allows you to connect with friends, family members, and business contacts from all over the world and you are charged a monthly fee for your service. An ISP is similar; you pay a monthly fee, sometimes for a set number of hours (e.g. 15 hours per week) or unlimited access. The cost of signing up with an ISP varies on the plan you chose. This service usually includes an email account and sometimes free web page hosting.

Q: How do I decide which ISP to go with?

A: There are hundreds of ISPs in the Milwaukee area alone. First, ask friends, family members, or coworkers about which ISP they use and specifically info on pricing, access, technical support, and other special features. Second, you can check the Yellow Pages for a listing of ISPs. Lastly, you can research ISPs online.

TOP TEN INTERNET SERVICE PROVIDERS BY SUBSCRIBER*

Rank	ISP	Subscribers (millions)
1	SBC (AT&T) (business and consumer DSL, ISDN, U-Verse, and satellite)	17.9
2	Comcast (cable broadband)	12.9
3	America Online (all U.S. AOL brand accounts)	10.1
4	Verizon (FiOS and DSL)	8.0
5	Road Runner (cable broadband, both business and residential)	7.7
6	EarthLink (DSL, dialup, cable, satellite, PLC, and webhosting—SK EarthLink and some other business lines not included)	4.2
7	COX (cable broadband)	3.6
8	Charter (cable broadband)	2.6
9	Qwest (DSL only)	2.5
10	Cablevision (cable broadband)	2.2

* As of December 13, 2007.

** For more information on ISP, visit <http://www.isp-planet.com/research/rankings/usa.html>.