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Calling Features User Guide

Business Voicemail
Announce Only

Note: If additional lines have been ordered, they will appear on your initial invoice.	111.222.3333	222.333.4444	333.444.5555	444.555.6666
Voicemail Announce Only	X	X	X	X

Product Features

Brightspeed Voicemail Announce Only: A dynamic service, ideal for providing information to callers without allowing them to leave a message. Announce Only messaging allows you to record a greeting up to 5 minutes in length and can be easily updated as your needs change..

Using Your New Services

Brightspeed Voicemail Announce Only

Set up your mailbox: For increased security you must set up your mailbox from your business phone before you can access it remotely.

Dial 1-877-VMESSAGE (1-877-863-7724) or [#][JKL 5][JKL 5] from business phone. (NOTE: Centrex customers will not be able to use [#][JKL 5][JKL 5]) Follow the voice prompts to complete the easy set up process:

- Set up your 4 to 10 digit PIN (Personal Identification Number)

- Name the mailbox, for example John Smith or XYZ Company

- Personalize your greeting

Access your mailbox:

From Business: Dial 1-877-VMESSAGE (1-877-863-7724) or [#][JKL 5][JKL 5] from your business phone and enter your PIN. (NOTE: Centrex customers will not be able to use [#][JKL 5][JKL 5])

From any other phone: Dial your business phone number and let it forward to voicemail then press [*] during your greeting and enter your PIN, or, dial 1-877-VMESSAGE (1-877-863-7724) and enter your 10-digit business phone number followed by [#] and enter your PIN.

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Helpful Hints

Brightspeed Voicemail Announce Only: Based on network configuration, Centrex users will not be able to access their voicemail services by using **#** **5** **5** .

Remember to press **9** to exit your mailbox before you hang up. If you hang up before pressing **9** , line will remain connected to your mailbox for up to 45 seconds, and you could accidentally reset your PIN if you pick up the phone again and dial another number within those 45 seconds.

Your phone must be set for Tone dialing, not Pulse dialing to work with your mailbox.

If you are ever unsure what to do next, wait a few seconds, and Brightspeed Voicemail's voice prompts will guide you with available options.

Customer must subscribe to Brightspeed local wireline service and at least one Call Forwarding feature such as Call Forward No Answer or Call Forward No Answer-Fixed. Call Forward Busy is recommended as well.

If you have questions regarding Brightspeed Voicemail, please visit us at Brightspeed.com anytime or call the Brightspeed Customer Technical Solutions Center at 1-800-949-HELP (4357).

Terms and Conditions

Brightspeed Voicemail Announce Only: The provision of Voicemail Services is governed by the terms and conditions set forth herein, the Standard Terms and Conditions for Communications Services and the related service specific terms and conditions posted at www.embarq.brightspeed.com/ratesandconditions. Your activation or continued use of your voicemail service will be your acknowledgement that you agree to all applicable terms and conditions.

1. You agree to pay Brightspeed a monthly charge in advance for voicemail service, which will be billed separately on your local monthly bill or will be included in the price of your bundled services.

2. Charges for voicemail service are based on recurring monthly rate, not usage.

3. Brightspeed may modify the charges for the month-to-month agreement based on thirty (30) days written notice to you. You may be notified either by letter or monthly bill. Brightspeed reserves the right to modify the terms of this Agreement at any time. If you do not agree with the modified changes or terms of the Agreement, as modified, you may immediately terminate the service.

4. Voicemail service is for your use only and may not be assigned.

5. Any telephone numbers assigned directly as a mailbox number remain the property of Brightspeed and are not available for number portability.

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