

16. What if my question is not on this FAQ ?

We post news and information on XS4ALL in the `xs4all.announce` newsgroup. Special notices and urgent messages will be presented in the message of the day (motd) which come up just after your login.

Questions about accounts, fees, and payments should be sent to `account@xs4all.nl`. You can use either English or Dutch language. Please refer to any of your previous e-mail correspondence when asking about any subject, and use a separate e-mail for each subject.

Mail to... `account@xs4all.nl` for:

- Changing your home address and/or phone number.
- Questions about your invoice.
- Requesting more disk space.
- Requesting a fixed IP number for SLIP/PPP.
- Requesting to add UUCP to your account.
- Closing or temporarily suspending your account.
- Suggestions or proposals on a financial subject.
- Other financial information and questions.

Please don't post e-mail to `account@xs4all.nl` for technical questions (e-mail them to `'helpdesk@xs4all.nl'`) and don't send questions about administrative matters to other accounts or personally to our XS4ALL staff members.

Thanks,

XS4ALL

Stichting XS4ALL
PO Box 22864
1100 DJ AMSTERDAM
The Netherlands

Networking for the masses !!

020-6200294 HelpDesk or e-mail: helpdesk@xs4all.nl

020-6222753 fax

020-6222175 2400-28800 bps, 100 lines.

020-6265060 19200 bps ZyXEL, 20 lines.

ISDN & more phone-areas in the near future

account@xs4all.nl