

**After 10 years in business, we are  
STILL The Best Darn ISP in North Carolina**

**W E L C O M E**  
to the  
**Red Barn Data Center**  
**Internet Service**

**Andy Pitts, System Admin. ---- Catherine Pitts, Business Office**  
**Data Line: 910-768-8700 Business line: 910-774-1600**  
**Tech Support - Lee Sweeney- 774-1600 <leej@rbdc.rbdc.com>**

*Providing full Internet, Usenet and PPP services in  
Winston-Salem, NC*

**Send technical Email questions to:<HelpMePlease@rbdc.rbdc.com>**  
**General information or billing questions to: <cwp@cwp.rbdc.com>**

**Red Barn Data Center (RBDC)** gives you a **2 week FREE trial period** to help introduce you to the Internet and the World Wide Web (WWW). Your free trial will begin the first time you use your password that is on the Welcoming Letter, printed on white paper, inserted in the center of the yellow booklet you will receive in the mail. If you obtained your yellow booklet elsewhere, such as at Computer and Software Outlet, your Welcoming Letter will arrive through the US Mail. If all else fails, call the office at 774-1600. If you do not use your password within 30 days, we will assume that you are not interested and your trial account will be suspended.. This booklet will give you a brief overview of what you will need to surf the net.

**Skyway Lite** is a software package preconfigured especially for **RBDC**. It requires Win 3.1 or better. It has its own dialer, Internet Explorer - v2.1 for a browser, Eudora Light for Email, Lview Light for viewing, a Multi-user system, Telnet, Ping, Help Files and much more. Call the office for more details.

**Visit our home page at <<http://www.rbdc.com>>**

## What is the Internet?

The **Internet** is a global network of millions of computers. The amount of information available to users with an inquiring mind is almost incomprehensible. New services are being offered daily. Information on any subject can be found. Never in recorded history has there been such an explosion of information available to the public.

## RBDC Configurations

IP (Internet Protocol) addresses are dynamically allocated. Use 199.171.0.0 if your software requires a dummy address.

Our system, or host, name is:	rbdc.rbdc.com
Domain Name	rbdc.com
rbdc.rbdc.com	199.171.83.2
Primary Domain Name Server	199.171.83.2
Alternate Domain Name Server	199.171.83.4
Gateway	199.171.83.1
Subnet Mask	255.255.255.0
NNTP Server	
news.rbdc.com	
SMTP and POP3 Servers	mail.rbdc.com
Home page	
http://www.rbdc.com	
FTP	ftp.rbdc.com
All other Servers	rbdc.rbdc.com
User's Email address is:	

username@rbdc.rbdc.com

## How to subscribe

To take advantage of the **Two Week Free Trial**, with your modem, dial (910) 768-8700, login in as “guest”, use “guest” again for your password, and follow instructions. The *set-up* fee is waived for new users.

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### Types of service

(“User name” and “login” name have the same meaning.)

**Flat rate, No hourly charges:** **RBDC** offers only flat rate service and has never charged by the hour. **RBDC** is not the cheapest Internet Service Provider (ISP) in Winston-Salem. Everyday someone asks, “Why should we use **RBDC** when we can get the same service for \$19.95.” The answer is simply:-- You cannot get the same service that **RBDC** offers for \$19.95. Paying \$19.95 per month to an ISP you can never use because their lines are always busy is exactly like throwing your money down a hole. A good rule of thumb is, the lower the cost the higher the customer-to-line ratio. We have been told that most of the larger providers operate on a ratio of 30 or 35 customers per phone line. **RBDC** operates on a maximum of 8 customers per phone line. We ask our customers to be considerate of their length of time on the system during prime time, usually from 6 PM to about midnight. If a customer needs a lot of time on the Internet we strongly suggest that they get a Dedicated/Private line. Then you can stay on 24X7, get a static IP address, and Fully Qualified Domain Name (FQDN), in the **rbdc.com** domain.

**PPP (Point to Point Protocol).** PPP is a method of making a TCP/IP connection over a dial-up modem. This is the favored type of account. Ninety-five percent of **RBDC**'s customers are PPP users. A PPP account allows you to connect your PC directly to the Internet. This is the type of account you will need to "surf the net" and view the pretty pictures on the net with the nice "point and click" software you see on all the TV shows . This account is \$32.50 per month or \$90.00 for a quarter (3 months).

**Internet Shell.** This provides full Internet access through the Unix Shell environment. This is a text only environment (no pictures or graphics) and requires some familiarity with the Unix operating system. This account is \$22.50 per month or \$60.00 per quarter (3 months).

**Family accounts.** As you have taught your children not to open your US mail, you need to teach them to respect the privacy of the Email. **RBDC** has changed its policy, and now offers two additional family logins and passwords at no charge, **as long as there is only one computer on line at a time and as long as everyone is living in the same household.** Additional logins are \$10.00 per month. Family account forms are available upon request. Or call the office and talk with Catherine .  
**Dedicated (Personal) lines.** A dedicated line gives you a personal

phone number. You can stay on line 24 hours a day if you so desire. The cost of this is \$295.00 up front, which includes the first month's service. After that it will be \$82.50 per month or \$240.00 per quarter (with a 33.6 KBPS connection). There may be several weeks delay between the placing of the order and connectivity, due to the fact that we have to have a phone line and a modem installed for you. Forms for a dedicated line are available upon request. A dedicated line includes a static IP address, and a free Fully Qualified Domain Name in the rbdc.com domain. Please be aware that a dedicated line replaces the PPP account that you already have on **RBDC's** system. You should be prepared to receive SMTP mail on your system and run your own services (Web server, etc.). If you want **RBDC** to act as a POP mail drop for you or put web pages on **RBDC's** web server, there will be additional charges. If you want your own domain name (not in the rbdc.com domain) you will have to register with the InterNic (a \$100.00 fee). There will also be a \$50.00 set-up fee to **RBDC**, plus a charge of \$15.00 per month for DNS service. **RBDC** can handle this and act as the primary and secondary DNS for you.

**ISDN Line:** \$400.00 set-up fee for a 64K **Dedicated line** with a single IP address. This does not include the monthly **RBDC** charge of \$180.00 . Total up-front charge will be \$580.00. Set up fee for a 128K **Dedicated ISDN line** with a single IP address is \$500.00 with a monthly charge of \$350.00. Total upfront charge will be \$850.00. Customer responsible for his own installation and modem. Prices subject to change without notice.

**There is no extra charge with RBDC for a dial-up ISDN line. Your cost is with the phone company for the ISDN line to your location..**

**WWW (World Wide Web).** This is a hypertext system that allows documents to be linked together , allowing readers to follow their links or move between different areas of interest. You will need a browser, such as Netscape, Internet Explorer or Mosaic, just to name a few. Those will take you to the WEB, then you will use a search engine, such as Yahoo, Web Crawler or Gopher to find what you are seeking. You will use your browser, which is usually part of your software package, to locate the search engine. PPP users are allowed to create personal non-commercial WEB pages at no charge. Disk usage must stay within your quota.

### **Commercial Web Pages**

**Commercial Web Pages.** Definition: Any page that promotes a product or service This includes groups and not-for-profit organizations. **RBDC** reserves the right to make the final decision. This does not apply to dedicated lines running their own web server.

#### **Pricing for Commercial Web Pages.**

1. Must have a PPP account with **RBDC**. (This is negotiable)
2. \$30.00 per month, plus the PPP account, for 3 megs or less.
3. \$10.00 for each additional meg. per month

### **General Information**

**Methods of payment.** Payments, either monthly or quarterly, must be made in advance, either by Check, Money Order, Visa, MasterCard, Bank Card or Discover Card.. **RBDC** will bill you or debit your credit card. You will be notified by Email when your credit card has been debited. **There will be a \$20 charge for a bounced check or a declined credit card.**

## User Policy Statement

**Services** will be provided only to persons who disclose their legal name and current mailing address. **RBDC** will not provide services to anyone under 17 years of age without parental consent. (Parental consent form available upon request.) **RBDC** reserves the right to discontinue the service to any person who willfully or maliciously tries to compromise or abuse **RBDC** or any other service on the Internet in any way, or who, by their actions or speech, causes undue stress on the owners of **RBDC**. Except for your name, all other User information is confidential.

**Payment is due 20 days after billing date.** Users who are delinquent by more than 20 days may have all services locked until payment is received. Users delinquent by more than 60 days will be removed (deleted) from the system. This will include all of their Email and data, (including WEB pages), and their login will be made available for other users. Payment of a \$20.00 reconnect charge in addition to the full amount due will be required before service can be reinstated

**You must notify RBDC** if you wish to cancel **RBDC's** services; otherwise your charges will continue to accumulate to your account and you will be liable for them. Your account must be paid in full for the cancellation transaction to be completed. We make no refunds; however, under certain conditions we will issue a credit voucher.

**User Connection Policy.** Paid users are allowed unmetered service during the billing cycle. Since there is a limited number of phone lines available to share among all users, **RBDC** will terminate inactive connections after 20 minutes. A user may call into **RBDC** on only one telephone line at a time. **RBDC** also reserves the right to ask any user to get a dedicated line, or terminate their service if their use becomes so great that they are, in general, making a phone



line un-usable for other users. This does not apply to Dedicated line accounts.

**Scheduled maintenance.** RBDC reserves the hours from 3 AM until 8 AM Saturday night / Sunday morning for maintenance if needed. We do not guarantee the system will be up or stable during that time.

**Liability.** RBDC will not be liable for any loss of use, interruption of business, or any indirect, special, incidental, or consequential damages of any kind (including loss of profits). In no event shall RBDC's maximum liability under the policy be greater than one month's service.

## Changing your password

**RBDC** maintains two password files. One is for the Kerberos system which our terminal servers use to validate passwords when you dial into the system from a phone line. The other is the regular Unix password file used for POP mail, Telnet, FTP and other Unix things. **For the general public, it is a good idea for these two passwords to be the same.** If you change your password, you should change it in both places. (If you are Unix literate, then you may elect to do otherwise.)

Changing your password requires that you execute some commands from the Unix command shell. There are several ways to do this.

1. You can call into the system with a terminal program like Procomm or Hyperterminal and answer "1" to the "<Enter 1 for interactive or 2 for PPP>" prompt.
2. If you connect with PPP you can telnet to **rbdc.rbdc.com** and login from your telnet screen.
3. From a web browser you should be able to enter the URL: **<telnet://rbdc.rbdc.com>** and start a telnet session that way.

Once you get logged into the Unix system, you will either have a menu, or go directly to the Unix "\$" command prompt (Note, that in Unix, the \$ prompt is the equivalent to the "C:>" prompt in DOS). If you get the menu, choose option 3 "The Unix System". This will take you to the \$ prompt. At the \$ prompt, follow the instructions below.

**To change your Unix password** (the password used by Unix things):  
Go to the **Unix** prompt, and type:

```
passwd <enter>  
(Then follow instructions)
```

(Continued next page)

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Next, change your **Kerberos** password (the password used when you login using your modem)

Go to the Unix prompt, and type:

```
kpasswd <enter>  
( And follow instructions)
```

In each case above you will be asked to enter your old password, this *\*must\** be the password as it appears in that (Kerberos or Unix) file. This can be confusing if you have a different password in each file. I strongly suggest that if you change your password in one place, change it to match in the other. Also you should be aware that Unix enforces more strict restrictions on passwords than does Kerberos. It is possible to choose a password that is acceptable to Kerberos but not acceptable to Unix. Therefore it is probably best to change the Unix password first.

**PLEASE NOTE THAT YOU MUST CHANGE BOTH PASSWORDS FOR THINGS TO WORK.**

That is, you cannot do the "kpasswd" command and not do the "passwd" command (or the reverse.)

Also many programs like your POP mail reader use your password. If you change your passwords here, you *\*must\** also change it in any software that uses that password.

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### *In Appreciation*

**RBDC** wishes to express our gratitude to **Computer and Software Outlet and its Staff, and Salem Salvage and its Staff** for the moral support they have given **RBDC** during the years that we have offered services to the public. **C&SO** started business in 1983 in offices under the Post Office on Miller St. In 1993 they moved to the present location off Jonestown Rd., one block behind McDonalds. **Salem Salvage** opened business at the same time in the other half of the building. In 1995 **C&SO** was approved by the FCC to build computers based on Intel components. **We offer Congratulations to both Mark Church and Jeff Houck.**

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### **About Disk Quotas**

Due to the increase in users **RBDC** can no longer permit people to use disk space indiscriminately. Imposing disk quotas **fairly** is a problem. So the the following guidelines have been set:

1. Each user has a "home directory" on **RBDC's** server, **rbdc.rbdc.com**. Users may store files on our server for whatever reason they like (usually personal **WEB** pages.)

2. Users are allowed to use as much as 3 megs (6000) blocks on an on-going basis. This is called the “soft limit”.
3. Any user may exceed the soft limit and use as much as 30 Megs (60,000) for short periods. This is the “hard limit”.
4. No user may exceed the hard limit. Your file transfer will fail if you do. If you need to exceed the hard limit contact Andy <andy@rbdc.rbdc.com> and he can accomodate you.
5. If a user exceeds the soft limit for more than 7 days the file system will be locked and no more space will be available until files are removed, and the user returns below the soft limit.

This should be a fair system for everyone. It allows for exceptions to take place. Three Megs should be enough for just about anything you need here. But ALL users are allowed to use as much as 30 Megs for short periods, so that downloading large files should not be a problem.

To see how much space you are using, go to the Unix \$ prompt and type: `cd;du <return>` This will print a list of your directories and how much space (in 512 byte blocks) it uses. The total space will be listed at the bottom. You can use as much as 6000 blocks (3 Megs ).

## Your computer

You will need a computer running one of the following:

Windows 3.1 or 3.11 for Work Groups

A 386 processor or better. The 386 is obsolete, as well as the 486.

A bare minimum of 4 Megs of memory, 8 Megs is better, 16 Megs is best

At least 20 Meg of free space on your hard disk.

A modem, at least 9600 BPS (but you will hate it), a 33.6 KBPS is better.

Configure your video display for at least 800 X 600 with 256 colors.

### Better choice: Windows 95

A 486 or Pentium processor

At least 8 Megs of memory, 16 Megs is better.

At least 50 Megs of free disk space

A modem, same as above-- 33.6 KBPS V.34

Video display, same as above.

**For a MAC**, you will need a System 7 or greater. Your **MAC** dealer in Winston-Salem is **Computer Tree Technologies, 910-768-9820**

## Software

If you are using Windows-95, you already have everything you need to get on the Internet. If you don't have Win-95, you will need one of the many PPP software packages available. **Skyway Lite** is a software package preconfigured especially for **RBDC**. It was developed by **AB Software, Inc, (ABSI) <<http://www.absi.com>>**. If you think you may

need this, call our office and talk with Catherine, 774-1600, or visit **Computer and Software Outlet (C&SO) off Jonestown Rd., and talk with Lee.** See Page 1 for more info about **Skyway Lite.** There are many other software packages available. The sales staff at **C&SO** can advise you. Within a few days **RBDC** will have the proper configurations for our Mac users. Please call our office for help. Finally, many of the software packages you will need are available directly from the Internet as **Shareware.** These programs are available from the Internet via FTP. See <http://www.shareware.com> and <http://www.galttech.com>

## USING ELECTRONIC MAIL

**RBDC** allows users with Usenet access to send Email to people all over the world. This document describes how to send Email to various networks.

First, let's talk a little about the Internet. The Internet is perhaps the largest computer network in existence. It is a high speed data network that connects tens of thousands of computers together all over the US and Canada and extends to many other countries. The Red Barn Data Center is a full Internet site. You can, therefore, send and receive Internet Email.

To send Email to other people and other services you must understand Email addresses first.

### *1. INTERNET EMAIL ADDRESSES*

An Internet Email address has the form "**name@site.subdomain.domain**" where **name** is the name you type at the **username:** prompt when you login to the system. The address of the **Red Barn Data Center** is "**rbdc.rbdc.com**". Therefore, all of the following are examples of valid internet addresses:

joe@gatech.edu

paul@math.physics.science.emory.edu

john@k4abs.atl.ga.us

jon.doe@nasa.gov

And so on. The important thing to remember is **YOUR** address. So, to



restate, if you typed *george* in response to the username> prompt here, your address would be:

*george@rbdc.rbdc.com*

To send **Email** to anyone all you need do is type their address in the **To:** field of the mail form.

### **1.1 About letter case**

**Letter case** (upper and lower case letters) does not matter in Email addresses. Never-the-less, it is probably best to stick to **lower case only** when addressing Email.

## 2. MAIL TO OTHER SERVICES

Since the **Internet** is so large, most other computer networks have Email “gateways” to the Internet. A “gateway” is simply a small computer that is connected to the Internet and also to the other service. This computer transfers Email between the two services. Because of these “gateways” it is possible to send and receive Email from **RBDC** to a host of other services. These include: *CompuServe*, *Genie*, *MCI Mail*, and *FidoNet*.

Sending Email to people on these other services can be a little confusing.

Each of these services has their own addressing scheme. Since we are using **Internet Email**, the address used on the other service must be converted to an address that is compatible with the **Internet**. Just how this is done depends on the particular service. Here are the most common ones:

### 2.1 CompuServe

Addresses on CompuServe are numeric. They contain 5 digits, a comma, and 3 more digits. For example, a typical CompuServe address would be:

77312,543

The rule for transforming this to an Internet format is this:

1. Change the **comma** to a **period**. (Comma’s are not permitted in Internet addresses).
2. Add **@compuserve.com** to the end.

Therefore, the address above would become:

**77312.543@compuserve.com**

### *2.2 MCI Mail*

MCI mail has an address in this form:

John Smith(123-4567)

All you need to do to get this on the Internet is to take the numeric portion, **drop the dash** and add **@mcimail.com** to the end. Thus, the address is:

1234567@mcimail.com

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A side note. If the users name is unique you may also use the form:

john\_smith@mcimail.com

Since names on a service of this size are rarely unique I would not try this.

### *2.3 Genie*

Genie is really easy. Their address looks like this:

j.smith@genie.geis.com I think that is self explanatory.

### *2.4 FidoNet*

The most confusing is last. It is so confusing I'll just show some examples. Note that the space in the name is replaced with a **period**, the order of the numbers is **reversed** and the letters **p, f, n, and z** are added. If you follow everything closely you should have no trouble.

A **FidoNet** address looks like this:

John Doe at 1:2/3.4 -> becomes -> john.doe@p4.f3.n2.z1.fidonet.org

Sam Smith at 2:234/23.3 -> becomes-> sam.smith@p3.f23.n234.z2.fidonet.org

You should be aware that many **FidoNet** addresses don't have the "**period-number**" at the end. If it is missing, it is assumed to be **.0**. Therefore the FidoNet address:

Sam Spade at 1:234/32 -> is assumed to be -> Same Spade at 1:234/32.0

And would translate to: sam.spade@p0.f32.n234.z1.fidonet.org

### 3. *Privacy*

Many people assume that Email is private. The fact is that Email usually passes through many computer systems on its way to its destination. Anyone with privileged access on one of these systems is capable of reading any mail passing through their system. ***Therefore, you should never expect your Email to be truly private.*** This rarely happens however, simply because most people with the ability to read others' mail simply don't, either on moral grounds, or because they just don't have the time to spend reading others' mail. So I would not worry too much about the privacy of your mail. Still, if you are mailing something to someone that you **really** don't want another person to read, you should use some means other than Email.

**4. LETTER SIZE AND BINARY FILES**

Most computers have an upper limit on the length a piece of Email can be. This varies from system to system and network to network. As a rule of thumb it is probably wise to keep mail less than 64,000 characters. Also, you should be aware that most mail systems can not handle non-printing characters. Therefore, don't try to send binary files by Email.

**5. Warning**

There is one more thing you need know. Although Email on the Internet is basically free, many services **charge their users** to handle **Email** coming from the Internet. Therefore, if you have a friend on CompuServe or any of these other services, you should ask him if it is ok to send him Email. Otherwise, you may have a friend that is suddenly angry because he had to pay to receive that piece of Email you sent. These charges vary from service to service, so check first. However, you can always safely send Email to anyone directly on the Internet.

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*Disclaimer*

*There is absolutely no censorship on the Internet or Usenet  
or this system. Red Barn Data Center  
or Pitts Enterprises makes a reasonable effort to insure  
that persons under the age of 17 have parental*

*consent to use this service, uncensored as it is.  
RBDC can not accept any responsibility for the accuracy,  
suitability or propriety of the articles, language or pictures  
on the uncensored Internet or Usenet.  
It is the responsibility of subscribers to exercise such  
judgement and restraint as may be appropriate  
to assure your satisfaction.  
A parental consent form is available upon request.*

### Some Definitions

- Archie ----- An index system that helps you find the files in over 1000 FTP sites
- BBS ----- A bulletin board system.
- Baud ----- A term commonly used to indicate the speed of a modem, erroneously assumed by many to be “bits per second”  
See: <http://www.sandybay.com/pc-web/ baud.htm>
- Bit ----- The smallest unit of data.
- Bps ----- Bits per second
- Byte ----- A byte = 8 bits
- Chat line ----- A system by which two users can “talk” by on-screen typing, you see the typing as it takes place
- Daemon ----- An unseen Unix server running all the time in the background
- Domain name ----- A name given a host computer on the Internet
- Domain Name System (DNS) A system by which one Internet host can find the IP address of another.
- Download/Upload ----- The process of transferring info from one computer to another. Download from a distant computer to yours.  
Upload from your computer to another.
- Email ----- Abbreviation for electronic mail
- Emoticon ----- A techie name for a smiley face
- FAQ ----- Frequently Asked Questions

Finger ----- A Unix program to find info about a user.

Flame ----- An abusive newsgroup message

Flamer ----- Someone who write a flame

Freeware ----- Software provided free by its originator.

FTP ----- File Transfer Protocol

Gore, Al\* ----- A vice president who believes the “information highway” is critical to the U.S.’s future. Reportedly wants all the



high schools connected to the Internet in the next few years.

Host ----- A computer connected directly to the Internet

Internet ----- The term spelled with a small "I" refers to networks connected to one another. "The Internet" is an internet, but not the only internet.

InterNic ----- The Internet Network Information Center, previously run by the National Science Foundation, now run by a private company, provides administration services.

Modem ----- What you must have to get on the super-highway. It is your phone connection to the world.

Netiquette ----- Internet etiquette, the correct form of behavior. A summation is: Don't waste computer resources, and don't be rude or crude.

Point to point protocol ----- A method of connecting computers to the Internet via phone lines.

Shareware / Freeware ----- Software that is shared, but the author expects pay if you use it.

Spam ----- Excessive multiple posting or cross posting to Usenet newsgroups with the same msg.

Telnet ----- A program that allows you to connect

with other computers over the Internet.

URL ----- Universal Resource Locator

Usenet ----- The users network, a large network  
for transferring articles.

Disclaimer: The above definitions were taken from many sources; including The Idiots Guide to the Internet and the System Administrator, Andy Pitts. Plus Catherine tossed in a few of her own. \*The Al Gore reference came from The Idiots Guide to the Internet.

### Setting up a WEB page

To set up your personal page all you need do is create a directory in your Home directory named "public\_html" and place HTML code in this directory. The main HTML file must be named "index.html". The directory must be world readable and searchable (755) and all files must be world readable (644). For information on Unix file permissions read the "chmod" and "Chown" manual pages. You should restrict write permissions on files and directories to yourself, so no one else can edit or remove them. At this time we do not charge for the number of hits.

I suggest you develop your pages off line on your PC and FTP them to **RBDC** (if you have trouble logging into FTP with your real login and password let me know.) Personal pages are stored in a subdirectory called public\_html in your **RBDC** home directory. Unless you specify subdirectories below public\_html, you will not need to include paths in your HTML. If your Username is "ron", (as an example), your URL will be <http://www.rbdc.com/~ron/>. If you want an entry on our main index page let me know. Small **non-commercial** user web pages are free to our PPP users. You are allowed up to 3 megs of space. (See Disk Quotas on page 9).

For information about **Commercial WEB pages** see page 5.

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## About the Red Barn Data Center

**RBDC** is Winston-Salem's oldest, and the only privately owned Internet Service Provider. **RBDC** currently has 33.6 modems on all incoming lines. As we go to press we are studying the new technology presented by US Robotics. We have people on ISDN lines, as well as on Dedicated/Personal lines. Our Internet connection is by a T1. We are a flat rate service; you will never have an hourly charge. We call our service "*unmetered*". This means you can use as much time as you need every month **within reason**. It should be obvious that at the prices we charge, we can not stay in business if everyone dialed in and stayed on the line all the time. As long as people use common sense and realize that they must share the line with others we will have no problem. We run a high-quality service. When our customer/line ratio reaches 8 to 1 we add more lines. This is what differentiates us from the less expensive servers. We disconnect service from anyone who abuses our service or the administrators. **RBDC** has always had the reputation of giving excellent service, having high ethical standards, and treating our customers with respect, humor and kindness..

### About the owners

Andy Pitts is the System Administrator, and it is his magic that makes everything work. His mother, Catherine, runs the business office, and acts as a go-between. She is the one you talk with before you reach Andy. Andy has been on dialysis for 18 years, and there are times when he cannot be reached. **RBDC** is fortunate inasmuch as we have many experienced users who are willing to help us, as well as any new people

who wish to make use of our services. The HelpMePlease people are a group of about 20 volunteers. (See the front page for Technical email questions.). All of the questions to that group come to both Andy and Catherine.

Andy ran a BBS for several years, then expanded his services to bring Usenet and Internet Email to Winston-Salem about 1987. In August of 1994, when the world started talking about the Internet, Andy and Catherine brought full Internet Services to Winston-Salem. It is the Users who voted **RBDC** as being the best in North Carolina. We thank all of them.

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Winston-Salem, NC 27113**

**Office 910-774-1600  
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