

6. PASSWORDS

Participants in the licensing hearing will be able to obtain user identifications (IDs) and passwords, therefore allowing the LSN web portal the ability to distinguish between priority users and the general public. When a priority user reaches the LSN portal home page, he/she will have the opportunity to log onto a dedicated server, which will provide features not available to general public Internet users. The additional features will include such things as search agents, extra points of contact, etc. In addition, the two servers (public and participant) are set up for load balancing. During peak usage, if the public server is experiencing a low volume of traffic, the participants' server can reroute priority users to the public server. LSN server load balancing will never reroute the public to the participant server.

Participant users must request a user ID and password through their participant business point of contact (POC) in order for them to gain access to the features not available to the general public. The POC will request a password for each requestor from the LSNA staff, either by phone or by e-mail. The LSNA staff will respond to the request by e-mail. The POC will be sent a user ID and password for each requestor. If the participant loses or forgets his/her user ID or password, he/she must request a replacement through his/her POC.

The first time a participant user logs onto the LSN using the user ID and password, he/she will be required to change his/her password. This way, the account is protected and only the priority user will know his/her password. After a participant has logged into the LSN web site, there will be a function allowing a password change at any time. The minimum length for the password will be four characters. After five failed login attempts, the system will lockout a user from the priority user area. In order to unlock the account, the participant business POC will have to contact the LSNA staff.

Each priority user will only be able to log onto the LSN once per session. In other words, two users cannot logon using the same user ID and password at the same time. Each participant will be assigned as many accounts as requested. The LSN is being built to handle 150 concurrent priority users.

If a priority user has not logged onto his/her account in six months, the LSNA staff will provide a report to the participant's business POC to determine if the account should be deactivated. If a participant wants to have an account removed or deactivated, the business POC should contact the LSNA staff, either by phone or by e-mail.