



Local Phone Service

Imagine getting your telephone services from a company you already know and people that live here in Mississippi. Now you have a choice when it comes to your phone service. Telepak Networks is pleased to offer ValuePak Bundle Plans which allow you to combine your local service, long distance, and a choice of numerous features onto a single bill. Our new plans are formulated to let you pay for what you use.

Contact Customer Care at **1.877.TELEPAK** (1.877.835.3725) for more information and about our new long distance rate.

Home Phone Service

- ValuePak Bundle
- Additional Home Phone
- Lifeline Assistance
- Long Distance

-Tariff Changes

10/28/04 - Flat Rate
08/27/04 - Feature

CUSTOMER CARE

1-877-835-3725
(1-877-TELEPAK)

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ValuePak Bundle Plans

If you want to have an idea of what your monthly phone bill will be each month, Telepak Networks' ValuePak Bundle Plans are for you. The ValuePak Bundle Plans combine your local service, long distance, and a choice of numerous features into easy to understand billing plans at cost effective prices. View our plans to find the right ValuePak Bundle for you.

ValuePak Bund

- ValuePak 1000
- ValuePak 100
- ValuePak 7
- ValuePak 7 ACP
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Local Phone Service

ValuePak 100

\$37.95 per month.

- Includes unlimited local home phone calls.
- Includes 100 in-state and out of state (continental U.S.) minutes not local.
- 7¢ per minute after 100 for all in-state and out of state (continental U.S.) minutes not local.
- Includes unlimited choice from over 20 calling features. (See [Features Available](#)).

Telepak Networks Terms and Conditions: Taxes, fees, and other charges, including universal service fund and end user line charges, apply. Other fees, conditions, and restrictions may apply.

If Telepak Networks determines that the customer's usage exceeds 1000% of its' average usage for customer with this plan, the customer may, at Telepak Networks' own discretion, be offered an alternative plan, or subject to an additional monthly fee of \$50.00.

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Local Phone Service

ValuePak 7

\$39.95 per month.

- Includes unlimited local calls.
- All in state and out of state (continental U.S.) calls not local billed at 7¢ per minute.
- Includes unlimited choice from over 20 calling features. (See [Features Available](#))

Telepak Networks Terms and Conditions: Taxes, fees, and other charges, including universal service fund and end user line charges, apply. Other fees, conditions, and restrictions may apply.

If Telepak Networks determines that the customer's usage exceeds 1000% of its' average usage for customer with this plan, the customer may, at Telepak Networks' own discretion, be offered an alternative plan, or subject to an additional monthly fee of \$50.00.

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Features Available with ValuePak Plans

With ValuePak Plans, choose the features you need from this list without paying additional fee (unless noted).

- Call Waiting
- Call Forwarding Variable
- Three-Way Calling
- Speed Calling (8-code)
- Speed Calling (30-code)
- Call Forwarding Busy Line
- Call Forwarding Don't Answer
- Remote Access - Call Forwarding Variable
- Call Forwarding Don't Answer - Ring Control
- Call Waiting Deluxe with Call Forwarding - Don't Answer
- Call Waiting Deluxe with Conferencing
- Star 98 Access
- Call Return
- Repeat Dialing
- Call Selector
- Preferred Call Forwarding
- Call Block
- Call Tracing
- Caller ID-Basic
- Caller ID-Deluxe
- Customized Code Restriction:
 - Options 1 through 3
 - Options 4 through 5
- Ring Master - 1 Line
- Ring Master - 2 Line
- Message Waiting Indicator - Stutter Tone
- Message Waiting Indicator - Audio, Visual
- Unknown Caller Privacy:
 - Per ValuePak Line: Additional \$1.95

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ValuePak Bundle Plans

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Additional Home Phone Plans

Telepak Networks offers additional Home Plans for customers where ValuePak Bundle Plans may not exactly fit their needs. Long distance plans from Telepak Networks are available with each of these offerings. View our Additional Home Phone Plans to find the right one for you.

Additional Home Plans

- [ValuePak - Basic](#)
- [ValuePak - ACP](#)
- [Flat Rate Service](#)
- [ACP Service](#)

Home Phone Service

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Lifeline Assistance

The Lifeline Assistance program is designed to make phone services available to qualifying subscribers who receive income-based benefits.

Lifeline Assistance is currently available to any qualifying subscriber participating in one of the following programs in Mississippi:

- Medicaid
- Food Stamps
- Supplemental Security Income
- Temporary Assistance to Needy Families (TANF)

Telepak Networks offers a recurring monthly credit of \$13.50 for home phone service (residential local service) through the Lifeline Assistance program.

Read below for more information about Lifeline Assistance from Telepak Networks. For additional information or to sign up for Lifeline Assistance, contact Customer Care at 1-877-835-3725 (1-877-TELEPAK), or see [Application for Lifeline Assistance & Link-up](#).

The Lifeline Assistance Program

Lifeline Assistance provides reduced rates under federal and state universal service programs to eligible customers for local phone service and installation.

Eligibility for Lifeline Service

Eligibility is determined by participation in one of the following programs: (i) Medicaid, (ii) Food Stamps, (iii) Supplemental Security Income (SSI), (iv) Temporary Assistance to Needy Families (TANF). Only one federally subsidized telephone is available per household, and is applicable to the primary residential connection only. Additional lines are not subject to the discounted Lifeline rates. Telepak Networks must receive satisfactory evidence of your participation in one of these programs.

Link-Up

Customers eligible under the Lifeline Assistance program may also qualify for connection assistance under the Link-Up program equal to half of the customary connection charge or \$30.00, whichever is less. Link-Up customers are eligible for a credit for a portion of installation charges (if applicable) through the federal Link-Up program as described above.

Availability

Lifeline Service is available to new eligible customers as long as there is sufficient money in the Federal Lifeline funds to cover the discounted rates. In the event that the Federal Lifeline funds are not sufficient to cover new applicants in any given year, Telepak Networks will allocate any and all remaining surplus funds until all qualified Customers are covered. Telepak Networks may vary the credit or the number of included minutes as required by changes in federal or state universal service funding support.

For additional information or to sign up for the Lifeline Assistance or Link-up program contact Telepak Networks at 1-877-835-3725 (1-877-TELEPAK) or complete the [Application for Lifeline Assistance & Link-up](#).

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Flat Rate Increases

Effective October 28, 2004, certain Local Exchange Flat Rate Residential One-Party Rates (Residential Flat Rate Service) will be increased according to Rate Groups as follows:

Rate Group 1: Increased from \$14.79 to **\$15.50**
Rate Group 2: Increased from \$15.15 to **\$15.68**
Rate Group 3: Increased from \$15.50 to **\$15.85**
Rate Group 4: Increased from \$15.85 to **\$16.03**
Rate Group 5: No Increase, Rate Remains at **\$16.20**
Rate Group 6: Increased from \$16.55 to **\$17.08**
Rate Group 7: Increased from \$16.90 to **\$17.25**
Rate Group 8: Increased from \$17.25 to **\$17.43**
Rate Group 9: No increase, Rate Remains at **\$17.60**
Rate Group 10: Increased from \$17.95 to **\$18.48**
Rate Group 11: Increased from \$18.30 to **\$18.66**
Rate Group 12: Increased from \$18.66 to **\$18.84**
Rate Group 13: No increase, Rate Remains at **\$19.01**

The rate groups for each exchange are listed below. These rates may be found in Telepak Networks' General Subscriber Line Tariff in Section 3 as filed with the Mississippi Public Service Commission.

Exchange	Rate Group	Exchange	Rate Group
Aberdeen	5	Maben	1
Amory	5	Macon	1
Albany	5	Madison	13
Ashland	1	Magee	5
Baldwyn	10	Magnolia	7
Batesville	4	Marks	1
Bay St. Louis	8	McComb	7
Beaumont	1	McCool	4
Belmont	4	McLain	1
Belzoni	1	Mendenhall	4
Benoit	7	Meridian	9
Biloxi	13	Mize	1
Blue Mountain	3	Monticello	1
Bolton	13	Moorhead	3
Booneville	3	Morton	1
Brandon	13	Moss Point	10
Briarwood	9	Mt. Olive	4
Brookhaven	5	Natchez	7
Buckatunna	5	Naval Air Station	9
Burnsville	4	Nettleton	10
Caledonia	8	New Albany	4
Canton	3	Newton-Hickory	2
Carrollton	6	Oakland	1
Carthage	3	Obadiah	9
Centreville	1	Ocean Springs	12
Charleston	1	Okolona	3

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Clarksdale	5	Osyka	7
Cleveland	4	Oxford	6
Clinton	13	Pace	1
Coffeeville	1	Pascagoula	10
Coldwater	6	Pass Christian	12
Collins	3	Pearlington	8
Columbia	4	Pelahatchie	8
Columbus	8	Philadelphia	4
Columbus AFB	8	Picayune	6
Como	1	Pickens	3
Corinth	6	Pontotoc	4
Crenshaw	1	Poplarville	1
Crystal Springs	1	Port Gibson	1
DeKalb	1	Purvis	1
Drew	1	Quitman	5
Duck Hill	2	Raleigh	1
Duffee	9	Raymond	13
Duncan	1	Richton	1
Durant	3	Ripley	3
Edwards	13	Rolling Fork	1
Ellisville	8	Rosedale	1
Enterprise	5	Roxie	1
Ethel	4	Ruleville	1
Eupora	1	Sardis	1
Fayette	1	Scooba	1
Flora	13	Seminary	2
Forest	3	Senatobia	4
Friars Point	5	Shannon	10
Gloster	1	Shaw	1
Goodman	3	Shelby	1
Greenville	8	Shubuta	5
Greenwood	7	Shuqualak	1
Grenada	4	Silver Creek	1
Gulfport	13	Starkville	8
Gunnison	1	Sumner	1
Hattiesburg	10	Sumrall	1
Hazlehurst	1	Tailorsville	1
Heidelberg	1	Tchula	3
Hernando	5	Terry	13
Hollandale	8	Toomsbua	9
Holly Springs	4	Tunica	1
Houston	3	Tupelo	10
Hurley	10	Tutwiler	1
Indianola	3	Tylertown	2
Inverness	3	Union	1
Itta Bena	6	Utica	1
Iuka	4	Vaiden	2
Jackson	13	Vanceleave	12
Jonestown	5	Verona	10
Kilmichael	2	Vicksburg	7
Kosciusko	4	Walnut	3
Lake	3	Water Valley	1
Laurel	8	Waynesboro	5
Leland	8	Wesson	1
Lexington	3	West	3

Liberty	1	West Point	4
Louisville	3	Wiggins	2
Lucedale	3	Winona	2
Lula	5	Woodville	1
Lumberton	1	Yazoo City	4
Lynville	1		

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Features Rates

The rates for the following Telepak Networks services will change. New rates will become effective August 27, 2004.

RATES	
AREA CALLING PLUS SERVICE	
Per line without ValuePak	\$56.00
Per line with ValuePak	\$71.00
Per Two-Line Plan package with ValuePak	\$93.95
Credit for two individual lines qualifying as Two-Line Plan package	-\$48.05
Per Three-Line Plan Package with ValuePak	\$123.95
LOCAL DIRECTORY ASSISTANCE SERVICE	
Listing(s) within the caller's local calling area and NPA	\$1.00
DIRECTORY LISTINGS	
Non-Published (Private) Listing: Where charge applies	\$4.50
Non-Listed (Semiprivate) Listing: Where charge applies	\$2.20
Business Additional Listing, each	\$2.50
Residence Additional Listing, each	\$1.20
Alternate Listing: Nights, Sunday and Holidays, each	\$1.80
Other Alternate Listing: Business, each	\$2.00
Other Alternate Listing: Residence, each	\$2.00
Cross Reference Listing: Business, each	\$1.80
Cross Reference Listing: Residence, each	\$1.20
Foreign Listing: Residence, each	\$1.20
Foreign Cross Reference Listing: Residence, each	\$1.20
Foreign Alternate Listing: Residence, each	\$1.20
Special Text Listing: Business, per line	\$1.80
Telephone Answering Service Listing, each	\$1.80
Listing Titles in Excess of One: Residence, each	\$1.20
Listing Titles, professionals and/or educational degrees in excess of one: Business, each	\$1.80
Designer Bold, per listing	\$2.40
Designer Bold Plus, per listing	\$3.50
Designer Script, per listing	\$2.40
Designer Plus, per listing	\$3.50
Designer Line (Standard), per listing	\$3.50
Designer Line Bold, per listing	\$4.50
Designer Line Script, per listing	\$4.50
CUSTOM CALLING SERVICE: RESIDENCE	
Call Waiting	No change
Call Forward Variable	\$5.00
Three Way Calling	No change
Speed Calling (30-code)	\$5.00
Call Forward Busy Line	No change
Call Forward Don't Answer	\$1.20

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Customer Control of Call Forward Busy Line	\$3.50
Customer Control of Call Forwarding Don't Answer	\$3.50
Call Forwarding Busy Line Multiple Calls	\$2.40
Call Forwarding Don't Answer Multiple Calls	\$2.40
Remote Access - Call Forwarding Variable	\$6.50
Call Waiting Deluxe with Call Forwarding Don't Answer	\$7.50
Call Waiting Deluxe with Conferencing	\$7.00
Three-Way Calling with Transfer	\$5.90
Talking Call Waiting	\$3.50
CUSTOMER CALLING SERVICE: BUSINESS	
Call Forwarding Variable	\$6.00
Three-way Calling	\$6.50
Speed Calling (8-code)	\$5.00
Speed Calling (30-code)	\$5.00
Call Forwarding Variable Multiple Simultaneous Calls	\$5.15
Remote Access - Call Forwarding Variable	\$8.00
Three-way Calling with Transfer	\$6.50
TELESTAR SERVICE: RESIDENCE	
Call Return, per line	\$6.00
Call Return, per use	\$0.90
Repeat Dialing, per line	\$5.00
Repeat Dialing, per use	\$0.90
Call Selector, per line	\$4.50
Preferred Call Forwarding, per line	\$5.00
Call Block, per line	\$5.00
Call Tracing, per line	\$4.80
Caller ID-Basic, per line	\$8.00
Caller ID-Deluxe, per line	\$9.00
Busy Connect, per use	\$0.90
Unknown Caller Privacy, per ValuePak Line	\$2.75
TELESTAR SERVICE: BUSINESS (Single or First Service Features)	
Call Return, per line	\$6.50
Repeat Dialing, per line	\$6.50
Call Selector, per line	\$6.50
Call Block, per line	\$6.50
TELESTAR SERVICE: BUSINESS (Second or Subsequent Features)	
Call Return, per line	\$6.35
Repeat Dialing, per line	\$5.40
Call Selector, per line	\$5.40
Call Block, per line	\$5.15
Preferred Call Forwarding, per line	\$6.00
Call Tracing, per line	\$5.90
VOICE MAIL ANSWERING SERVICE	
Voice Mail Answering Service, each mailbox	\$7.50
Voice Mail Answering Service-Personal Mailbox, each mailbox	\$7.50

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XSPEDIUS TO ACQUIRE E.SPIRE FOR \$68 MILLION

LAKE CHARLES, LA. (June 3, 2002) – Xspedius Management Corp. LLC ("XMC") today announced that it has received bankruptcy court approval to acquire substantially all of the assets of e.spire Communications, Inc. ("e.spire") pursuant to a sale order by the US Bankruptcy Court in e.spire's ongoing bankruptcy proceedings. XMC will acquire e.spire's competitive local switching and fiber assets in 36 markets spanning 19 states as well as e.spire's ACSI Network Technologies fiber and conduit assets located in California, Florida, Georgia, Maryland, Texas, Virginia and the District of Columbia. The purchase consideration includes \$18 million of cash, a \$50 million note secured by the assets of ACSI Network Technologies, and an ongoing ownership interest in XMC. The e.spire assets and operations to be acquired by XMC have an original invested capital basis of \$1.6 billion and generated \$164 million of annualized revenue as reflected in 1Q 2002 results.

XMC is an affiliate of Xspedius Holdings Corp. ("Xspedius"), a competitive communications carrier based in Lake Charles, Louisiana, that operates in the southeastern U.S. XMC (founded by former Brooks Fiber executives James Allen & Mark Senda) and Xspedius are both affiliated with Thermo Telecom Partners LLC ("Thermo"), The 1818 Fund III, L.P. (a limited partnership managed by Brown Brothers Harriman) and the Meritage Private Equity Funds. Brown Brothers Harriman & Co advised XMC and Xspedius in this transaction.

James C. Allen, Chairman of Xspedius Corp., will also serve as Chairman of Xspedius Management Co. Mr. Allen has a distinguished track record of success in the competitive telecommunications industry. Mr. Allen co-founded Brooks Fiber Properties, Inc. and served as its Chief Executive Officer and Vice Chairman until its sale to Worldcom for \$3.4 billion. Commenting on the acquisition of e.spire, Mr. Allen said "The acquisition of e.spire represents a significant opportunity for Xspedius and its stakeholders. e.spire, as a company, is approximately the same size as Brooks Fiber when we sold it to WorldCom in 1998. It represents the finest collection of debt-free local fiber assets in the United States today. We look forward to applying the same management skills we used at Brooks Fiber to improve the quality and extent of service offerings to our customers."

Mark W. Senda, President & Chief Executive officer of Xspedius Corp., will serve Xspedius Management Co. in that same capacity. Mr. Senda has been a leader in the competitive telecommunications industry for the past two decades. Prior to joining Xspedius, Mr. Senda served in executive positions with AT&T Canada, MFS Communications, and Brooks Fiber Properties, Inc. Commenting on the transaction, Mr. Senda stated "Our desire to pursue e.spire in this proceeding is based upon our belief that it offers the finest collection of networks, customers and employees available today within the competitive communications industry."

About e.spire

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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Anonymous Call Rejection (ACR)

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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)

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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	<ul style="list-style-type: none"> The call will complete
The line is busy	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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

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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[Back to Top](#)

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[Back to Top](#)

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[Back to Top](#)

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	<p>The switch will automatically dial the forward to number, and one of the following scenarios will apply:</p> <p>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.</p> <p>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.</p>
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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

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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
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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

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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

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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

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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

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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)

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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 number

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)

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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

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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)

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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

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Business Solutions

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Local Calling

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- ▶ 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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Local ISDN for ISP

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