

Road Runner v2.0 Quick Reference Guide

V1.0 versus v2.0

Features

- **Deep, multi-media rich programming with many popular brands**
- **Well organized consistent navigation**
- **Timely, informative local programming**
- **Instant online access, fast downloads**
- **Responsive customer care**
- **No second or tied up phone lines**
- **No modem upgrade hassles**
- **e-mail**
- **Chat**
- **Unlimited Internet Access**
- **Personal Home Page**

SERVICE INTERFACE - Enhanced Welcome Page and Navigation

The new Road Runner Online Service v2.0 Interface is completely redesigned. It contains a new and consistent navigation system, a new look and feel with expanded national programming offerings, integrated communications, animation and video capabilities.

INTEGRATED E-MAIL - Enhancement

For Windows 95 and NT users with IE3.0 or IE 4.0 browsers, the Road Runner v2.0 Interface includes an icon on the Welcome Screen that launches a customer selected e-mail program (selected within the browser). For all other operating platforms, when the e-mail icon is selected it takes the user to a page that informs them how to launch their preferred e-mail program. Road Runner v1.0 requires a user to independently launch e-mail programs from the browser menu or by other means.

CHAT LISTINGS - New Consumer Feature

Road Runner has partnered with Yack!, a chat listings service, to provide date time, location, and additional information on popular chat forums that customers can participate in. A chat icon located on the Welcome Screen takes users to the chat listings page.

FORUM (Newsgroups) - Interface Redesign

The Forum interface for RROS v2.0 has been redesigned. An icon has been placed on the Welcome Screen and throughout the service that takes users to a listing of Road Runner news groups presented in an organized manner and in a web format. In most locations, Road Runner v1.0 requires the user to independently launch a News Reader from their browser menu to access News Groups.

PERSONAL HOME PAGE - Enhancement

The existing Road Runner v1.0 Personal Home Page user interface has been redesigned to blend with and match the overall look and feel of RROS v2.0.

FIND (search) - New Feature

A search engine has been built into the Welcome Screen and throughout the Road Runner Online Service v.2.0. This feature enables users to access Internet search functions (via Infoseek) from within the Road Runner service. With Road Runner v1.0 only a list (page) of popular Internet search sites is provided that users have to locate and launch to utilize.

MEMBER SERVICES AREA - Enhancement

The Member Services area has been completely redesigned to be consistent with the new look and feel of RROS v2.0 and is organized in an easy to use manner. With Road Runner v1.0, a link is provided that takes users to a Member Services Area within local content.

ON LINE HELP - New Feature

RROS v2.0's new context sensitive Help sections will enable customers to access Help functions throughout the Road Runner navigation system. RROS v1.0 does not contain a similar function.

Benefits

- **It's Easy to Use and Navigate**
- **Increases Productivity, Economical**
- **Clean and Efficient Look; Not Too Cluttered**
- **Graphics Pleasing To Look At; Service Is Visually Appealing**
- **Convenient**
- **Quick Tabs Increase Functionality and Eliminate Endless Scrolling**
- **Saves Time**
- **Fun to Use**
- **Keeps You In Touch With Your Community**

Road Runner is Competitive with Other Online Services and Exceeds Competitor's Service In Offering Video, Ease of Navigation, and Transition to Internet

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HELP AND SERVICES

Personal home pages, online customer support, technical assistance, and account management are located in Member Services.

COMMUNICATION

E-mail, message forums, chat listings, and newsgroups are completely integrated into the service for ease-of-use.

PROGRAM LINEUP

All of the popular consumer categories, with high quality broadband entertainment and information programming. Over 100 leading national and local suppliers.

SEARCH

Type in a keyword and get results instantly.

HIGH INTEREST LOCAL INFO

INTEGRATED ANIMATION AND AUDIO

Digital "preview channel" with animated video and audio. News, sports, entertainment, and information highlights. Click to access the accompanying story.

Welcome Screen



The highlights screen ensures that you spend more time enjoying and less time searching.

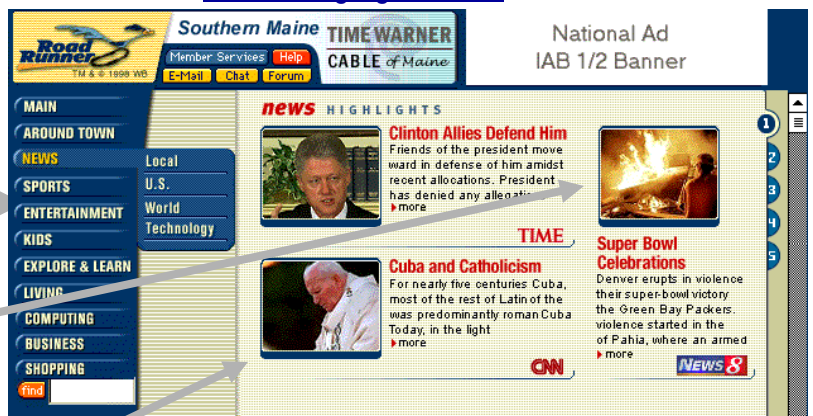
ONE TOUCH CHANNEL HIGHLIGHTS

One click delivers up-to-the-minute highlights from around the world and around town.

LOCAL HIGHLIGHTS

Prominently displayed and integrated with National Programming

Channel Highlight Screen



INSTANT ACCESS

Scan summaries and then delve right into items that interest you.

Programming Screen



SIMPLE, YET POWERFUL Channel navigation and information are located in the same place throughout the service. You spend more time being informed, entertained and communicating with others and less time trying to make sense of the clutter.

Streaming Video