GOOD.
choice.

service guide

TDS *metrocom*

Clearly different.

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we're here to help

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Welcome to TDS Metrocom. Get ready to enjoy superior call quality provided by our fiber optic network, along with competitive pricing and unparalleled customer service.

TDS Metrocom offers a wide variety of products and services, each backed by our dedication to provide our customers with services designed to meet their needs.

Local Phone Service
- business lines and trunks
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- ISDN PRI
- Centrex
- business bundles

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- Hunting
- others

If any services or features in this guide interest you, or if you just have a question, feel free to contact us anytime.

TDS metrocom

CONTACTING TDS METROCOM

Work directly with a business account specialist to get the kind of service you deserve. The following information will help direct you to the best person to answer your needs.

During the Installation Process

Your local account coordinator is there to help you through your installation of services. They will be your point of contact for the coordination of your conversion and on-site during the installation if required. Your local sales representative will provide you with the name and telephone number of this person and his/her manager.

Once you have TDS Metrocom service

After you are on our service, if you need help with your billing questions, feature questions or changes, adding or disconnecting of services/lines or if you are moving to a new location, you can call the following phone numbers:

Small Business Team (1-5 phone lines) **1.866.206.0596**

Local Account Coordinator (6 + phone lines) **Local phone number provided**

Business Repair

Business Repair is available 6a.m.-Midnight (CST), seven days a week, 365 days a year to help with any repair issues.

Business Repair **1.877.483.7142**

Internet Help Desk (DSL, XData, Dedicated DS1 & DS3)

The Internet Help Desk is available 24 hours per day, seven days a week, 365 days a year to help with issues related to business Internet products (DSL, XData and Dedicated Internet DS1-DS3):

- cannot connect to the Internet
- need help configuring your e-mail on your computer
- cannot send or receive e-mail

Business Internet Help Desk (priority support) **1.888.850.5915**

keep it simple

TDS Metrocom bills each customer one month in advance of actual service. If your service starts in the middle of a billing cycle, your first bill will have both the partial and first full month of service on it.

Your bill's due date and the payment remittance address will be printed on your bill. If, for any reason, you are unable to pay your bill on time, please call our Financial Services Team at 1.800.696.0889 (Monday - Friday 8a.m.-5p.m. CST) to arrange a temporary, alternative payment schedule.

Voice services do not include applicable FCC/End User Charges, 911, Local, State and Federal taxes, nor do they include charges for the Universal Service Fund (USF) or Local Number Portability.

Pay your bill the "old-fashioned" way, or choose TDS ePay our convenient alternative.

TDS ePay online bill payment service

With TDS ePay, you can view, sort, print and pay your bills online—it's easy and secure. Payment options include: credit card payment, and checking or savings account withdrawal.

Plus, you choose your payment schedule:

Automatic Payment Option
• schedule your bills to be paid the same time every month
• set a maximum amount that can be applied to your account we'll notify you if your bill exceeds your set maximum

Manual Payment Option
• simply log on and pay your bill as it becomes available

understanding the acronyms

We understand that phone bills can be complicated to read. Keeping things clean, simple and being up front about the charges are a few of our main goals. Below are the basic regulated charges that all local service providers must include on your service. Use this quick-list to help you understand the purpose behind some of the strange names.

EUCL Charge– (End User Common Line) A charge assessed by your local phone company to help recover the cost of supplying telephone lines. The FCC (Federal Communications Commission) regulates the charge by enforcing a price cap. This FCC regulated charge varies according to account type– business or residential, single or multi-line.

911 Charge– A mandatory state charge used to operate and maintain the 911 emergency system.

TAP Charge– (Telephone Assistance Plan) A state charge regulated by the Public Utilities Commission to help fund Relay Systems and equipment for the hearing and speech impaired.

LNP Charge– (Local Number Portability) This FCC regulated charge allows you to retain your existing telephone number when switching from one local service provider to another.

FUSF Charge– (Federal Universal Service Fund) Includes 4 programs:
1. Low Income: provides telephone service discounts to consumers with qualifying low income.
2. High Cost: provides financial support to companies that provide telecommunications services in areas of America where the cost of providing that service is high.
3. Schools & Libraries: helps the nation's classrooms and libraries receive access to the vast array of educational resources available via the telecommunications network.
4. Rural Health Care: helps link health care providers located in rural areas to urban medical centers in an effort to provide patients access to equally advanced diagnostic and other medical services.

BILLING

CALLING FEATURES

3-Way Conference Calling
Get business done quickly with the ability to get multiple parties on one phone call. Make decisions on the spot with everyone on the call.

to use 3-Way Conference Calling:
1. while connected to your first call, press the switchhook or flash button and listen for three beeps and a steady tone (your present call will be placed on hold)

2. dial the third party's telephone number. When the third party answers, press the switchhook or flash button once to establish the three-way call

please note:
• You may privately converse with the third party as long as you wish before using the switchhook to establish a three-way call.
• After a three-way call is established, you may press the switchhook to drop the third party at any time.
• If, when trying to connect to the third party, the line is busy or there is no answer, press the switchhook twice to reconnect to the first call.

Call Forwarding

Never miss an important call again. Forward your business calls to a number at any location.

to use Call Forwarding:

1. press [*] [7] [2] and listen for a steady tone

2. dial the telephone number to which you want calls forwarded (be sure to include a 1 + area code if necessary)

3. wait for a ring and an answer, then hang up
   - if the line is not answered or busy, repeat steps 1 and 2
   - listen for three beeps and hang up
   - the feature is automatically activated after two attempts made within two minutes

to cancel Call Forwarding:

1. press [*] [7] [3] and listen for the confirmation tone

please note:
- Calls forwarded to a long distance number will have those charges billed to your account.
- This version of Call Forwarding must be programmed at the phone from which calls will be forwarded.
- When using this or any other version of Call Forwarding, you must connect to the forward-to number or repeat the above procedure.

FEATURES

CALLING FEATURES

Remote Access Call Forwarding

Activate or deactivate the Call Forwarding feature from any touch-tone phone.

to use Remote Access Call Forwarding:
1. dial the access number: 1.888.345.8672 and listen for the recording

2. enter the telephone number of the phone you would like calls forwarded from and your assigned PIN

3. after the tone, press $*$ 7 2

4. dial the telephone number to which you want the calls to be forwarded, you will hear three beeps signaling that it has been forwarded, then hang up

to cancel Remote Access Call Forwarding:
1. dial the access number: 1.888.345.8672 and listen for the recording

2. enter the telephone number of the phone from which calls are being forwarded and your PIN

3. after the tone, press $*$ 7 3 and listen for the confirmation tone

Call Forward No Answer
Do not let your calls go unanswered. With Call Forward No Answer your calls will be forwarded to another number when you can not get the call.

to use Call Forward No Answer:
1. press [*] [9] [2] and listen for a dial tone

2. dial the telephone number to which you want calls forwarded

3. wait for a ring and an answer, then hang up

to cancel Call No Answer:
1. press [*] [9] [1] and listen for the confirmation tone

Call Forward Busy
This feature automatically forwards your calls to another number when your line is busy.

to use Call Forward Busy:
1. press [*] [9] [0] and listen for a dial tone

2. dial the telephone number to which you want calls forwarded

3. wait for a ring and an answer, then hang up

to cancel Call Forward Busy:
1. press [*] [9] [1] and listen for confirmation

FEATURES

Caller ID

This feature allows you to see the number of the person that is calling. Caller ID Name and Number allows you to see both the number and the name of the party trying to reach you.

use Caller ID to:
- see who is calling before you answer the phone
- greet callers by name
- have important information ready before you answer the call
- store the number (and names with Caller ID Name and Number) of calls you've missed, and return them at your convenience

please note:
- This, and all Caller ID services require a special phone or special plug-in unit (sold separately).
- Wait for the start of the second full ring to view Caller ID information.

Caller ID on Call Waiting

use this advanced version of Caller ID to experience these added benefits:
- determine who is calling while you're on another call
- avoid interrupting important or long distance calls, save money
- return calls after you finish your current conversation

please note:
- The person on the original call will not hear the Call Waiting beep or the tone associated with the download of Caller ID data.
- If you already have a call waiting or on hold, the calling party will hear a busy signal and you will not hear any notification.
- You may override Caller ID on Call Waiting on a per-call basis by performing the Cancel Call Waiting procedure (refer to page 11). Incoming calls will hear a busy signal or be transferred to your Voice Mail if you have this service. No calling information will be displayed.

Per-Call Block for Caller ID
Prevent your caller information from being displayed on a per-call basis.

to use Per-Call Block:
1. press ✱ 6 7

to cancel Per-Call Block:
1. press ✱ 8 2

please note:
• You must activate this feature before each call on which you would like the information blocked.
• Permanent Call Block is available for some professionals and government workers with proper documentation.
• Permanent Call Block can be disabled on a per-call basis, allowing your name and number to be viewed by pressing ✱ 8 2.

FEATURES

Call Waiting

Answer another call while you're on the phone. Call Waiting alerts you with a beep to another incoming call. You can put the original call on hold while you answer the second call.

to answer a Call Waiting call (represented by a beep or tone):

1. if you hear a tone, press the switchhook, call waiting or flash button

2. the original call will be placed on hold until you repeat this step

to cancel Call Waiting before making a call:

1. press ⟨*⟩ ⟨7⟩ ⟨0⟩ and listen for three beeps and a steady tone

2. dial the desired telephone number

Call Trace

Call Trace is a feature that is automatically enabled on your line. Take action against an obscene, threatening or harassing call by having it traced. This feature records the caller's telephone number and other information. TDS Metrocom will provide the call record to your local police authority if you request legal action be taken.

to use Call Trace:

1. hang up after receiving the annoying call

2. lift the receiver and listen for a dial tone

3. press ⁎ 5 7 and listen for the confirmation tone

please note:
• After requesting a call trace, you must also contact TDS Metrocom at 1.877.208.5112 to have the record released to your local police authority.
• The law prevents the record from being released to anyone but the authorities.
• Call Trace must be activated immediately after saving the call to avoid lost information.
• If a Call Waiting tone is received during the call, a trace will, unfortunately, be performed on that number instead.

Automatic Call Back

This feature remembers the number of the last incoming call and will automatically redial it for you.

to use Automatic Call Back:

1. press ⁎ 6 9

2. listen for the number that last called you to be announced

3. press 1 to return the call

4. if the line is busy, hang up– you will hear a short-short-long ring when the line is free

5. your call will be automatically placed when you pick up the handset

to cancel Automatic Call Back:

1. press ⁎ 8 9 and listen for confirmation

please note:
• Although there is no time limit on returning a call, it only works on the last incoming call.
• If you try to return a number outside of the call return area, a recording will indicate that the call cannot be completed.
• Automatic Call Back works on unanswered calls that are heard on Call Waiting.

Distinctive Ringing

This feature allows you to identify important incoming calls with a distinctive ring. Simply program the numbers you would like to have ring differently.

to use Distinctive Ring:

1. press ∗ 6 1

2. listen to the prompts to guide you through programming Distinctive Ringing

    repeat the instructions for the Distinctive Ringing feature.... 0

    review the Distinctive Ringing list.. 1

    turn Distinctive Ringing ON or OFF..................................... 3

    add a number to the list.. #
     (and then enter the number)

    delete a number from the list.. ∗
     (and then enter the number)

    delete all of the numbers on the list............................ 0 8

    delete private numbers from the list.......................... 0 9

    add the last incoming number to the list.... # 0 1 #

3. hang up after making your selections

my Distinctive Ring numbers:

1. _____   *6.* _____

2. _____   *7.* _____

3. _____   *8.* _____

4. _____   *9.* _____

5. _____   *10.* _____

FEATURES

Speed Call 8 or 30
Assign a one or two-digit code to frequently used numbers.
Save time dialing by programming emergency and long
distance numbers.

to set up Speed Calling numbers:
1. for Speed Call 8, 1-digit dialing (codes 2-9), press ⁎ 7 4
   for Speed Call 30, 2-digit dialing (codes 20-49), press ⁎ 7 5

2. listen for a tone, then a steady dial tone

3. enter the Speed Calling code

4. enter the desired number to assign to that code

5. press # and listen for the confirmation tone

to use Speed Calling:
1. dial the desired Speed Calling code

2. press #

to change your Speed Calling entries:
1. repeat the first five steps

my Speed Call 30 numbers:

2 _____   6 _____
3 _____   7 _____
4 _____   8 _____
5 _____   9 _____

my Speed Call 30 numbers:

2) 0) _____   3) 5) _____

2) 1) _____   3) 6) _____

2) 2) _____   3) 7) _____

2) 3) _____   3) 8) _____

2) 4) _____   3) 9) _____

2) 5) _____   4) 0) _____

2) 6) _____   4) 1) _____

2) 7) _____   4) 2) _____

2) 8) _____   4) 3) _____

2) 9) _____   4) 4) _____

3) 0) _____   4) 5) _____

3) 1) _____   4) 6) _____

3) 2) _____   4) 7) _____

3) 3) _____   4) 8) _____

3) 4) _____   4) 9) _____

FEATURES

ANSWERBOX VOICE MAIL

When you're away from your phone, Voice Mail allows you to continue to greet callers in your own voice and gives them the opportunity to leave you a message. Retrieve your messages from any phone and stay on top of your calls.

new user tutorial

The first time you log in, a tutorial will help you set up your mailbox. You will be prompted to enter a new security code, record your personal greeting and record your name response.

- **Your temporary security code is: 9999.**

- **If you do not complete the tutorial, it will replay the next time you access your mailbox and you will not be able to retrieve messages**

- **Follow the prompts they guide you through your setup.**

accessing your mail box

You can access your voice mail from your office phone or from a remote phone. Below is a summary of your access options:

from your office phone:

option 1

1. dial your local voice mail access number (see list on page 19)

2. at the prompt, enter your security code

option 2

1. dial your "mailbox number" (your phone number)

2. when you hear your greeting, press ⁎

3. at the prompt, enter your security code

from a remote phone:

option 1

1. dial your office phone number

2. when you hear your greeting, press ⁎

3. at the prompt, enter your security code

option 2

1. dial your voice mail access number* (see page 19)

2. when prompted, enter your "mailbox number" (your phone number including area code)

3. when you hear your greeting, press ⁎

4. at the prompt, enter your security code

*For customers who are not on a calling plan with unlimited local calling, calls to Voice Mail are treated as local calls for billing purposes. Calls made to access your voice mailbox from outside your local calling area will incur applicable toll and/or long distance charges.

VOICE MAIL

Central Michigan

Holt	(517) 268.1234
Jackson	(517) 990.1234
Lansing	(517) 853.1234

Southeast Michigan

Ann Arbor	(734) 929.1234
Detroit	(313) 817.1234
Farmington	(248) 919.1234
Livonia	(734) 838.1234
Northville	(248) 912.1234
Plymouth	(734) 927.1234
Romulus	(734) 893.1234
Wayne	(734) 710.1234
Ypsilanti	(734) 961.1234

West Michigan

Battle Creek	(269) 788.1234
Dutton	(616) 301.1234
Grand Rapids	(616) 301.1234
Grand Haven	(616) 935.1234
Hudsonville	(616) 301.1234
Holland	(616) 796.1234
Kalamazoo	(269) 492.1234
Zeeland	(616) 931.1234

Fox Valley Wisconsin

Appleton	(920) 882.1234
De Pere	(920) 884.1234
Fond Du Lac	(920) 322.1234
Green Bay	(920) 884.1234
Oshkosh	(920) 651.1234
Neenah	(920) 882.1234

Southeast Wisconsin

Madison	(608) 663.1234
Stoughton	(608) 663.1234
Middleton	(608) 663.1234
Beloit	(608) 313.1234
Janesville	(608) 314.1234
Kenosha	(262) 925.1234
Milwaukee 1	(414) 727.1234
Milwaukee 2	(262) 754.1234
Menomonee	(262) 345.1234
Pewaukee	(262) 522.1234
Parkside	(262) 883.1234
Racine	(262) 898.1234
Waukesha	(262) 522.1234

Northern Illinois

Deerfield	(847) 996.1234
Grays Lake	(847) 996.1234
Half Day	(847) 996.1234
Highland Park	(847) 996.1234
Libertyville	(847) 996.1234
Lake Forest	(847) 996.1234
Mundelein	(847) 996.1234
Northbrook	(847) 996.1234
Waukegan	(847) 996.1234
Wheeling	(847) 996.1234
Rockford	(815) 316.1234
South Beloit	(815) 525.1234

please note:

- Your Voice Mail local access number is seven digits. You can also access your Voice Mail from a long distance location by first dialing 1+ your area code.
- Area codes are listed for your reference.

changing the security code

To protect you against unauthorized use, once your security code is changed from the default code, no one will be able to log into your mailbox but you. Codes should be four to seven digits and easy for you to remember, but hard for others to figure out.

from the main menu, press **8**

change your security code **7**

       enter a four to seven digit code, followed by .... **#**

reviewing messages

from the main menu, press **7**

at any time during message playback you have the following options:

delete the message **3**

keep the message **5**

keep the message new **5** **5**

replay the message **7**

additional message options .... **∗** **∗**

       pause a message **1**

       back up 5 seconds .... **∗**

       skip forward 5 seconds .... **#**

       recover deleted messages .... **∗** **4**

       play previous message **8** **0**

       play new message **8** **1**

       play saved messages **8** **2**

       play messages in prep **8** **3**

       play message summary **8** **4**

       enable/disable time stamp **8** **7**

       replay with date stamp **8** **8**

       change playback order **8** **9**

exit the system **9**

VOICE MAIL

personal greeting/name

Greet your callers with your own personal message, and have your name tagged when you send, reply or redirect messages. Your recorded name also acts as a confirmation when someone else is sending you a message or adding you to a broadcast list.

from the main menu, press **8**

access greetings menu **4**

listen to greeting **5**

record a greeting **7**

delete a greeting **3**

access name options **6**

listen to name **5**

record a name **7**

delete a name **3**

additional options .... **∗** **∗**

return to the previous menu .... **#**

message options

Available options are dependent on the type of TDS Metrocom Voice Mail package you are utilizing. Contact TDS Metrocom at 1.877.METROCOM for details.

options provided to individuals after they leave a message:

enter a callback number.. `1`

add to message.. `2`

delete message.. `3`

listen to message... `5`

special delivery options.. `7`

     confidential.. `2`

     future delivery... `3`

     urgent... `8`

     send message.. `#`

     cancel options.. `*`

exit the system.. `9`

send message... `#`

VOICE MAIL

TDS *metrocom*

1.877.208.5111

www.tdsmetro.com