☐: **"offers the lowest cost adsl broadband but system reliability is poor"**

Alltel ADSL (TriVergent) in Lexington, SC area...A new customer's opinion

ordered service in early aug, 2001
$49/month with $200 cost of router deferred with 2 year service contract
initial installation charge $50
within 1 week SpeedStream Router arrived with all filters and excellent instructi
A full two weeks later the line was still not connected - or tested!
with several prompting calls to tech support the line was activated
by Sep 19, still no good connection! line problems were investigated on seven
seperate occasions with no problems found!?!? router still drops the line connec
every 10 minutes.
No service calls have been made to inspect installation or router connections an
attempts to work with phone tech support defaulted to "we need to open a serv
ticket to check the lines"

Finally, by the second week of Oct a problem with the PPP connection router in
Charlotte, NC was admitted and equipment was serviced at other end.
After going through many phone service techs I finally happened onto a good oi
recommended dslreports for tweaking and system improvements.

Finally, at the middle of Oct, I have a decent ADSL connection with download cl
1700kb/s ! Thank you DSL Reports! (-:
my best speed before Oct was 256kb/s

Bottom Line: Cost, service help, equipment is excellent....service tech competer
responsiveness to outages, system up-time is fair at best.
Other choices in this area are Roadrunner, DirectPC and other sat systems....I r
the best choice for what is available. Hopefully the Altell ADSL system in Lexing
SC will improve with seasoning and over time. Right now it is the best choice of
available choices.

BTW: Ping rate is very high, around 950ms, which is most probably due to line
conditioning problems and fault of Altell !
Respond to review · See Full Discussion

☐ next review in page (previous review)

Review by: **jdlathan** ☐ on Sunday October 29th 00,
@09:55PM.
(reviewer registered on 2000-10-29 10:29:32, has visited 61 times
since)

From: **Anderson,Anderson,SC**
Contract was **$70 per month**
Telco party: **Trivergent**
CLEC party: **Trivergent**

Pre Sales information:☐____
Install Co-ordination:☐____
Connection reliability:☐____
Tech Support:☐____
Services:☐____
Value for money:☐____

☐: **"Good tech support, Easy self Install, Pricing OK"**
☐: **"HORRRIBLE BILLING PROBLEMS, SLOW, Disconnects frequent on weeke**
☐: **"Try Bellsouth DSL First"**

Sign up, Installation, no problems. 320 k PPPoE, Dynamic connection with Phon
service $70. Nortel External Modem. Was paying by check at first. Tried to bum
speed, lines in area would not go beyond the 320 I was at (They checked line w
some software program, but never gave me the max speeds line would hold). T
started Credit card billing with no notice (I gave the card when I signed up). Ins

of billing me for the bumped up speed, they billed me for 2 lines OFF MY DEBIT
WITH NO BILLING NOTICE!! Next month they hit my card again for about $320.
decided I had enough of their billing problems. Got problem straightened out ar
disconnected. Problems with disconnects on weekends. Try Bellsouth before you
this Headache!! Charter in Anderson, SC is awful also- 300k connection for 49.9
what a RIP!
Respond to review · See Full Discussion

(viewing 1..10 from 2) - **Next 10 >>**

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PRESS RELEASE

Internet Security

Conferencing Services

For Immediate Release

Greenville, SC -- Wednesday, December 1, 1999

Sales Team Will Be at Forefront of TriVergent's DSL Bundled Services Offering

TriVergent has completed its team of account executives who will offer the company's new bundle of high-speed Internet access, local phone service, and long distance phone service to small- and medium-sized businesses in the Greenville, Spartanburg, and Anderson areas of Upstate South Carolina.

TriVergent is a Greenville-based, integrated communications provider (ICP) offering a wide range of services. The sales team will work with business clients interested in TriVergent's services that feature high-speed access to the Internet through DSL (digital subscriber lines) along with web hosting, e-mail, and web page design options. The company also provides data, local area network (LAN), wide area network (WAN), and hardware solutions as well as local phone service and long distance phone service for clients. TriVergent's services will be bundled for clients onto one bill.

The Greenville-Spartanburg-Anderson account executives have years of experience working in the Upstate market. The sales team includes **Jennifer Arndt**, the sales manager for this area and who has worked at TriVergent for 1 year; **Blake Comer**, who came to TriVergent from Computer Science Corporation; **Randy Friedberg**, who previously worked for SunCom; **Rich King**, who worked with Synnex Information Technologies; **Michele Miller**, who has been with TriVergent for a year and was recently promoted from business support

representative; **George Smith**, who worked for
SunCom; and **Greg Sullivan**, who joined
TriVergent from Datastream. The team will
begin selling TriVergent's bundle of high-speed
Internet access, local phone service, and long
distance phone service on Dec. 6, 1999.

"We're excited about this group of people and
their ability to offer business customers
solutions for maximizing use of the Internet
and local and long distance phone service,"
said Dan Sterling, vice president of Sales for
TriVergent.

TriVergent will form similar sales teams
throughout the southeast. Teams are currently
being completed in Atlanta and Greensboro
with groups to follow in Miami, Jacksonville,
and several other markets.

About TriVergent Communications, Inc.

TriVergent Communications, Inc., a privately
held Integrated Communications Provider
(ICP), provides business and residential
consumers with a wide range of
communications products and services
including high-speed Internet (DSL), web
hosting and design, local exchange, long
distance, and data integration products. The
company is building an ATM-backbone, high-
speed data network that will cover 26
southeastern metropolitan markets. Founded
by former managers of Corporate
Telemanagement Group, now Qwest
Communications (NASDAQ:QWST) and
Tel/Man, now MCI Worldcom
(NASDAQ:WCOM), TriVergent's management
team and directors have more than 175 years
of aggregate competitive telecom experience.
TriVergent was named "One Of The 50
Companies to Watch in 1999" by digitalsouth
magazine. Additional information on the
company can be found on the Web at
www.TriVergent.com.

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Customer Service

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- **Request a Repair**
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Registered Users: **New Users:**
Login   Register

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Other Monthly Charges

Local Co

In addition to the monthly fee for your basic phone line, the following fees and surcharges will appear on your local bill.

All states:

Interstate Access Surcharge- ($4.00-$9.20 Varies by state)
This charge covers the cost of connections to the local telephone network, allowing you to make both local and long distance calls. This fee covers the cost of telephone wires, poles and other facilities that connect long distance carriers to local telephone companies. Customers are charged a monthly fee for each telephone line they use.

Local Number Portability- ($.52 Local Number Portability surcharge will be eliminated during the beginning of February 2004)
Number portability allows you to move almost anywhere within your local calling area and keep the telephone number you have today. You can also keep your telephone number if you switch your local service provider. The local number portability surcharge allows telephone companies like Sprint to recover some of the costs for providing this service. All customers regardless of whether they move their telephone number or not must pay this FCC-approved surcharge.

Universal Service Fund- (varies by community)
This surcharge recovers some of the costs Sprint incurs to keep basic telephone service affordable in rural and high cost areas. This fund also makes it possible for telephone companies like Sprint to assist low-income customers that qualify, through lifeline assistance programs. It also provides support for telecommunications services used by schools, libraries and rural health care providers. In some areas, state governments may also require a similar surcharge for special programs within their communities.

Florida:
Touch-tone Service- Touch Tone Service was included in the access line in Florida as of 03/01/2003
Touch-tone service allows you to use Sprint network calling features as well as the interactive customer service features of other companies like banks, airlines, etc. With touch-tone service a phone emits signals or tones (instead of clicks) that automated service systems are able to interpret and process.

Hearing Speech Surcharge- ($.13)
This fee provides funding for telecommunications devices and relay service to be furnished to hearing and speech impaired individuals. The relay service is the service of relaying messages from a hearing impaired customer with a TDD (telecommunications device for the deaf) to someone else who does not have a TDD and/or vice-versa. The surcharge applies to all residential and business phone lines.

Indiana:
Hearing Speech Surcharge- ($.06)
This fee provides funding for telecommunications devices and relay service to be furnished to hearing and speech impaired individuals. The relay service is the service of relaying messages from a hearing impaired customer with a TDD (telecommunications device for the deaf) to someone else who does not have a TDD and/or vice-versa. The surcharge applies to all residential and business phone lines.

Kansas:
No additional

Minnesota:
No additional

Missouri:
Extended Local Calling Charge
This charge reflects the additional cost of expanding your local calling area to include former long distance or local toll destinations. These charges vary by community and apply only in areas where local calling has been expanded.

Relay Surcharge-($.10)
This fee provides funding for telecommunications devices and relay service to be furnished to hearing and speech impaired individuals. The relay service is the service of relaying messages from a hearing impaired customer with a TDD (telecommunications device for the deaf) to someone else who does not have a TDD and/or vice-versa. The surcharge applies to all residential and business phone lines.

North Carolina:
Touch-tone Service- Touch Tone is included in the access line in North Carolina
Touch-tone service allows you to use Sprint network calling features as well as the interactive customer service features of other companies like banks, airlines, etc. With touch-tone service a phone emits signals or tones (instead of clicks) that automated service systems are able to interpret and process.

Nebraska:
Hearing Speech Surcharge-($.07)
This fee provides funding for telecommunications devices and relay service to be furnished to hearing and speech impaired individuals. The relay service is the service of relaying messages from a hearing impaired customer with a TDD (telecommunications device for the deaf) to someone else who does not have a TDD and/or vice-versa. The surcharge applies to all residential and business phone lines.

Extended Local Calling Charge
This charge reflects the additional cost of expanding your local calling area to include former long distance or local toll destinations. These charges vary by community and apply only in areas where local calling has been expanded.

New Jersey:
Touch-tone Service-($.75)
Touch-tone service allows you to use Sprint network calling features as well as the interactive customer service features of other companies like banks, airlines, etc. With touch-tone service a phone emits signals or tones (instead of clicks) that automated service systems are able to interpret and process.

Nevada:
No additional.

Ohio:
Intrastate Access Fee
The Intrastate Access Fee was added to customer invoices on July 3, 2001. This fee is simply a more direct method of billing for charges that were formally included in customer long distance charges. Customers have been paying this fee all along, but the charge was included in their long distance rates before July 3, 2001. To help as many customers as we can offset this fee, Sprint eliminated Local Toll and Usage Charges on more than 500 calling routes throughout the state."

Oregon:
Residential Service Protection Fund-($.13)
This fee provides funding for telecommunications devices and relay service to be furnished to hearing and speech impaired individuals. The relay service is the service of relaying messages from a hearing impaired customer with a TDD (telecommunications device for the deaf) to someone else who does not have a TDD and/or vice-versa. The surcharge applies to all residential and business phone lines.

Extended Local Calling Charge
This charge reflects the additional cost of expanding your local calling area to include former long distance or local toll destinations. These charges vary by community and apply only in areas where local calling has been expanded.

Pennsylvania:
No additional.

South Carolina:
No additional

Tennessee:
Touch-tone Service-($1.00)
Touch-tone service allows you to use Sprint network calling features as well as the interactive customer service features of other companies like banks, airlines, etc. With touch-tone service a phone emits signals or tones (instead of clicks) that automated service systems are able to interpret and process.

Texas:
Extended Local Calling Charge
This charge reflects the additional cost of expanding your local calling area to include former long distance or local toll destinations. These charges vary by community and apply only in areas where local calling has been expanded.

Virginia:
No additional.

Washington:
Extended Local Calling Charge
This charge reflects the additional cost of expanding your local calling area to include former long distance or local toll destinations. These charges vary by community and apply only in areas where local calling has been expanded.

Wyoming:
Hearing Speech Surcharge-($.10)
This fee provides funding for telecommunications devices and relay service to be furnished to hearing and speech impaired individuals. The relay service is the service of relaying messages from a hearing impaired customer with a TDD (telecommunications device for the deaf) to someone else who does not have a TDD and/or vice-versa. The surcharge applies to all residential and business phone lines. This charge appears on the bill as "Relay/TAP Surchagre".

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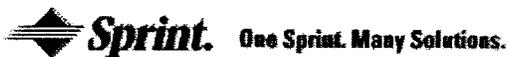
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Sprint Local

Welcome to Sprint Local Residential Services!

IS YOUR ENTRY CORRECT?

You entered the Zip Code below for your new residence.
If this is correct, please click "continue":

ZIP CODE

ZIP Code | **Continue**

If incorrect, please re-enter your Zip Code and click "continue".

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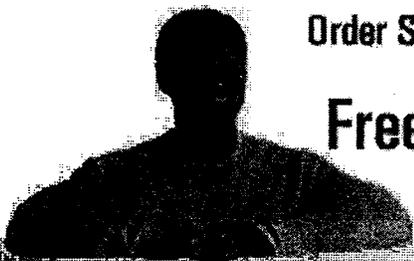
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Registered Users: Login

New Users: Register

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Check For Sprint Local Residential Service

☐ States outside of Sprint local territory

■ States where Sprint provides local telephone service

e.spire Communications, Inc., an integrated communications provider, offers traditional local and long distance, dedicated Internet access, and advanced data solutions, including ATM and frame relay. e.spire's subsidiary, ACSI Network Technologies, Inc., provides third parties, including other communications concerns, municipalities, and corporations, with turnkey fiber-optic design, construction, and project management expertise. More information about e.spire is available at e.spire's Web site, www.espire.net.

About Xspedius
Xspedius, an ICP (Integrated Communications Provider) company headquartered in Lake Charles, Louisiana, offers integrated voice, data and Internet services to small and medium-sized businesses throughout the southeastern states. For more information about Xspedius, visit www.xspedius.com.

About Thermo
Thermo is part of the Thermo Companies based in Denver, Colorado, a highly successful group of companies focused on opportunities in the telecommunications, industrial, power generation, natural resources, and real estate industries.

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► Contact Information

► Customer Referral Program

► Service Agreements

► Find a Sales Office

► Customer Assistance

► FAQ

Anonymous Call Rejection	Automatic Call Back
Automatic Recall	Call Block
Call Forward Busy	Call Forwarding Don't Answer
Call Forward Don't Answer/Busy	Call Forwarding Variable
Call Forward Remote Activation	Call Hold
Call Transfer	Call Waiting
Caller ID (Number Only)	Caller ID-Deluxe (Name and Number)
Caller ID w/Call Waiting	Control/Cancel Call Waiting (CCW)
Hunting (Rollover Lines)	Identi-Ring service
Speed Dialing (8 or 30)	Three Way Calling
Toll Restriction	

Anonymous Call Rejection (ACR)   Back to Top

Anonymous Call Rejection (ACR) can be activated and/or deactivated at the Customer's discretion. ACR is provisioned in an inactive status and must be initially turned on by the Customer. See charts for activation and deactivation codes and confirmation tones:

SERVICE	ACTIVATION CODE	DEACTIVATION CODE
TOUCH-TONE	*77	*87
PULSE/ROTARY	1177	1187

Automatic Call Back (ACB)   Back to Top

Automatic Call Back (ACB) must be activated by the Customer. ACB is provisioned in an inactive status and must be initially turned on by the Customer. See charts for activation codes and confirmation messages:

SERVICE	ACTIVATION CODE
TOUCH-TONE	*69
PULSE/ROTARY	1169

ACTION	CONFIRMATION MESSAGE
*69 Activated	A confirmation message that repeats the telephone number of the last incoming call will be heard upon activation.
Subscriber is prompted	The recording advises the subscriber to enter the additional digit #1 (rotary, pulse or touch-tone) to continue with feature activation or hang up to end activation

Automatic Recall   Back to Top

Automatic Recall is activated by a customer dialed code, which automatically redials the last number attempted.

SERVICE	ACTIVATION CODE
TOUCH-TONE	*66
PULSE/ROTARY	1166

If	Then
The line is not busy	• The call will complete
The line is busy	• The Customer will hear a confirmation tone and hang up • Once the Customer hangs up, the network will monitor the busy/idle status of both lines every 45 seconds for up to 30 minutes • The network will begin 30 minute queuing process
Both lines are idle	• The Customer receives ring back tone (short, short, long) • Customer picks up receiver • Network completes call
Subscriber doesn't answer or is on another call	• The network attempts to ring back every 5 minutes for the remainder of the 30 minute queuing process
Subscriber still wants to place the call and the line stays busy for over 30 minutes	• Customer should dial the telephone number once again • Hang up receiver • Dial *66 (1166 - Pulse/Rotary)

Call Block   Back to Top

Call Block can be activated and/or deactivated at the Customer's discretion. Call Block is provisioned in an inactive status and must be initially turned on by the Customer. See charts for activation and deactivation codes:

SERVICE	ACTIVATION CODE	DEACTIVATION CODE
TOUCH-TONE	*60	*80
PULSE/ROTARY	1160	1180

To Activate/Deactivate Call Block, follow the steps below:

Step	Action
1	Hang up from unwanted call
2	Pick up telephone to get dial tone
3	Dial *60 (1160 Pulse/Rotary dial)
4	Dial 3 to activate your call block list (first entry only) (If done again, Call Block service will deactivate)
5	Listen for announcement followed by beep tone
6	Dial #01# (1201 Pulse/Rotary dial)
7	This number will be considered a private entry and will be read back as Private (See Note)
8	Either continue to edit the list or hang up

To Activate Call Block and edit numbers for the screening list, follow the steps below:

Step	Action
1	Pick up the telephone and listen for dial tone
2	Dial *60 (1160 Pulse/Rotary dial)
3	To activate Call Block with existing screening list, hang up
4	To establish or change screening list, listen for announcement with instructions followed by beep tone

Call Forward Busy   Back to Top

Call Forward Busy is an optional feature which automatically forwards calls to an alternate telephone number should the line be busy or off-hook. The Customer specifies the number to which the calls are forwarded at the time the feature is ordered and requires no action. Another service order would be required to change the forward to number.

The feature is in operation on a continuous basis and can not be activated or deactivated by the Customer.

Call Forwarding Don't Answer

Call Forwarding Don't Answer is an optional feature which automatically forwards unanswered incoming calls to an alternate telephone number. The Customer specifies the number to which calls are forwarded to and the approximate number of ringing cycles at the time the feature is ordered. A service order is required to change the forward to number and/or the ringing cycle. This may be used to forward calls in connection with Voice Message Services.

The feature is in operation on a continuous basis and can not be activated or deactivated by the Customer.

Call Forward Don't Answer/Busy

Call Forward Don't Answer/Busy: Automatically redirects all incoming calls to another telephone number or to e.spire voice mail. This feature is usually activated when a customer wishes not to be disturbed by incoming calls.

The feature is in operation on a continuous basis and can not be activated or deactivated by the Customer.

Call Forwarding Variable

Call Forwarding Variable allows you to have all incoming calls forwarded to another number. The forwarding number may be changed as often as necessary. It is activated and/or deactivated at the Customer's discretion. See charts for activation and deactivation codes:

SERVICE	ACTIVATION CODE	DEACTIVATION CODE
TOUCH-TONE	72# or *72	73# or * 73
PULSE/ROTARY	72	73

To Activate Call Forwarding Variable, follow the steps below:

Step	Action
1	Pick up the telephone and listen for dial tone
2	Dial the activation code for Call Forwarding Variable (either 72# or *72 (touch-tone) or 72 (rotary))
3	Listen for second dial tone
4	Dial the telephone number to which the calls are to be forwarded to
5	Listen for two (2) short tones
6	When the called party answers, Call Forwarding Variable is in effect

| 7 | The switch will automatically dial the forward to number, and one of the following scenarios will apply: **Scenario 1** If there is an answer at the forward to number, the /CFV feature is immediately activated. No confirmation tone is received, and the user should hang up. **Scenario 2** If the call goes unanswered, the user must hang up and then repeat Step 2 (*72 or 72#) to complete the activation. The user will then receive a confirmation tone. |

To Activate Call Forwarding Variable when the line is busy or no answer, follow the steps below:

Step	Action
1	Hang up telephone
2	Repeat steps 1 through 5 (See chart above) (On the 2nd attempt, no answer is required and the attempt must be within two (2) minutes of 1st attempt

To Deactivate Call Forwarding, follow the steps below:

Step	Action
1	Pick up the telephone and listen for dial tone
2	Dial either 73# or *73(touch-tone) or 73 (rotary)
3	Wait for two (2) beep and dial tones

Call Forward Remote Activation   Back to Top

Call Forward Remote Activation Allows you to access call forwarding from a remote location. Using Remote Activation of Call Forwarding Variable is easy; you just listen to the prompts (instructions) after dialing the REMOTE ACCESS DESIGNATED NUMBER.

Remote Access Designated Number (RADN)
Your RADN is shown in the REMOTE ACCESS DESIGNATED NUMBER reference table above. The password defaults to 0000 or the last four (4) digits of the telephone number on which the feature is provisioned.

Activate from Remote Location

Step	Action

1.	Dial the Remote Access Designated Number
2	Dial your 7-digit office telephone number that has RACFV. The dialed telephone number will be repeated to allow for ensure accuracy.
3	Dial your Personal Identification Number (PIN) and # (See Note 1)
4	Dial the Call Forwarding Variable activation code 72# .
5	Dial the number to which you want your calls forwarded to and #. If you must dial a 1 or area code to reach this number from your home or office, then do so. Then the forwarded to telephone number dialed will be repeated to ensure accuracy. (See NOTE 2)

Deactivate from Remote Location

Step	Action
1.	Dial the Remote Access Designated Number
2	Dial your 7-digit office telephone number that has RACFV. The dialed telephone number will be repeated to ensure accuracy.
3	Dial your Personal Identification Number (PIN) and # (See Note 1)
4	Dial the Call Forwarding Variable deactivation code 73#. Dial 1 to confirm deactivation

Note (1): You have three chances to enter the correct telephone number that has REMOTE ACTIVATION TO CALL FORWARDING VARIABLE and your PERSONAL IDENTIFICATION NUMBER. After three attempts, you will be disconnected. You must hang up and try again.

Note (2): If you forward calls to any number outside your local calling area, you will be charged for any calls forwarded from your number to the distant number.

Activate from Business Location

Step	Action
1.	Dial the Special Access Number from the telephone number that has RACFV. The dialed telephone number will be repeated to ensure accuracy.
2	Dial your Personal Identification Number (PIN) and # (See Note 1)
3	Dial the Call Forwarding Variable activation code 72#.
4	Dial the number to which you want your calls forwarded to and #. If you must dial a 1 or area code to reach this number from your home or office, then do so. Then the forwarded to telephone number dialed will be repeated to ensure accuracy. (See NOTE 2)

Deactivate from Business Location

Step	Action
1.	Dial the Special Access Number from the telephone number that has RACFV. The dialed telephone number will be repeated to ensure accuracy.
2	Dial your Personal Identification Number (PIN) and # (See Note 1)
3	Dial the Call Forwarding Variable deactivation code 73#. Dial 1 to confirm deactivation

Note (1): You have three chances to enter the correct telephone number that has REMOTE ACTIVATION TO CALL FORWARDING VARIABLE and your PERSONAL IDENTIFICATION NUMBER. After three attempts, you will be disconnected. You must hang up and try again.

Note (2): If you forward calls to any number outside your local calling area, you will be charged for any calls forwarded from your number to the distant number

Call Hold   Back to Top

Call Hold: Calls can be placed on hold by simply flashing the switch hook once. Only one call per station can be placed on hold at one time. To retrieve the original call flash the switch hook again.

Call Transfer   Back to Top

Call Transfer : Calls can be transferred to another number without hanging up. This is done by pressing the switch hook, and dialing the number to which the call will be transferred to then hanging up the receiver. Hanging up the receiver will complete the transfer between the two parties.

Call Waiting   Back to Top

Call Waiting: Provides an audible alert when you receive a second incoming call. It allows you to put your call on hold to answer the incoming call without disconnecting the first call. This is done by flashing the switch hook to put the first call on hold and to answer the second call. It is also possible to hang up and allow the phone to ring to answer the second call. Consecutive flashes allow you to alternatively talk to the original and the new calling parties.

To use Call Waiting follow these steps:

Step	Action
1	Depress the switch-hook once (The first call is put on hold and you will be

	connected to the second call
2	Depress the switch-hook once again (The first call and the second call will be connected)

Caller ID (Number Only)   Back to Top

Caller ID (Number Only) service allows you to view the calling party's telephone number, date and time of the call. After the first full ring, the calling number appears on the Caller ID display unit. The phone must be on the hook when the call is received.

NOTE: The customer is responsible for providing the caller ID display unit. Depending on the CPE unit, the area code plus the 7-digit telephone number, the month, day and time of the call may be displayed and/or stored for future viewing. No interaction is required from the user other than installing the Caller ID unit.

Available for PRI Trunks (Local ISDN CEU) and Business Exchange Lines (Local Service & Local Service Plus)

Caller ID- Deluxe (Name and Number)   Back to Top

Caller ID- Deluxe (Name and Number) service allows you to view the calling party's listed name and telephone number, date and time of the call. After the first full ring, the listed name and calling number appear on the Caller ID display unit. The phone must be on the hook when the call is received.

NOTE: The customer is responsible for providing the caller ID display unit. Depending on the CPE unit, the name, area code plus the 7-digit telephone number, the month, day and time of the call may be displayed and/or stored for future viewing. Not all CPE units can provide name display, read manufacturers information carefully. No interaction is required from the user other than installing the Caller ID unit.

Available for Business Exchange Lines Only (Local Service & Local Service Plus)

Caller ID w/Call Waiting   Back to Top

Caller ID w/Call Waiting service allows you to view the listed name, telephone number, date and time of a second incoming call while the line is in use, in addition to the normal Caller ID Deluxe feature. This gives the customer the choice of answering or ignoring the second caller. (At this point, the second caller will hear ringing until they hang up. Any 3rd caller will receive a busy signal unless forwarded to another number or voice mail service.)
NOTE: The customer is responsible for providing the caller ID display unit.

Depending on the CPE unit, the name, area code plus the 7-digit telephone number, the month, day and time of the call may be displayed and/or stored for future viewing. Not all CPE units can provide name display or the Call Waiting feature, read manufacturers information carefully. No interaction is required from the user other than installing the Caller ID unit.

Available for Business Exchange Lines Only (Local Service & Local Service Plus)

Control/Cancel Call Waiting (CCW)   Back to Top

Control/Cancel Call Waiting (CCW) provides the ability to temporarily disengage call waiting for uninterrupted talking before or during a call. When CCW is activated, anyone calling will receive a busy signal and no CW tone will interrupt the customer's call.

To Use Control/Cancel Call Waiting before making a call:

Step	Action
1	Pick up telephone and listen for dial tone
2	Dial *70 (Touch-tone) or 1170 (Pulse/Rotary)
3	Listen for second dial tone
4	Dial the desired telephone numberl

To use Control/Cancel Call Waiting while a call is in progress:

Step	Action
1	Must be a 3-way Call subscriber
2	Depress the switch-hook to place the call on hold
3	Listen for dial tone
4	Dial *70 (Touch-tone) or 1170 (Pulse/Rotary)
5	Depress the switch-hook once again to return to the original call, pick up telephone, listen for dial tone

Hunting (Rollover Lines)   Back to Top

Hunting (Rollover Lines) is placed on individual telephone lines that make up a group, also known as a hunt group. Hunt groups are a series of lines organized in such a way that if the first line is busy the next line is hunted and so on until a free line is found. There are two types of hunting, serial and circular.

Serial: Serial hunting searches for available lines from the top of the group down. Each incoming call always starts at the top of this group and is rolled to an available line in that hunt group. If the call reaches the last line in the hunt group sequence it does NOT roll to the first line in the hunt group.

*Note: The last line in a serial hunt group does not need hunting because the last line does NOT roll to the first line in the hunt group.

Circular: In Circular hunting, the switch has the ability to remember the last

line it connected, and starting there, it hunts down to the next available line. Once the last line in the hunt group is reached, it rolls to the top or the first line in the hunt group. It does NOT continue to roll after completion of loop. Essentially, the available lines are searched for in a circle.

*Note: All lines in the hunt group MUST have hunting on them because Circular hunting rolls to the top or first line again.

Identi-Ring   Back to Top

Identi-Ring service enables two or three telephone numbers to share one line. A unique ringing pattern is provided for each of the additional numbers. This allows a customer to determine prior to answering a call, which number the calling party has dialed.

Ringing Patterns:

PATTERN	RINGS	CALL WAITING TONE
A	NORMAL	NORMAL
B	SHORT, SHORT	SHORT, SHORT
E (5ESS only)	SHORT, LONG, SHORT (Identi-Ring II only)	SHORT, LONG, SHORT

Speed Dialing (8 or 30)   Back to Top

Speed Dialing (8 or 30): Allows one or two digit dialing to reach preset numbers. You can set and reset the codes at your discretion. Speed Dial 8 and Speed Dial 30 can be used together or independently.

SPEED DIAL 8:

Step	Action
1	Listen for dial-tone.
2	Dial 74# (touch-tone) or 74 (rotary or pulse)
3	Select a one (1) digit code (2 through 9)
4	Listen for dial-tone
5	Dial the code selected and the telephone number (example: 2 + 1 + 800 + 555-1212)
6	Two beeps confirm your entry. Pick up the telephone and listen for dial tone

SPEED DIAL 30:

Step	Action
1	Listen for dial-tone
2	Dial 75# (touch-tone) or 75 (rotary or pulse)

3.	Select a two (2) digit code (20 through 49)
4.	Listen for dial-tone
5.	Dial the code selected and the telephone number (example: 20 + 1 + 800 + 555-1212)
6	Two beeps confirm your entry

TO CALL A NUMBER SELECTED FOR SPEED CALLING:

Step	Action
1	Dial the desired one or two digit code
2	For touch-tone, add the # symbol when you dial the code

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Three Way Calling   Back to Top

Three Way Calling: Allows a third party to be added to a call already in progress. To add a third party to an existing call, briefly press down the switch hook to place the first party on hold. When you hear the dial tone, dial the telephone number of the party to be added. Press down the switch hook again to establish the three-way connection.

Toll Restriction   Back to Top

Toll Restriction: A variety of toll restrictions are offered based on our customers needs. These include, but are not restricted to, the following:
- Block NPA 900 & 976
- Block International
- Block NPA 900
- Block NPA 976
- Block NPA 900, 976 & International
- Block NPA 900 & International
- Block NPA 800, 877, & 888
- Allow Only NPA 800, 877, & 888
- No local or long distance calling allowed

X S P E D I U S
Communications

Business Solutions

About Xspedius • Business • Carrier • Agent • Support

Local Calling

- ► Lead Broker Program
- ► Managed Services
- ► Messaging Services
- ► Internet ConneXions
- ► Complete Integrated
- ► Data ConneXions
- ► Complete Xchange™
- ► Cities Served

Dependable and always there, Xspedius Communications Complete Xchange™ products provide essential voice dial-tone service you can count on. Xspedius offers you a comprehensive portfolio of local calling services which satisfy basic as well as complex voice calling needs.

We currently offer three local calling service options to simplify your buying decision. Complete T is our flat-rated, all-in-one service, which provides 24 lines/trunks delivered over DS1 or PRI facility, which includes many enhanced local calling features for one low monthly fee. And if our Complete T DS1 or PRI service options don't suit your needs, we provide Complete Lines - Lines, Trunks, or Partial PRI - our unbundled local calling service. With Complete Lines - Lines, Trunks, or Partial PRI you select the number of lines and calling features that are best suited to your business needs. Also, in select markets Xspedius offers local service to businesses that do not need a T1 - Complete Xpress™ service is a fully featured line or trunk designed to give you flexibility and convenience for your business needs.

Digital Trunk Service

No matter what your telecommunication needs for trunks are, they can be configured to accept outgoing calls only, incoming calls or to handle both incoming and outgoing call traffic. Also, certain Calling Features can be assigned to your trunks that help your business efficiently manage the call flow. Digital Trunk Service is ideal for businesses that have complex business systems such as PBXs or hybrid key systems.

Enhanced DID Trunk Service

Enhanced DID Trunk Service allows you to provide individual telephone numbers for each of your employees that will improve the efficiency of your day-to-day business operations by reducing administrative and business system costs.

If you are interested in any Xspedius Communications Voice Service, please email our Product Marketing Department or call 1.877.962.1900.

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Complete Lines - Lines, Trunks or Partial PRI

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Local ISDN for ISP