



## Site Map

### ABOUT US

History  
Press Releases  
Vision

### COMMERCIAL BROADBAND SERVICES

*Services*  
-ATM  
-DS1  
-DS3  
-Frame Relay  
-SONET

#### *More Information*

-Broadband Network Map  
-Technical Support / Escalation  
-Inquiry Form

### LONG DISTANCE SERVICES

*Services*  
-Minute Talk  
-StandardTalk  
-FamilyTalk  
-DiscountTalk  
-Calling Card  
-800 # PIN  
-International Calls  
-Letter of Authorization

#### *Rates*

-TNLD International Rates  
-TNLD Interstate Rates for  
Alaska & Hawaii

#### *Calling Card Rates*

-Intl' Calls Initiated Inside U.S.  
-Intl' Calls Initiated Outside U.S.

### LOCAL PHONE SERVICES

#### *ValuePak Bundle Plans*

-ValuePak 1000  
-ValuePak 100  
-ValuePak 7  
-ValuePak 7 ACP  
-Features Available

#### *Additional Home Phone Plans*

-ValuePak - Basic  
-ValuePak - ACP  
-Flat Rate Service  
-ACP Service

Lifeline Assistance

### INTERNET ACCESS SERVICES

#### *Services*

-Dedicated Access  
-Dial-up Access  
-DSL Access  
-E-Commerce  
-NetBeam Access  
-Web Development  
-Web Hosting

#### *More Information*

-Support & Tools  
-Check Online Usage  
-Change Password

### CONTACT

Contact Information  
Commercial Broadband Inquiry Form

### NETWORK

Network Map

**CUSTOMER CARE**  
1-877-835-3725  
(1-877-TELEPAK)

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[Home](#) | [Contact Us](#) | [About Us](#) | [WebMail](#) | [Site Map](#)

Services: [Commercial Broadband](#) | [Internet Access](#) | [Local Telephone](#) | [Long Distance](#) | [Lifeline Assistance](#)



## Products & Services

### NetBeam Internet Access

	Price	Usage <sup>2</sup>	Over Usage	Email(s)	Web Space	Setup Fee <sup>1</sup>
<b>Residential</b>	\$59.95 /mth	Unlimited	\$0.08 /min	2	10 MB	\$280
<b>Business</b>	\$119.95 /mth	Unlimited	\$0.08 /min	3	10 MB	Call
<b>Non-Profit</b>	\$89.95 /mth	Unlimited	\$0.08 /min	3	10 MB	Call

#### Optional:

**Extra Email** \$2.50 per e-mail address  
**Extra Web Space** \$5.00 per 5MB Block

1. A one-time processing fee of \$2.00 applies to all new activations.
2. Dial-up is limited to 100 hours when not using with NetBeam service.

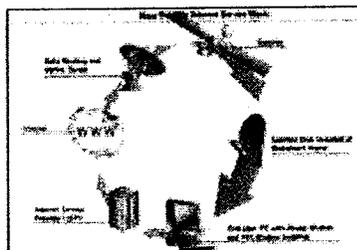
## FAQs

### What is high-speed access?

As a comparison, typical dial-up speeds are in the range of 28.8 kbps or 56kbps. High-speed access, therefore is a timesaving tool that allow you to work faster while you are using the Internet.

### What is Internet satellite service?

Not every home has access to DSL Internet access and the costs of setting up this technology throughout the country, to each home, are in the billions of dollars. Satellite is a lot quicker and less expensive to hook up because it doesn't have the same infrastructure requirements. With speeds of ten times a normal dialup account, the download of information from the Internet to your computer goes from the satellite direct to your PC. The upload of information from your computer to the Internet goes first via an existing phone line to Telepak.net.



[click to enlarge.](#)

### What is the difference between DSL and satellite high-speed access?

DSL operates over telephone copper wire and is distance limited. DSL only covers approximately a three-mile radius from the telephone central office or remote. With satellite service, as long as you have clear visibility to southeastern sky, you can receive the quality signal.

### Why would I want to upgrade my dial-up Internet service?

To perform research quicker in support of schoolwork, business work or personal development. The faster speed means less time waiting, increasing work efficiency making telecommuting or working from home a practical reality. To decrease the time it takes to download material from the Internet. To significantly shorten your time spent waiting for downloads and to more effectively manage your time spent on the Internet.

### What if I have to move?

No problem. As long as you move with-in the state of Mississippi, you can take your equipment with you to your new address. And for a small re-location fee of \$150.00, we can have your satellite service working in no time.

### What is the cost?

## Customer Care & Tech Support

Toll-free:

**Customer**  
**1-877-TEI**  
 Mon. - Fri. 8 A.M.  
 Saturday 9 A.M.

**Internet Techni**  
**1-888-806**  
 Mon. - Fri. 8 A.M.  
 Saturday 9 A.M.

For residential customers, the monthly service is \$59.95 and a one-time activation charge of \$280 that includes equipment and professional installation. You will receive an email after activating your service with our terms and condition and reasonable use policy.

Customer Care: **1-877-835-3725**

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## 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 Features
- 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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[Home](#) | [Contact Us](#) | [About Us](#) | [WebMail](#) | [Site Map](#)

Services: [Commercial Broadband](#) | [Internet Access](#) | [Local Telephone](#) | [Long Distance](#) | [Lifeline Assistance](#)





## Local Phone Service

### 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](#)
- [Features Available](#)

#### Home Phone S

- [ValuePak Bundle](#)
- [Additional Home f](#)
- [Lifeline Assistance](#)
- [Long Distance](#)

#### -Tariff Changes

- 10/28/04 - [Flat Rat](#)
- 08/27/04 - [Feature](#)

[Back to Main page](#)

#### CUSTOMER C

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(1-877-TELEPAK)

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Services: [Commercial Broadband](#) | [Internet Access](#) | [Local Telephone](#) | [Long Distance](#) | [Lifeline Assistance](#)





## Commercial Broadband Services

Telepak Networks, via fiber optic and other broadband facilities, specializes in offering cost efficient bandwidth necessary for data networking and telecommunications services to other carriers (wireless, IXC, CLEC, ILEC, CATV), ISPs, universities, governmental agencies, hospitals, and businesses. Telepak Networks' wide array of commercial broadband services include ATM, DS1, DS3, OC level services, SONET, and frame relay.

Today, Telepak Networks maintains over 1,780 miles of fiber optic cable throughout Mississippi, Tennessee, Alabama, Louisiana, and Florida (states in which it is certified as a CLEC).

For sales and pricing information, please complete the [inquiry form](#) or contact Phil Rice at 601-974-7142.

### Commercial Broadband Services Network Map

For a description of the POP locations of Telepak Networks' fiber network, click the link to [Network Map](#).

### Commercial Broadband Technical Support and Escalation List

To report a trouble on a broadband service, such as DS1, DS3, OC-X, SONET, or frame relay application, please call, TOLL FREE, 1-800-342-3716. For more information on Commercial Broadband Technical Support, click [Escalation List](#).

Payment Remittance for Telepak Networks Commercial Broadband Services:

Telepak Networks, Inc.  
P.O. Box 23727  
Jackson MS 39225

Contact #: 800-342-3716

[www.telepaknetworks.com](http://www.telepaknetworks.com)

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Services: [Commercial Broadband](#) | [Internet Access](#) | [Local Telephone](#) | [Long Distance](#) | [Lifeline Assistance](#)



### Commercial Broadband Services

- ATM
- DS1
- DS3
- SONET
- DSL
- Frame Relay

### Additional Other Services

- Local Phone Services
- Internet Access
- Long Distance

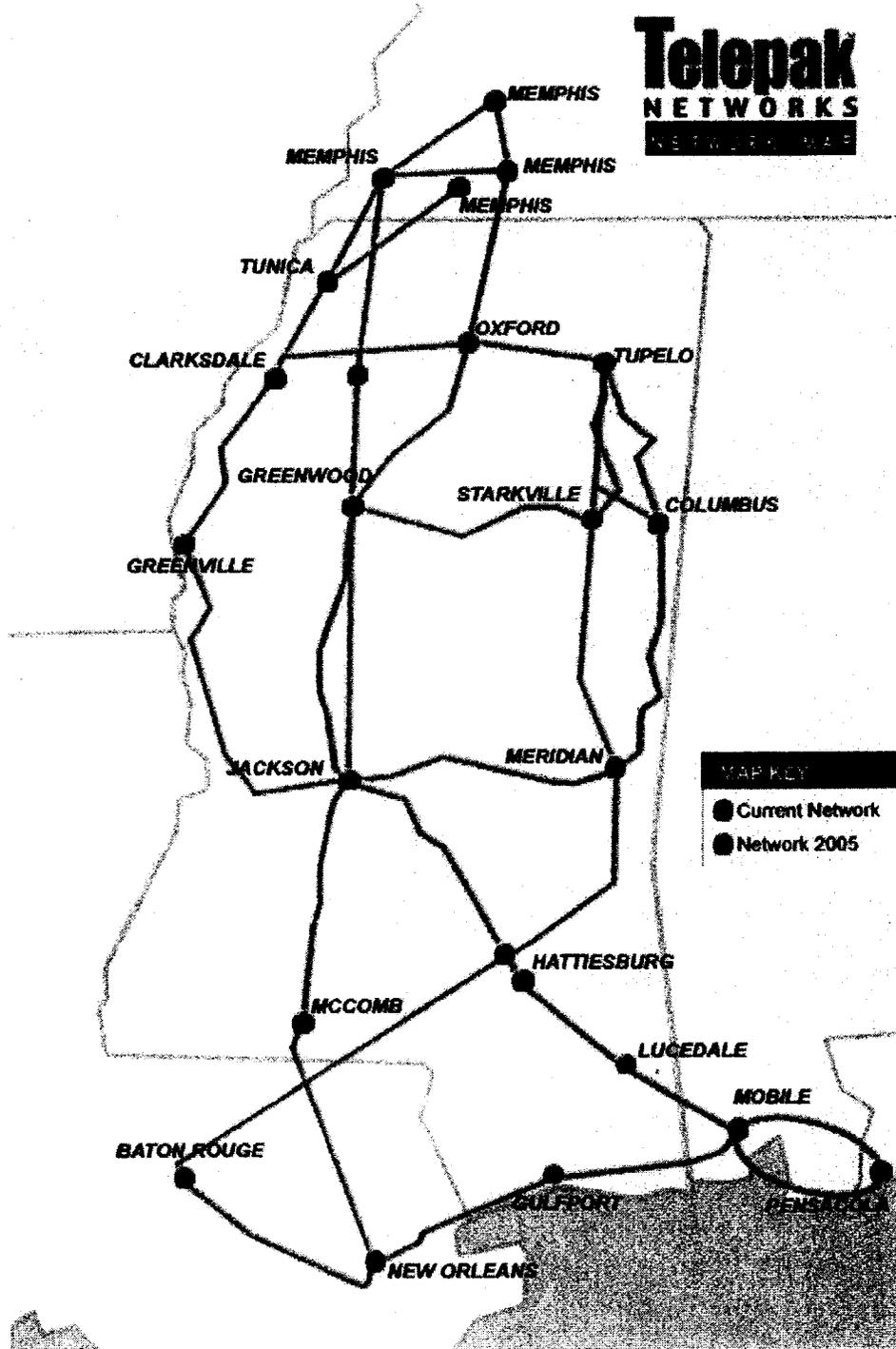
### MORE INFORMATION

[Broadband Network Map](#)

[Technical Support and Escalation List](#)

[Commercial Broadband Services Network Map](#)

# Commercial Broadband Map



**POP Informati**  
To view the POP in  
on the town (or tier)

To download the PI  
the Telepak Networ  
here.

### Commercial Broadband Se

- ATM
- DS1
- DS3
- SONET
- DSL
- Frame Relay

### Additional Oth

- Local Phone Ser
- Internet Access
- Long Distance

[Back to Main pag](#)

### MORE INFORM

[Broadband Netw](#)

[Technical Suppor](#)

[Commercial Broa  
Form](#)

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Services: [Commercial Broadband](#) | [Internet Access](#) | [Local Telephone](#) | [Long Distance](#) | [Lifeline Assistance](#)



## FAQ's

### General Telepak.net Information

**1. What is Telepak.net<sup>SM</sup>?**

Telepak.net is your local gateway to all the Internet has to offer. Dedicated to serving the needs of on-the-go Mississippi families, Telepak.net is an easy to use dial-up Internet service that gets you on-line immediately! Check the weather, plan a vacation, get help with homework, or get the latest news, sports, and financial updates, all with the click of a button.

---

**2. Where is Telepak.net service available?**

Telepak.net is accessible through local access numbers in cities throughout Mississippi, and we're adding numbers all the time! View our list of [local access numbers](#) available today.

---

**3. How much does Telepak.net service cost?**

You'll find Telepak.net priced competitively with other local Internet service providers offering a similar variety of features. Review our [Residential Services](#) and follow the links for rates on specific service options, or call Customer Care for more information.

---

**4. Does Telepak.net provide commercial services?**

Commercial service such as Web page hosting and dedicated connections may be available depending on location. To determine availability, call Customer Care for more information.

---

**5. How am I billed?**

You can set up your account for credit card or bank draft or, if you prefer, you will receive a statement by mail.

---

**6. Do you offer technical support?**

Yes! Technical Support is available to answer any questions you may have regarding your installation, software or hardware. Live technical support specialists are on -hand to help you Monday through Friday 8:00a.m. - 10:00p.m. and on Saturdays from 9:00a.m. - 4:00p.m.

Call Tech Support toll-free at **1.888.806.HELP (4357)** or fill out our [support form](#) online.

---

**7. When in an area without a local access number or when traveling outside Mississippi, can I access Telepak.net service?**

Yes. Simply dial in to our out-of-area access number 1.800.720.8444. Usage is 12¢ per minute and will be billed to your account. Plus \$2.00 access fee.

---

### Customer Care & Tech Support

Toll-free:

**Customer**  
**1-877-TEI**  
 Mon. - Fri. 8 A.M.  
 Saturday 9 A.M.

**Internet Techni**  
**1-888-806**  
 Mon. - Fri. 8 A.M.  
 Saturday 9 A.M.

**8. How do I sign up?**

Register by phone by calling Telepak.net Customer Care toll-free at 1.877.TELEPAK (1.877.835.3725).

---

**9. What is my username?**

Many times in our documentation you'll see the term:

username or user name

When you signed up, you chose a name for your account. We'll refer to that name throughout this site as either username or user name. Whenever you see that term, replace it with the name you've chosen. It's always in lower case.

**If you've forgotten your username:**

The easiest way to remember your username is that it is first part of your email address. Example - name@telepak.net is the email address. "Name" would be your username. If you still can't remember the username you chose, call Customer Care at 1-877-835-3725 and ask for assistance.

**Changing your username:**

After you change your username, mail sent to the old username may bounce (become undeliverable) or, if in the future someone else picks your old user name, will go to that person's mailbox. **Usernames must meet the following criteria:**

- o Must be between 4 to 24 letters or numbers long.
- o All lowercase
- o Special characters like #,% or ^ are not allowed.

Think carefully about changing your username. Changing it is like changing your phone number--you may lose contact with some people who won't be able to get your new email address. If you decide you want to, call Customer Care 1.877.TELEPAK (835-3725).

---

**10. What is a quota?**

Your quota is how much disk space you are allowed to use on Telepak.net's servers.

**Web Storage Account:**

Personal accounts are allotted 5 MB of space for personal use. Commercial accounts with a domain are allotted 15 MB web storage. Additional space can be purchased for \$5.00 per month per 5 MB block.

**Email Account:**

Each email account is allotted 10 MB of storage. Additional storage can be purchased for \$.99 per MB per month.

---

**11. Does Telepak Time Me Out?**

It's fairly common for subscribers to accidentally leave their computers connected to the Internet long after they have finished with their online activities. Each connected user ties up a line, which is unavailable to other customers while it is in use.

To prevent annoying busy signals for the rest of our customers, and

unnecessary over-usage bills for those who forget to disconnect, the Telepak system is configured to watch our modems' idle time. If the servers see no modem activity (i.e. no data transfer) for 20 minutes, the connection will be reset. You'll be automatically disconnected.

If you're checking your email, or downloading a Web page, you won't get disconnected. Because the modems are transferring data, the system views your connection as active.

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12. **Telepak.net's Modem Numbers.**  
Click the link to view [modem listing](#).

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## Local Access Number

We provide you with local access telephone numbers in cities throughout Mississippi! All local access numbers are 56FLEX & v.90 modem support.

We also provide National 800 service, which allows you to access Telepak.net from locations throughout the continental U.S. for just \$0.12 per minute, plus a \$2.00 per month access fee. To access this number, dial 1.800.720.8444.

CITY, STATE	ACCESS NUMBER
Aberdeen, MS	(662) 369-4011
Ackerman, MS	(662) 285-6388
Amory, MS	(662) 478-1000
Baldwyn, MS	(662) 214-1000
Batesville, MS	(662) 563-5022
Bay St Louis, MS	(228) 467-0060
Belmont, MS	(662) 479-1000
Belzoni, MS	(662) 399-1000
Biloxi, MS	(228) 436-0808
Booneville, MS	(662) 480-1000
Brookhaven, MS	(601) 833-5136
Canton, MS	(601) 859-1995
Carthage, MS	(601) 267-0224
Centreville, MS	(601) 219-1000
Charleston, MS	(662) 647-0199
Clarksdale, MS	(662) 627-5080
Cleveland, MS	(662) 846-2911
Coffeerville, MS	(662) 481-1000
Coldwater, MS	(662) 622-7525
Collins, MS	(601) 712-1000
Columbia, MS	(601) 736-7006
Columbus, MS	(662) 328-2670
Corinth, MS	(662) 286-2772
Crystal Springs, MS	(601) 892-0510
Drew, MS	(662) 482-1000
Eupora, MS	(662) 258-5590
Flora, MS	(601) 879-3188
Forest, MS	(601) 469-4119
Gautier, MS	(228) 497-1234
Gloster, MS	(662) 225-0103
Greenville, MS	(662) 378-4005
Greenwood, MS	(662) 455-0280
Grenada, MS	(662) 226-0025
Gulfport, MS	(228) 865-1020
Hattiesburg, MS	(601) 268-0550
Hazlehurst, MS	(601) 894-0170

### Customer Care & Tech Support

Toll-free:

**Customer**  
**1-877-TEI**  
 Mon. - Fri. 8 A.M.  
 Saturday 9 A.M.

**Internet Techni**  
**1-888-806**  
 Mon. - Fri. 8 A.M.  
 Saturday 9 A.M.

Holly Springs, MS	(662) 484-1000
Houston, MS	(662) 499-1000
Indianola, MS	(662) 877-8027
Iuka, MS	(662) 443-1000
Jackson, MS	(601) 969-7722
Kosciusko, MS	(662) 289-5507
Laurel, MS	(601) 425-0222
Lexington, MS	(662) 525-1000
Liberty, MS	(601) 657-8212
Louise, MS	(662) 836-4638
Louisville, MS	(662) 779-0587
Lucedale, MS	(601) 947-8444
Macon, MS	(662) 726-4925
Magee, MS	(601) 849-5414
Marks, MS	(662) 485-1000
McComb, MS	(601) 465-1047
Meadville, MS	(601) 384-4254
Mendenhall, MS	(601) 847-0310
Meridian, MS	(601) 482-0109
Monticello, MS	(601) 587-7030
Morton, MS	(601) 732-6606
Natchez, MS	(601) 445-8728
New Albany, MS	(662) 486-1000
Oxford, MS	(662) 234-2210
Philadelphia, MS	(601) 656-7444
Picayune, MS	(601) 798-0313
Pontotoc, MS	(662) 490-1000
Poplarville, MS	(601) 795-8307
Port Gibson, MS	(601) 437-3250
Prentiss, MS	(601) 792-2980
Ripely, MS	(662) 502-1000
Rolling Fork, MS	(662) 527-1000
Sardis, MS	(662) 503-1000
Senatobia, MS	(662) 366-1000
Starkville, MS	(662) 324-1784
Sumner, MS	(662) 505-1000
Tunica, MS	(662) 373-1000
Tupelo, MS	(662) 842-0304
Tylertown, MS	(601) 876-9040
Vicksburg, MS	(601) 636-1163
Water Valley, MS	(662) 506-1000
Waynesboro, MS	(601) 735-2004
Wesson, MS	(601) 643-2451
West Point, MS	(662) 391-1000
Wiggins, MS	(601) 928-5852
Winona, MS	(662) 535-1000
Woodville, MS	(601) 888-4911
Yazoo City, MS	(662) 746-0605

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### Xspedius Press Releases

- ▶ Management Team
- ▶ Our Affiliates
- ▶ Partners
- ▶ Cities Served
- ▶ Office Locations
- ▶ Careers
- ▶ News & Events

#### **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 ASCI 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](http://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](http://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.

**Home**  
**Careers**  
**News & Events**  
**Contact Us**  
**Site Map**

---



# Customer Support

About Xspedius • Business • Carrier • Agent • Support

## How To Use Calling Features

- ▶ [Contact Information](#)
- ▶ [Customer Referral Program](#)
- ▶ [Service Agreements](#)
- ▶ [Find a Sales Office](#)
- ▶ [Customer Assistance](#)
- ▶ [FAQ](#)

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

### 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	<ul style="list-style-type: none"> <li>• The call will complete</li> </ul>
The line is busy	<ul style="list-style-type: none"> <li>• The Customer will hear a confirmation tone and hang up</li> <li>• Once the Customer hangs up, the network will monitor the busy/idle status of both lines every 45 seconds for up to 30 minutes</li> <li>• The network will begin 30 minute queuing process</li> </ul>
Both lines are idle	<ul style="list-style-type: none"> <li>• The Customer receives ring back tone (short, short, long)</li> <li>• Customer picks up receiver</li> <li>• Network completes call</li> </ul>
Subscriber doesn't answer or is on another call	<ul style="list-style-type: none"> <li>• The network attempts to ring back every 5 minutes for the remainder of the 30 minute queuing process</li> </ul>
Subscriber still wants to place the call and the line stays busy for over 30 minutes	<ul style="list-style-type: none"> <li>• Customer should dial the telephone number once again</li> <li>• Hang up receiver</li> <li>• Dial *66 (1166 - Pulse/Rotary)</li> </ul>

**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**

[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><b>Scenario 1</b> 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><b>Scenario 2</b> 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**

[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

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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

[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 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)

[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.

#### Ring 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

[Home](#)  
[Careers](#)  
[News & Events](#)  
[Contact Us](#)  
[Site Map](#)

---

**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

- ▶ 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.

**Home  
Careers  
News & Events  
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[Complete Lines - Lines, Trunks or Partial PRI](#)

**Site Map**

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Local ISDN for ISP

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