GOOD.
choice.

service guide

TDS *metrocom*

Clearly different.

TABLE OF CONTENTS

we're here to help

CONTENTS

TDS Metrocom— a good choice

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 packages designed to meet their needs.

Local Phone Service
• residential & business

Voice Services
• volume local calling plans
• long distance service
• calling cards
• toll-free service

High-Speed Internet Service

Calling Features
• Voice Mail
• 3-Way Calling
• Call Forwarding
• Caller ID
• Distinctive Ringing
• ...and so much more!

If any packages or features in this guide interest you, or if you just have a question, feel free to contact us anytime at 1.877.METROCOM.

know what to expect

TDS Metrocom wants your conversion to our service to be as transparent as possible. If your questions about the process aren't answered here, feel free to call Customer Care at 1.877.208.5111.

Q. How will I know when my service conversion is going to take place?

A. A member of the Residential Sales team will let you know when to expect the change.

Q. Will TDS Metrocom need access to my home?

A. Only when Network Interface Devices (NIDS) or phone boxes are located inside your home or apartment. To avoid delays, be sure we have your daytime number in case we need to contact you about reaching the equipment.

Q. How will the conversion process affect my service?

A. Because converting to our service requires a physical move of your phone line, your service will be temporary disabled while those wires are redirected. If more than moving the line is required, your former service provider may be involved.

Q. How do I know when my service is working?

A. A TDS Metrocom representative will place a test call on the day of conversion to be sure you have dial tone. If you do not have dial tone after your initial conversion, please contact Customer Care.

Q. What do I need to know about having a new or second line installed?

A. We will deliver the line to your NID (or phone box). Additional jacks or inside wiring may be required. Our team will guide you through the process.

Q. Do I have to contact my long distance provider to cancel my account if I choose TDS Metrocom's long distance?

A. Yes. It is best if you contact them directly if you continue to receive statements from your previous provider.

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 1.877.208.5111 to arrange a temporary, alternative payment schedule. We will make every effort to notify you before disconnection of service.

Voice packages 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 at 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

BILLING

understanding the acronyms

At TDS Metrocom, we understand that phone bills can be pretty complicated to read. Keeping things clean, simple and being up front about the charges you can expect 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)
There are 4 programs that make up the FUSF:
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.

Choose from a wide variety of calling features that give you more flexibility in managing your calls at home. Any of these great value-added options can be added quickly by calling TDS Metrocom at 1.877.METROCOM.

Anonymous Call Rejection

Protect your privacy and refuse calls from numbers with blocked identities.

to use Anonymous Call Rejection:
1. press [*] [7] [7] and listen for confirmation
2. hang up, this feature will now remain on until cancelled

to cancel Anonymous Call Rejection:
1. press [*] [8] [7]
2. hang up, this feature will now remain off until reactivated

please note:
Incoming calls from numbers marked as 'public' or without calling party information are not affected by this feature.

Automatic Redial
Let your phone dial that busy number until the line is free. You'll be alerted with a special ring when the call can be connected.

to use Automatic Redial:
1. hang up from the busy call, then lift the receiver and listen for dial tone
2. press [*] [6] [6] and hang up
3. you will hear a short-short-long ring when the line is free

to cancel Automatic Redial:
1. press [*] [8] [6] and listen for the confirmation tone

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.

FEATURES

Call Forwarding

Receive calls even when you are away from home by forwarding them 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
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 follow the above steps to activate the feature.

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

Call Forward No Answer
Determine the number of rings your phone goes unanswered before being forwarded to another location.

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

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. wait for a ring and an answer, 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

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
• enhance security and help eliminate harassing calls
• 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, and 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 12). 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 Screening

Block unwanted and harassing calls by automatically rejecting numbers from a pre-assigned list that you determine. Blocked calls receive an announcement stating that their call is not accepted by the called party.

to use Call Screening:

1. press ⁎ 6 0
2. listen to the prompts to guide you through turning ON/OFF
   or modifying Call Screening
   - repeat the instructions for the Screening feature................... 0
   - review the Call Screening list.. 1
   - turn Call Screening 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 the last number on the list... 0 7
   - 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 Call Screening numbers:

1. _____   6. _____

2. _____   7. _____

3. _____   8. _____

4. _____   9. _____

5. _____   10. _____

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 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's Customer Care Department at 1.877.METROCOM 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.

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

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 $\boxed{*}$ $\boxed{6}$ $\boxed{1}$
2. listen to the prompts to guide you through programming Distinctive Ringing

repeat the instructions for the Distinctive Ringing feature.....$\boxed{0}$
review the Distinctive Ringing list...$\boxed{1}$
turn Distinctive Ringing ON or OFF...$\boxed{3}$
add a number to the list..$\boxed{\#}$
   (and then enter the number)
delete a number from the list..$\boxed{*}$
   (and then enter the number)
delete all of the numbers on the list..$\boxed{0}$ $\boxed{8}$
   delete private numbers from the list....................................$\boxed{0}$ $\boxed{9}$
add the last incoming number to the list................................$\boxed{\#}$ $\boxed{0}$ $\boxed{1}$ $\boxed{\#}$

3. hang up after making your selections.

my Distinctive Ring numbers:

1. _____   6. _____

2. _____   7. _____

3. _____   8. _____

4. _____   9. _____

5. _____   10. _____

Home Intercom

Home Intercom is a feature enabled on every line. Simply dial your own phone number and then hang up. All the telephones in your home will ring. When they are answered by two or more people, you can have a conversation on the phone within your own home.

Multi Ring

Up to three unique numbers can ring on the same line and with a distinctive ring pattern for each number, you can know who the call is for without having to pick up. A great feature for home-based businesses or teenagers.

3-Way Conference Calling

Speak with two people at the same time. This feature lets you add another caller to your conversation– a great option to help coordinate events.

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.

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 numbers:

Code		Code		Code	
____	_____	____	_____	____	_____
____	_____	____	_____	____	_____
____	_____	____	_____	____	_____
____	_____	____	_____	____	_____
____	_____	____	_____	____	_____
____	_____	____	_____	____	_____
____	_____	____	_____	____	_____
____	_____	____	_____	____	_____

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.**

- **Follow the prompts that will guide you through your setup.**

changing the security code

Your security code protects your mailbox from unauthorized use. Once your security code is changed from the default code, no one will be able to log into your mailbox except you. Security codes should be four to seven digits and a number that easy for you to remember, but hard for others to figure out.

from the main menu, press.............................. 8

change your security code.............................. 9

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

To access Voice Mail from your home phone:

Option 1

1. dial your local voice mail access number (see page 17)
2. at the prompt, enter your security code

Option 2

1. dial your "mailbox number" a.k.a. your home phone number
2. when you hear your greeting, press ✳
3. at the prompt, enter your security code

To access Voice Mail from a remote phone:

Option 1

1. dial your home 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 17)
2. when prompted, enter your "mailbox number" a.k.a. your home phone number including the 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.

Dialing a voice mail access number from a long distance and/or toll location will incur all applicable charges.

FEATURES

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

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

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.

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

Continued…
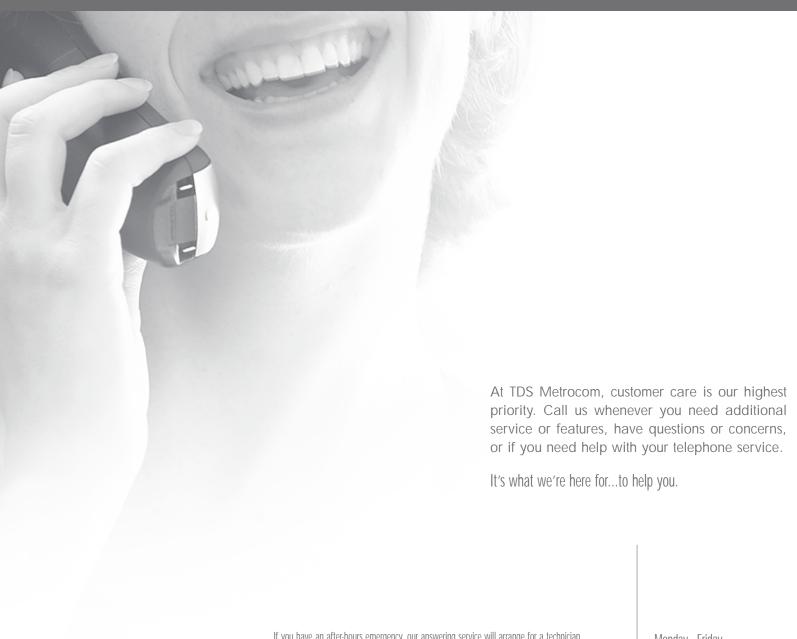
personal greeting/name

Greet your callers with your own personal message, and have your name tagged when you send, reply or redirect messages. You 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	**#**

At TDS Metrocom, customer care is our highest priority. Call us whenever you need additional service or features, have questions or concerns, or if you need help with your telephone service.

It's what we're here for...to help you.

If you have an after-hours emergency, our answering service will arrange for a technician to call you back shortly. If you call after hours with a non-emergency, a member of our Customer Care Team will contact you the next business day. Please note: If you are moving to a residence inside the TDS Metrocom service area, please contact our Customer Care Team three to four weeks in advance of your moving date to ensure uninterrupted service.

Monday - Friday
6a.m.-10p.m. CST
Saturday
8a.m.-5p.m. CST
Sunday
Closed

TDS *metrocom*

1.877.METROCOM
www.tdsmetro.com

TDS Metrocom, a facilities-based telecommunications provider, offers residential and business local and long-distance phone service, along with high-speed Internet, to key markets across five states including Illinois, Wisconsin, Michigan, Minnesota and North Dakota. TDS Metrocom is part of the TDS family of telecommunications companies and has invested millions of dollars to provide a completely digital, local phone service network throughout the communities it serves. Telephone and Data Systems (TDS), a Fortune 500 company, is a Chicago-based telecommunications corporation founded in 1969 with established local wireline and wireless businesses and rapidly growing competitive local phone service operations. The TDS family of companies provide service to more than five million customers in rural and suburban markets around the country.

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