

# Custom Calling Features - Cont.

- Easy to use - friendly voice prompts guide you in delivering and retrieving your voice mail messages.

## Standard Features

### Personalized Greeting

- Create a personal greeting for callers who reach your voice mailbox. Voice mail plays your personal greeting before recording the caller's message.

### Time-Date Stamp

- Identifies the time and date each message was received in your voice mail.

### Prompt Override

- You can override voice prompts by choosing the required voice mail option at any time.

### PIN Security

- Personal Identification Numbers ensure security. Your voice mailbox cannot be accessed without the correct PIN. You can designate and change your PIN at any time.

### Message Waiting

- When you access your mailbox, a distinct stutter dial tone is played to indicate you have new messages. When you play or delete your new messages, the normal dial tone is restored.

### Multi-User Access

- If you have more than one voice mailbox, you can check all your messages by accessing the check-in number

## Basic Voice Mail \$3.95 / month

- Allows for message up to 2 minutes in length
- Stores 15 messages at one time
- Saves unplayed messages for up to 30 days
- Holds saved messages for 45 days before they are automatically deleted
- Paging option available for only \$1 per month
- Includes message waiting signal

## Enhanced Voice Mail \$4.95 / month

- Allows for incoming messages for up to 3 minutes in length
- Stores 30 messages at one time
- Saves un-played messages for up to 60 days
- Holds saved messages for 75 days before they are automatically deleted
- Paging option available for \$1 per month.
- Includes message waiting signal
- Urgent message option

### Additional Voice Mail Options:

- Family Mailbox (per person) \$1.00 / month
- Information Only Mailbox \$2.95 / month
- Message Notification \$1.00 / month

### To Set Up Voice Mail

1. Call your voice mail access number \*99 from home, or 354-6245 from other locations.
2. When prompted to enter mailbox number  
If calling from the phone your voice mail is on, Press #. OR  
If calling from other locations, enter your telephone number. Then press the \* key while message is playing.
3. Enter 0000 (4 zeros), followed by the # key. Your PIN number will be a default code of "0000" until you change it.
4. Main Menu: Press 9 for mailbox setup.

### To Access Your Mailbox

1. Call your voice mail access number: \* 99 from home, or 354-6245 from other locations.
2. When prompted to enter mailbox number:  
If calling from the phone your voice mail is on, Press #. OR  
If calling from other locations, enter your telephone number. Then press the \* key while message is playing.
3. Enter your PIN number, followed by the # key. Your PIN number will be a default code of "0000" until you change it.
4. Main Menu: Press 1 to retrieve messages, Press 3 to send, Press 7 for current date and time or Press 9 for mailbox setup.

### To Set-Up Mailbox

You have several options in mailbox set-up menu:

1. Press 1: Greeting options. (You can disregard this step if you choose

to use the default greeting).

2. Press 2: Change PIN Number
3. Press 4: Disable/Enable Auto-Login
4. Press \* : Return to main menu
5. Press 0: To hear instructions again

To change or record your greeting:

1. Press 1 - Play current greeting.
2. Press 2 - Save greeting. Greeting must be saved to be activated
3. Press 3- Delete custom greeting.
4. Press 4- Record your greeting.
5. Press \* - Return to mailbox set-up.
6. Press 0 - To hear options again.

To change your PIN Number:

1. Enter new PIN Number, followed by the # key. This PIN Number is any series of up to 16 digits you choose. You will be unable to access your mailbox without this PIN Number, so be sure to choose one that is easy for you to remember.

2. To verify, enter your PIN Number again, followed by the # key.

When calling from your home, Auto Login gives you the option to enter your mailbox without entering a PIN Number each time.

To Change Auto Login Option:

1. Press 1 to change the current Auto Login option.
2. Press \* to return to the main menu.
3. Press 0 to hear the instructions again.

To Access Your Sub-Mailbox

1. Follow steps 1 and 2 from "To Access Your Mailbox".
2. Enter your sub-mailbox number. If you are the Group Administrator and wish to record a group greeting, press \* to access the Group Greeting Menu. A voice prompt will guide you through those steps.
3. Enter your PIN Number, followed by the # key. Your PIN Number will be defaulted code of "0000" until you change it.
4. Main Menu: Press 1 to retrieve messages, Press 5 to hear which sub-mailboxes have new messages or Press 9 for mailbox setup.

### To Retrieve Messages

Three options in message retrieval menu:

1. Press 1: New messages.
2. Press 2: Saved messages.
3. Press \*: Return to main menu.

Listen to messages:

1. Press 1 - Play or re-play messages.
2. Press 2 - Save messages and go to next.
3. Press 3 - Delete message and go to next.
4. Press 4 - Save message as new.
5. Press 5 - (1) Reply to a message. (use this option for sub-mailboxes)
6. Press 6 - (1) Forward message. (use this option for sub-mailboxes)
7. Press 7 - Skip back three seconds.
8. Press 8 - Pause or continue message.
9. Press 9 - Skip forward three seconds.
10. Press \* - Return to main menu.

## TERMINATING CALL MANAGER (TELEMARKETER CALL SCREENING)

### \$2.95 per month

The Telemarketer Call Screening service intercepts calls that are delivered as "unknown" or "out of the area" to the subscriber's line. The service plays a recording stating that the party they have dialed does not accept calls from telemarketers, and that the party wants their name and number to be added to the telemarketer's "Do Not Call" list. Importantly, the announcement allows callers who are not telemarketers, but whose calling number information is not provided, to "dial 1 or stay on the line" to complete the call.

## ORIGINATING CALL MANAGEMENT

### \$3.50 per month

Originating Call Management service provides you with customized originating call control from your telephone. Whether it's controlling outbound local calls or long distance, you have the flexibility to select which numbers you want to always block or always allow. This service provides a Personal Identification Number (PIN) override so that normally blocked calls may be completed on a per call basis by those who know the PIN. And, this PIN can be changed at any time. Changes to the list are free of charge for the first 30 days. Service order and central office charges apply after that.