



Calling Features User Guide

Consumer Basic Voicemail



Brightspeen Voicemail

Voicemail takes a message when you're unavailable, on the phone, online and even if the power goes out. The information below details how to set up your messaging service and retrieve messages.

Set up your mailbox

(for increased security you must set up your mailbox from your home phone before you can access it remotely)

From home:

Dial **1-877-VMESSAGE (1-877-863-7724)** or  from home

1. Follow the voice prompts to complete the easy set-up process
 - a. Set up your 4 to 10 digit PIN (Personal Identification Number)
 - b. Name the Mailbox
 - c. Personalize your Greeting



Listen to your messages

If you hear a "stutter" dial tone when you lift your handset, you have new messages waiting. If you have special message waiting equipment, you will also see a message waiting indicator or light.

1. Access your mailbox

- **From home:** Dial **1-877-VMESSAGE (1-877-863-7724)** or  from home and enter your PIN.

-OR-

- **From any other phone:** Dial your home 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 home phone number followed by  and enter your PIN.

2. Play your Messages

Press  to **play** the first message

Press   to **rewind** 5 seconds

Press   to **fast forward** 5 seconds

Press  to pause, then press  to **resume** playing

Press  to **keep** (save) or press  to **delete**



After listening to a message, you can also:

Press  to **play** the message again

Press  to **keep** (save) the current message

Press  to **delete** the current message

Press  to **give** it (forward) to another user in your local area

Press  to **answer** it (reply). The voice prompts will guide you

Press  to **make** (create) a new message and send it to another mailbox user

Press  to **exit** your voicemail when you are done listening to messages

Change your greeting, name or PIN

You may change your mailbox greeting or name at any time by pressing  at the main menu.

You may change your PIN at anytime by pressing  at the main menu for User Options and then by pressing  for PIN.

Managing your Voicemail online

With online access to your Voicemail at brightspeed.com, you can:

- Record your name and greetings, change your PIN and modify your message waiting notification settings.
- Listen to, reply to, view, save, delete, and send your messages.





After you've initialized your mailbox from your home phone, you can manage your voicemail online, by following the below steps (you must be a registered user – it only takes a couple of minutes if you're not already registered):

- Go to brightspeed.com and log into your account
- Click on "My Services"
- Click on "View Voice Services"
- Select "Manage Your Voicemail and/or Find Me Follow Me with Call Transfer"

There is no additional charge to access and manage your Voicemail online. Additional information for managing your voicemail can be found online under the Help Center tab.



Things to Remember

- Remember to press  to exit your mailbox before you hang up. If you hang up before pressing  your 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.
- Your Voicemail can store up to 6 Megabytes of messages, which is around 10 minutes of voice messages. (Up to 10 Megabytes which is around 15 minutes of messages for subscribers of One Voicemail and Voicemail with Enhanced Features).
- If your mailbox is full (having over 6MB of messages), instead of your greeting, callers hear "Mailbox for (mailbox name) Sorry. The mailbox is full and there is not enough space to leave a message." The system will hang up on the caller. If this happens, press the star  key during this greeting in order to access your messages.
- If you are ever unsure what to do next, wait a few seconds, and the voice prompts will guide you with available options or press  for helpful hints.
- If you have questions regarding Voicemail, please visit us at brightspeed.com anytime or call the Customer Technical Solutions Center at 800-949-HELP (4357).

Call Screening

How it Helps You

Call Screening complements your existing Voicemail service by alerting you to a message as it's being recorded. You can decide to discreetly listen to the message live and interrupt it to speak to the caller, or, let the message continue into your voice mailbox for attention later. Call Screening can save you time, works from any phone in your home and provides privacy when listening to messages.

How It Works

The service is not yet "activated" but can be turned on (or off) using your phone or at brightspeed.com.

Using Call Screening:

- Ignore an incoming call and let it forward to Voicemail
- You'll be alerted that a message is being recorded when you hear a distinctive short-long-short ring sequence
- On a Caller ID phone, the display will read, "Brightspeed VMESSAGE"
- Pick up the phone (or access speaker phone) and hear a prompt, "Brightspeed Call Screening is ON, to speak directly with the caller press any key."
- As you listen to the message being recorded, press any key to connect to the caller live, or, simply listen and let the message continue into your mailbox



To turn Call Screening on or off by phone:

- Access your Voicemail as you would to check for messages
- From the main menu, press C for Mailbox Settings and > for Call Screening and follow the prompts to enable or disable Call Screening

To turn Call Screening on or off online:

- Go to brightspeed.com and log into your account
- Click on "My Services"
- Click on "View Voice Services" and select "Manage your Voicemail and/or Find Me Follow Me with Call Transfer"
- Click on "Settings" and under Telephone Access Settings, click on "Call Screening Settings" to turn the service on or off

Helpful Hints

- Wireless and One Voicemail customers can assign a distinctive ring tone to their wireless phone that alerts them to a live message being recorded

Brightspeed Voicemail Service Terms and Conditions

The terms and conditions set forth herein constitute an agreement between you and Brightspeed for the provision of voicemail service. Your activation or continued use of your voicemail service will be your acknowledgement that you agree to the provisions summarized herein.

Please read these terms and conditions carefully and keep for your records.

1. Brightspeed will furnish and provide voicemail service to you as a standalone service on a month-to-month basis, or as part of a bundle of services, whichever is applicable to you.
2. You agree to pay Brightspeed a monthly charge for voicemail service, which will be billed separately on your local monthly bill or will be included in the price of your bundled services.
3. Charges for voicemail service are based on recurring monthly rate, not usage.
4. 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.
5. LIMITATION OF LIABILITY: Brightspeed's liability for any negligence, error, mistake, or omission affecting the operation of voicemail service is limited to a pro rate refund of charge paid by you for voicemail service during the period of time your service was affected. You must request any refund.



Brightspeed is not responsible for the content of messages, for messages lost due to equipment failure or your error, or for unauthorized access to your voicemail mailbox due to your failure to use a passcode or to adequately protect the confidentiality of your passcode. BRIGHTSPEED WILL IN NO EVENT BE LIABLE FOR INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR CONNECTED TO THE PROVISION OF VOICEMAIL SERVICE AND CAUSED BY NEGLIGENCE, ERROR, MISTAKE, OR OMISSION ON THE PART OF BRIGHTSPEED OR ITS EMPLOYEES OR AGENTS.

6. Brightspeed is not responsible for any delay or failure in performance of any part of the Agreement to the extent that such delay or failure is caused by fire, flood, explosion, war, strike, embargo, government requirement regulatory agency requirement, civil or military authority, act of God, or other similar causes beyond Brightspeed's control ("condition"). If any such condition occurs, Brightspeed may elect to terminate this Agreement.
7. These terms and conditions do not apply to you if you have entered a separate contract for voicemail service for a specified time period or to the extent such contract contains separate terms and conditions.
8. Nonpayment of the voicemail service charges by you shall not be cause for denial or termination of exchange telephone service. 9. Voicemail service is for your use only and may not be assigned.
10. Any telephone numbers assigned directly as a mailbox number remain the property of Brightspeed and are not available for number portability.

