

HOME  
VOICEMAIL  
User Guide



**FairPoint**  
communications

## FAIRPOINT OFFERS FOUR TYPES OF HOME VOICEMAIL

HOME VOICE MAIL	BASIC	STANDARD	MULTIPLE	CENTRAL
PERSONAL GREETING	30 SECONDS	45 SECONDS	45 SECONDS	60 SECONDS
SYSTEM GREETINGS	■	■	■	■
EXTENDED ABSENCE GREETING				■
SCHEDULE EXT ABS GREETING				■
MESSAGE STORAGE	7 DAYS	30 DAYS	30 DAYS	30 DAYS
MESSAGE CAPACITY	7 1-MINUTE	30 2-MINUTE	50 2-MINUTE	50 3-MINUTE
MESSAGE PREFERENCES	■	■	■	■
END-OF-MESSAGE WARNING	■	■	■	■
SAVE DELETED MESSAGES	■	■	■	■
MULTIPLE MAILBOX - INDIVIDUAL			■	■
MESSAGE NOTIFICATIONS				
SMS – TEXT TO CELL				■
PAGER				■
SPECIAL DELIVERY				■
REMINDER CALLS	■	■	■	■
WAKE-UP CALLS	■	■	■	■
SEND MESSAGES TO OTHER SUBSCRIBERS	■	■	■	■
GROUP LISTS	3/25	3/25	3/25	3/25
REPLY TO MESSAGES	■	■	■	■
FORWARD MESSAGES	■	■	■	■
PRIVATE MESSAGES	■	■	■	■
URGENT MESSAGES	■	■	■	■
FUTURE DELIVERY	■	■	■	■
RETURN RECEIPT	■	■	■	■
MULTIPLE NUMBER SERVICE				■

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## Welcome to Home Voicemail

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With Home Voicemail from FairPoint, there's no reason to ever miss a phone call again. Calls are answered whether you're on the phone, online, away from home or simply too busy to pick up. You can check your messages using a touch-tone or wireless phone.

## BEFORE USING HOME VOICEMAIL FOR THE FIRST TIME...

Take a few minutes to get set up. Follow the steps below and listen carefully to the recorded instructions. If you need assistance, just call 1.866.984.2001 during normal business hours and someone will help you.

### 1. Dial the FairPoint Home Voicemail system number.

Your access number is located on your cover letter. Wait for the system to answer.

### 2. Depending on where you are:

#### At home

- Enter your starter password (the last four (4) digits of your telephone number).
- Press #.

#### Away from home

- Press #.
- Enter your mailbox number, which is the same as your 10 digit home telephone number, and press #.
- Enter your starter password and press #.

### 3. Listen carefully to the recorded instructions.

They will guide you through setting up your mailbox — the place where your messages, greetings and password are stored and where all Home Voicemail activities take place.

#### You will:

- Create your own 4 to 10 digit password. It is important that you choose a password that's easy for you to remember, but hard for others to guess. You cannot use any portion of your telephone number, one digit repeated (for example 4444), or a sequence of digits (for example 1234 or 9876).
- Memorize your password or write it down.
- Record your name as a label for your mailbox.
- Record the greeting your callers will hear when you are not available to answer the call.
- For Multiple Mailbox, there are a few additional steps required to set up this feature. Please refer to "How to set up the Multiple Mailbox" section of this guide.

## USING HOME VOICEMAIL

Now that you have set up your Home Voicemail mailbox, you're ready to learn how easy it is to use this service. This booklet will guide you through each step.

Your **access number** is the telephone number you dial to reach FairPoint Home Voicemail each time you want to retrieve your messages or make any changes after setting up your Home Voicemail service.

Write your **access number** here so you can find it easily. \_\_\_\_\_

### Useful Definitions

#### Home Voicemail

A FairPoint voice messaging service.

#### Mailbox Number

Your home telephone number or the telephone number that has Home Voicemail.

#### Password

A personal identification number that you create to access your Home Voicemail mailbox (You can change your password as often as you like.)

#### Greeting

The announcement you record in your own words for your callers to hear or the standard announcement provided by the system, if you choose.

#### Main Menu

The list of options you choose from once you've dialed into the Home Voicemail service.

#### Special Keys

Now and then, the voice prompts will ask you to press \* or # located on the bottom row of your telephone keypad.

## HOW TO RETRIEVE MESSAGES

You can only retrieve messages from a touch-tone telephone.

### ■ From your home:

If you have messages, you will hear an interrupted dial tone when you pick up the receiver.

- Dial your access number.
- Enter your password when prompted. Press #.
- You will then hear how many messages you have, and you will hear the Main Menu options.
- To listen to your messages, press 1.

### ■ Away from home

- Dial your access number (with area code if necessary).
- Press # when your call is answered.
- Enter your 10 digit mailbox number (your telephone number equipped with Home Voicemail, starting with the area code), press #.
- Enter your password when prompted. Press #.
- You will then hear how many messages you have, followed by the Main Menu options.
- To listen to your messages, press 1.

## WHAT YOU CAN DO WITH MESSAGES

Your new messages will play first followed by saved messages. As you listen to each message, you will hear the date and time the message was received. You may also hear the Caller ID for each message.

### When listening to messages, you have the following options:

- 4 to slow the message down.
- 5 to make the message louder.
- 6 to play the message faster.
- 7 to rewind the message 5 seconds.
- 7, 7 to rewind to the beginning of the message.
- 8 to pause/restart the message.
- 9 to fast-forward the message 5 seconds.
- 9, 9 to fast-forward to the end of the message.

### After the messages finishes, you have the following options:

- 1 to play the message again.
- 2 to save the message.
- 3 to erase the message.
- 4 to reply to the message sender.
- 5 to forward a copy of the message to someone else.
- 6 to hear the date, time and sender of the message.
- # to skip the message.

### After the last message is played, you may press:

- 1 to save deleted messages.
- 2 to go back to the main menu.

## Managing your messages

Your mailbox can hold 7, 30 or 50 messages of up to 2 or 3 minutes in length. (See the inside front cover of this guide to determine capacities for your mailbox). These storage limits include both new and saved messages. This limit also includes any future delivery messages you have recorded (see Optional Features section of this guide for more information).

When the mailbox reaches its limit, callers will hear that the mailbox is full and is not accepting any new messages. In order to receive new messages, you will need to erase some of your old messages.

## PERSONAL OPTIONS

From the Personal Options menu you can manage many features of your mailbox. This section of the User Guide focuses on changing your password, changing your greetings, and managing your message preferences. Other features like Multiple Mailbox, Group Lists (for sending a message) and Notification Options are covered in later sections.

### How to change your password

You can change your password as often as you like. Always choose a password that is easy for you to remember, but hard for others to guess. It can be almost any number from 4 to 10 digits long. However, it cannot be any part of your telephone number, repeating digits (like 2222) or sequential digits (like 6789). Memorize your password, or write it down in a safe place. If you forget your password, call the Customer Support Center at 866.984.2001.

#### To change your password:

- From the Main Menu, press 3 for Personal Options.
- Press 1 to reach the Personal Profile menu.
- Press 1 and follow the prompts to change your password.

### How to change your greeting

You can easily change the greeting your callers will hear when you are not able to answer their call. You can choose to have the service play one of three system greetings or you can record a greeting in your own voice.

#### The pre-recorded system greeting is:

“You have reached <recorded name, mailbox number, or voice mailbox>”

#### To change your greeting:

- From the Main menu, press 3 for Personal Options.
- Press 2 to reach the Greetings menu.
- Press 3 to reach the Personal Greeting menu.
- Follow the prompts to select or record your personal greeting.

## HOW TO USE YOUR EXTENDED ABSENCE GREETING

(available with Voicemail Central Only)

You can use your Extended Absence Greeting to leave special instructions for your callers for a specific period of time.

**For example:** *"You've reached the Scott residence. If you are calling about soccer, games are cancelled on Saturday, due to rain. Practice resumes on Monday. Otherwise, please leave your name, telephone number, and a brief message, and we'll return your call as soon as we return."*

The Extended Absence Greeting ensures that your callers will listen to your entire greeting since your callers will not be able to skip your greeting by pressing #. Then when the special message is no longer needed, you can turn it off and return to your previously recorded greeting. You can schedule your Extended Absence Greeting to turn on and off automatically on a daily or weekly schedule. In addition, you can choose for the mailbox to accept or not accept messages while the Extended Absence Greeting is turned on.

### To turn on your Extended Absence Greeting:

- From the Main menu, press 3 for Personal Options.
- Press 2 to reach the Greetings menu.
- Press 4 to reach the Extended Absence Greeting menu.
- Follow the prompts to record and schedule your Extended Absence Greeting, turn on your Extended Absence Greeting, and to select for messages to be accepted into the mailbox or not while this greeting is active.

Each time you return to your mailbox, you will be reminded that you have an Extended Absence Greeting activated. When you no longer need the greeting, you can turn it off.

### To turn off the Extended Absence Greeting:

- From the Main menu, press 3 for Personal Options.
- Press 2 to reach the Greetings menu.
- Press 4 to reach the Extended Absence Greeting menu.
- Press 2 to turn off your Extended Absence Greeting.

## How to manage your message preferences

The Message Preferences menu allows you to customize how you hear your messages. You can choose to hear date, time and calling/sending number for each message. You can set up your mailbox so that new messages will start playing automatically, as soon as you log into your mailbox. You can also choose for messages to be played with oldest first, newest first, or priority/urgent messages first.

### To change preferences:

- From the Main menu, press 3 for Personal Options. Press 5 for Message Preferences.
- To review or change your Envelope options, press 1. Your mailbox is initially set to play

the date and time stamp for all messages. To turn it off/on, press 1.

- To review or change your Autoplay option, press 2. Your mailbox is initially set so that messages are not played automatically when you enter your mailbox. To turn it on/off, press 1.
- To review or change the Sort Order of your messages, press 3. Your mailbox is initially built so that urgent messages are played first and remaining messages are ordered by date. To change, press 2, then press:
  - 1 to hear messages ordered by date with newest messages first
  - 2 to hear messages ordered by date with oldest messages first
  - 3 to hear urgent messages followed by new messages
  - 4 to hear urgent messages followed by oldest messages
- To enable or disable Voice of Sender's Caller ID, press 4. Your mailbox is initially set to not play sender's Caller ID for all messages. To turn it on/off, press 1.

## MULTIPLE MAILBOX

Multiple Mailbox is great for families with teenagers, for households with roommates and for people who work at/from their homes. With Multiple Mailbox, up to eight additional members of your household can receive private messages in their own sub-mailboxes.

Each household member has his/her own password and greeting. There's no wading through other people's messages to get to yours. Even better, your messages are kept private for you until you are ready to review them.

The Multiple Mailbox feature can be added to your existing Home Voicemail service for an additional charge.

The **Base** is the person who sets up the Multiple Mailbox and records the initial greeting.

Individuals with a Multiple Mailbox will want to call the Access Number periodically to check for messages. The Multiple Mailbox can hold up to 50 messages up to two (2) minutes in length. This includes new messages in all the sub-mailboxes from incoming callers, as well as any saved messages. It also includes any Future Delivery messages.

## How Multiple Mailbox works - included with Voicemail Central:

When no one is available to answer your phone, callers will hear your Home Voicemail base mailbox greeting first. This greeting should provide direction to your callers so they can leave a message directly in the sub-mailbox of the person they are trying to reach.

**For example:** *"Hello, you've reached the Smith residence. To leave a message for Jim, press 1. To leave a message for Bill, press 2. To leave a message for Mary, press 3. For John (base), press # or wait for the tone."*

Once a caller chooses a sub-mailbox number (1, 2, 3, etc.), he/she will then hear the personal greeting for that mailbox. The message the caller leaves is private for that sub-mailbox owner

and can be retrieved only by that owner with his/her password. If the caller does not choose a sub-mailbox number, or presses the # key, the message will automatically be placed in the base mailbox.

If you do not already subscribe to the Multiple Mailbox feature and would like additional information, please call your local business office at 866.984.2001.

### How to set up the Multiple Mailbox:

If you are a Multiple Mailbox subscriber, there are a few additional steps you need to follow. Once you have set up your Home Voicemail mailbox, you're ready to set up from one to eight sub-mailboxes so callers can leave private messages for different members of your household.

### A suggestion for easy set-up:

Have one member of your household follow the voice instructions for setting up all the sub-mailboxes and then have that person help the other household members change their passwords (for privacy) and record their names and personal greetings in their own voices, at their own convenience.

### How to create and set up sub-mailboxes:

Access the system by dialing your access number and password.

- From the Main Menu, press 3 to reach the Personal Options menu.
- To set up a Multiple Mailbox, press 4.
- To create a new mailbox, press 1.
- Record a name for the sub-mailbox, then press #.
- To accept the name recording, press 1.
- A temporary password is automatically assigned for this sub-mailbox. The password will be a 1-digit number that is also the sub-mailbox number. Be sure to make a note of it so you'll be able to pass it on to the appropriate household member.
- Repeat the above steps for each Multiple Mailbox sub-mailbox.

After you've created the sub-mailboxes, you need to set them up by changing the password, rerecording a name and recording a greeting for the mailbox. Use the instructions in the section *Before using Home Voicemail for the first time* for instructions on how to set up the mailbox. Remember, the starter password for each sub-mailbox is a single digit that is also the sub-mailbox number.

You should also change the greeting for the Base mailbox to direct callers to leave a message for the correct individual. See example in section *How Multiple Mailbox Works*.

### Retrieving messages from a Multiple Mailbox

- Follow directions to access the system from home or from outside your home.
- Enter the password for the base or sub-mailbox, then press #.
- Enter the number of your sub-mailbox (1, 2, 3, etc). For the base mailbox, press 0.

When the base mailbox is entered, the message inventory for that mailbox is played. In addition, the base mailbox will hear which of the sub-mailboxes also have messages. Remember, until all new messages in a Multiple Mailbox are saved or deleted, the message waiting indicator will remain on your phone.

### How to erase a Multiple Mailbox:

You, the base mailbox user, have the option to erase a Multiple Mailbox sub-mailbox.

**Caution:** When you erase a sub-mailbox you erase all messages, the password, recorded name and greeting for that mailbox. Once erased, that particular mailbox and its contents are gone.

- Press 3 at the Main menu to reach the Personal Options Menu.
- Press 4 to reach the Multiple Mailbox menu.
- Press 3 to delete a sub-mailbox. The system will play the recorded name for the sub-mailboxes.
- To erase a sub-mailbox, press the number of that mailbox.

## CUSTOMIZING YOUR MAILBOX

The following features are available to enhance your Home Voicemail service.

### Prompt Level

You can always choose to use the standard prompts that clearly provide direction at each Home Voicemail menu. However, as you become more experienced with the system, you can choose to use Quick Prompts to speed up your experience. Help always remains available using zero from most menus.

#### To change your prompt level:

- Press 3 from the Main menu to reach the Personal Options menu.
- Press 1 for Personal Profile.
- Press 2 to change prompt level.

## MESSAGING

With Messaging, you can send a message directly to other Home Voicemail subscribers within your voicemail system community without ringing their telephone, and they can record a reply.

Delivery Options allow you to mark your message urgent, private, for future delivery, or confirmed delivery. Future delivery allows you to record a message to be delivered up to 365 days into the future. With confirmed delivery, you receive a return receipt so you know they got the message.

You can easily send many people the same message, you can send a message to yourself, or to one of the members of your household, and you can reply to messages received from another Home Voicemail subscriber.

### How to use Messaging:

Remember to always enter the 10-digit number (area code plus telephone number) of the person to whom you want the message delivered or enter a group list number.

#### To send a message:

- Press 2 at the Main menu.
- Dial a mailbox number or group list number and press #. If the mailbox is a Multiple Mailbox, you must dial an 11-digit mailbox number (the phone number followed by the single-digit sub-mailbox number).
- The system will play the recorded name of the person whose mailbox you dialed or will repeat the number you dialed. If the destination is correct, press #.
- Record your message, and press #.
- To listen to your message, press 2.
- To re-record your message press 3.
- To send the message, press 1.
- To cancel the message, press \*.

#### Or to choose delivery options:

- Press 4 to mark/remove privacy.
- Press 5 to select and schedule Future Delivery.
- Press 6 to request a return receipt.
- Press 7 to mark/remove urgent.

Once you have selected your options, press 1 to send the message.

## MORE ABOUT FUTURE DELIVERY

Future Delivery allows you to record a message to be delivered up to 365 days into the future. The system will prompt you for the month, day and time (AM or PM) you want the message delivered. Remember, Future Delivery messages are held in queue in your mailbox until they are sent. These messages count towards your total mailbox message capacity.

## GROUP LISTS

Group Lists allow you to quickly and easily send messages to other FairPoint Voicemail subscribers by sending a single message to every number in the group at one time. Be sure to change your list as the members of your group change. You may have up to three Group lists of up to 25 members each.

#### To send a message:

- From the Main menu, press 3 for Personal Options.
- Press 3 for Group Lists.
- Press 1 and follow the prompts to select a number for the group list, record a name for the group list, and add members (mailbox numbers) to the group list.

#### To change a Group List:

- From the Main menu, press 3 for Personal Options.
- Press 3 for Group Lists.
- Press 2 and follow the prompts to add or delete a member (mailbox number) from the Group List.

#### To delete a Group List:

- From the Main menu, press 3 for Personal Options.
- Press 3 for Group Lists.
- Press 3 and follow the prompts to select the Group List to be deleted and confirm deletion.



## WAKE-UP CALL

With Wake-Up Call, you can stop worrying about setting the alarm. This service allows you to set up a weekly Wake-Up Call schedule and a weekend Wake-Up schedule. You can change the schedule as often as you like and turn the Wake-Up Call option on/off as you please. With Wake-Up Call, you will be awakened by a system message. If a busy signal is encountered or the call is not answered, Wake-Up Call will attempt to deliver your message two more times at 15-minute intervals.

### How to use Wake-Up Call:

- From the Main menu, press 4 for Wakeup and Reminder Messages.
- Press 1 to schedule Wake-Up calls.
- Press 1 to schedule a weekday Wake-up Call.
- Press 2 to Schedule a weekend Wake-Up Call.

If you have already set up a Wake-Up Call schedule, you may press 3 to review and change your schedule.

### How to use Wake-Up Call Schedule:

The system will ask you to enter the starting date and time for your Wake-Up Call.

- Use 2-digits for the month (like 02, 08, 11) and 2-digits for the day (like 07, 15, 23), then press #.
- Use 3- or 4-digits for the time, then press #.
- For AM, press 1.
- For PM, press 2.
- Listen to a review of your Wake-up Call Schedule
  - Press 1 to accept,
  - Press 2 to try again.

## REMINDER CALL

With Reminder Call, you will never have to worry about remembering important occasions. Reminder Call allows you to record a message to be delivered to your telephone. You can schedule delivery up to 365 days in the future.

You can select a one-time Reminder, a daily Reminder, a weekday Reminder, a weekend Reminder, or schedule a Reminder for a specific day.

### To schedule a Reminder Call:

- From the Main menu, press 4 for Wake-Up and Reminder menu.
- Press 2 to schedule a Reminder Call.
- Select the type of Reminder you'd like to receive.

- Choose a phone number where reminder call will be sent
- Follow the prompts to record your Reminder, then schedule the date and time for the Reminder.

Enter the month and day using 2-digits for the month and 2-digits for the day or press # for today. Enter the time using a 3-or 4-digit number.

- For AM, Press 1.
- For PM, Press 2.
- Listen to a review of your reminder call
  - Press 1 to accept.
  - Press 2 to try again.
  - To schedule additional reminder call Press 2.

If a Reminder Call is not answered, the system will attempt to reach you two more times at 15-minute intervals. If the system is not able to reach you, your Reminder message will be deposited in your mailbox.

## NOTIFICATION OPTIONS

With Notification Options you can choose to be notified of messages in up to three ways: by an outcall or Special Delivery to any phone in your region, by SMS message to your cell phone, or notification to your pager. These options are in addition to the message waiting indication on your telephone.

With each option you will have the choice to be notified of all or only urgent messages.

### Special Delivery

Special Delivery allows you to set up an outcall to any telephone in your FairPoint region to notify you of new messages. You can set up a schedule for the system to call you and you can choose to be notified of all or only urgent messages.

#### To set up Special Delivery:

- From the Main menu, press 1 for Personal Options.
- Press 1 for Personal Profile.
- Press 3 for Notification Options.

When you enter the Notification Options menu, the system will tell you whether each option is turned on or off.

- Press 2 for Special Delivery Options.
- Press 2 to enter a 10 digit telephone number where the system will call you.

The system will notify you of all messages, 7 days a week, 24 hours a day, but you can easily change this schedule.

- From the Special Delivery Options menu, Press 1 for Options.
- Press 1 to be notified of all messages.

**To change notification type:**

- Press 2 to be notified of only urgent messages.
- Press 3 to turn notification on/off.

**To change the schedule:**

- From the Special Delivery Options menu, Press 3 for Schedule.
- Follow the prompts to choose a start and end time for weekdays and weekends.

When the system calls to notify you of new messages, you will have the option to enter your password and listen to your messages right away. If the call is not answered, the system will attempt to reach you two more times at 15-minute intervals.

**SMS – Wireless Notification**

Using SMS Notification, the system can notify you of new messages via a text message to your cell phone. You can choose to be notified of all or only urgent messages and you can turn this notification on and off to meet your needs. Your provider must be one of the providers supported by the system.

**To set up SMS Notification:**

- From the Main menu, press 3 for Personal Options.
- Press 1 for Personal Profile.
- Press 3 for Notification Options.

When you enter the Notification Options menu, the system will tell you whether each option is turned on or off.

- Press 4 for SMS Notification.
- Select a cellular service provider from the list provided by the system.
- Enter your cell phone number.

The system will notify you of all messages, 7 days a week, 24 hours a day, but you can easily change this schedule.

**To change SMS notification:**

- From the SMS menu, Press 1 to confirm your provider.
- Press 1 to be notified of all messages.
- Press 2 to be notified of only urgent messages.
- Press 3 to turn notification on/off.

The text message you receive will let you know that you have a new message and will provide the caller's telephone number, if available. Normal text message charges from your mobile carrier apply.

**Pager Notification**

You can use Pager Notification to send an alert to your pager. You can choose to be notified of all or only urgent messages and you can turn this notification on and off to meet your needs. Your provider must be one of the providers supported by the system.

**To set up Pager Notification:**

- From the Main menu, press 3 for Personal Options.
- Press 1 for Personal Profile.
- Press 3 for Notification Options.

When you enter the Notification Options menu, the system will tell you whether each option is turned on or off.

- Press 5 for Pager Options.
- Select a service provider from the voice list provided by the system.
- Enter your pager number.

The system will notify you of all messages, 7 days a week, 24 hours a day, but you can easily change this schedule.

**To change Pager notification:**

- From the Pager menu, Press 1 to confirm your provider.
- Press 1 to be notified of all messages.
- Press 2 to be notified of only urgent messages.
- Press 3 to turn notification on/off.

**MULTIPLE NUMBER SERVICE**

Multiple Number Service allows you to point up to four numbers in addition to your home telephone number to your Voicemail Central mailbox. For example, you could have calls from your cell phone, your spouse's cell phone, teen line and vacation home all reach a single mailbox. No more checking multiple mailboxes for messages!

The multiple numbers can be any combination of wireline and wireless phone numbers. Each number requires Call Forwarding No Answer/Busy Transfer to allow calls to forward into the mailbox. If you need assistance, please contact your local business office.

If your wireless phone will be answered by your Voicemail Central mailbox you will need to change the No Answer/Busy Transfer feature on that phone. If you don't know how to do this for your provider, visit your provider's website or contact their customer support for assistance.

Service is subject to wireless customer agreement and calling plan. Regular airtime charges and long distance (if applicable) apply to any calls forwarded to Voicemail Central.

Charges for call forwarding on multiple numbers may vary by state and carrier. Long distance charges may apply.

If your multiple numbers are provided by a carrier other than FairPoint or are located outside of your regional calling area, it may not be compatible with Multiple Number Service or may require callers to re-enter the telephone number they dialed in order to leave a message.

## FREQUENTLY ASKED QUESTIONS

### What if I get stuck?

Don't worry, if you don't know which buttons to press, you can always press 0 for more information. If you need further assistance, call the Customer Support Center.

### What exactly is my mailbox? What is my mailbox number?

Your mailbox is where your messages are stored within Home Voicemail. Your mailbox number is the same as your home phone number.

### How many messages can my mailbox hold and for how long?

Your Home Voicemail mailbox can hold from seven (7) to 50 messages that can be from one to three minutes in length, depending on the type of service you have. Home Voicemail keeps messages for seven (7) to 30 days depending on your service type.

### How will I know if I have new messages?

If you have new messages, you will hear an interrupted dial tone when you pick up your telephone receiver. You can use your telephone for making calls even while you hear the interrupted dial tone. You may also see a message waiting light if your phone set is equipped. You can also be notified of messages using Special Delivery, Pager Notification, and SMS Notification when you are away from home.

### How quickly does Home Voicemail pick up my calls?

When you signed up for the service, you selected your "ring cycle;" that is, the range of rings heard before Home Voicemail answers your calls.

### Do I have to listen to all the voice prompts before selecting an option?

No, you don't have to wait for the recorded voice to start or finish if you already know your choice. You can select your desired option before the voice prompt is completed.

### Do my callers have to listen to my entire greeting before leaving a message?

No, your callers may press # at any time during the greeting to skip to the tone unless you have turned on an Extended Absence Greeting. If you subscribe to the Multiple Mailbox feature, when your callers press # they will go directly to the main mailbox.

### What happens if a caller hangs up without leaving a message?

If the caller hangs up before your greeting finishes playing, Home Voicemail will not record the "hang-up."

## Compatibility with Other FairPoint Services

### How does Home Voicemail work with Call Waiting?

When you hear the Call Waiting tone, answer the second call using the Call Waiting feature. If you choose to ignore the call waiting tone, the call will be answered by Home Voicemail. When you cancel Call Waiting (using the Selective Call Waiting feature \*70) and your Home Voicemail is pre-programmed by FairPoint to forward when your line is busy, your calls will be answered by Home Voicemail.

### How does Home Voicemail work with Call Forwarding?

When you program Call Forwarding to your Access Number, your calls will be answered by Home Voicemail. When you program Call Forwarding to any other number, your calls will ring into that number and are not answered by Home Voicemail.

### How does Home Voicemail work with Distinctive Ring?

Calls to the Distinctive Ring number(s) are answered in the same manner as calls to the main number when the Distinctive Ring number(s) have been preprogrammed by FairPoint to forward to Home Voicemail.

## TERMS AND CONDITIONS of FairPoint Voice Messaging Services

These Terms and Conditions will govern your FairPoint Voice Messaging Services ("the Services") and replace any prior Terms and Conditions for the Services.

**CHARGES** - In addition to the monthly recurring charges for the Services, application and/or service order charges may apply. Such telephone service charges may include, but are not limited to, (i) for Message Rate or Measured Service customers, message unit or usage charges for calls forwarded to your mailbox and for calls made from your telephone service location to listen to, send, reply to, or copy messages, or to perform any other activities in connection with the Services, (ii) local or toll service charges if you call your mailbox while away from your telephone service location, (iii) charges for any call forwarding or related functions required to forward calls from any of your telephone numbers to your voice mailbox, or (iv) charges assessed by an alternate carrier if you forward numbers provided by a carrier other than FairPoint. In addition to the charges for the Services, you are solely responsible for payment of long distance, toll and other telecommunications charges incurred through use of the Services. FairPoint shall not be liable for any such charges. You may not charge any calls to the service access number or mailbox number, or otherwise use the Service(s) in a fraudulent manner. You are solely responsible for selection, implementation and maintenance of security features for defense against unauthorized use of the Services, as well as all charges for associated telephone services. Payment for all charges will be due according to the terms stated on your bill.

**ALTERNATIVE NUMBERS** - The Services may not be compatible with numbers provided by a carrier other than FairPoint, or such numbers may require that a caller re-enter your telephone number in order to utilize the voice mail service.

**CHANGES IN CHARGES, TERMS AND CONDITIONS OR YOUR SERVICES** - FairPoint shall have the right (i) to determine the availability of the Services, and (ii) to add, withdraw or change the Services and their features, their functions, and the manner in which they are provided, at any time. Provision of the Services is also subject to availability of facilities. FairPoint may change the Terms, Conditions and/or charges for the Services at any time. Use of, or payment for, the Services after the changes become effective will be deemed to be assent by you to the change(s).

**TARIFF APPLICATION** - In the event that the Services are at any time subject to tariffs filed with, or regulations of, an applicable state or federal commission, then such tariffs and regulations shall govern the provision of such Services and in the event of any conflict, shall take precedence over any inconsistent Terms, Conditions or charges.

**LIMITED WARRANTY** - If the Services do not perform substantially as described to you in the written information provided by FairPoint to you, FairPoint will repair the Services, at its expense. This warranty does not apply to failures in performance due to acts of God or other causes beyond the reasonable control of FairPoint or misuse or abuse of the Services by you or other persons. THE FOREGOING WARRANTY IS EXCLUSIVE AND NONTRANSFERABLE. FAIRPOINT DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE.

**MAINTENANCE** - At various times, FairPoint will perform routine maintenance on its equipment and facilities that will temporarily render the Services unavailable for use by you. FairPoint will attempt to notify you in advance of performing such maintenance by leaving a voice message in your voice mailbox, or otherwise. FairPoint shall have no liability as a result of the unavailability of any Services due to the performance of such routine maintenance.

**SERVICE INTERRUPTIONS** - Except for routine maintenance, if Services that are subject to a monthly charge are interrupted, due to any cause other than the act or omission of you, a member of your household, your employees or agents, or a failure of facilities provided by you, for a period exceeding twenty-four (24) consecutive hours, FairPoint shall credit you the monthly charges for the Services, pro-rated, for the period of time of the interruption in excess of the twenty-four (24) consecutive hour period. Service interruptions begin at the time you notify FairPoint of the interruption.

**LIMITATION OF LIABILITY** - FairPoint's liability for any claim or damages arising in connection with the Services (including, but not limited to, claims or damages arising in connection with any interruption or other fault, failure, error or deficiency, in the Services), shall not exceed \$25.00, plus a refund of the pro-rated charges actually paid for the Services which give rise to the claim or damages. FairPoint shall not be liable for any special, indirect, incidental, or consequential damages, including, but not limited to, loss of use, business, profits, data, or messages, or other commercial or economic loss. FairPoint shall not be liable for any delay or failure to perform its obligations if such delay or nonperformance arises in connection with any requirement of law or government regulation or order, any action of a governmental entity, acts of God, acts of third parties, fires, floods, epidemics, strikes or other labor disputes, inability to obtain necessary equipment, parts or repairs thereof, freight embargoes, unusually severe weather, or any cause beyond the reasonable control of FairPoint. The limitations of and exclusions from liability stated in this section "Limitation of Liability" shall apply whether claims are brought in contract, warranty, tort (including FairPoint's negligence), or otherwise.

**INDEMNIFICATION** - You agree to indemnify and hold FairPoint harmless from and against any and all liability, claims, damages, fines or penalties (including attorney fees) that may be sustained by reason of your failure to comply with federal, state and local laws, regulations and codes.

**TERMINATION** - You are responsible for payment of all charges incurred for Services provided prior to termination. You may notify FairPoint at any time that you wish to terminate the Services. FairPoint will terminate the Services within thirty (30) days of receiving notification. FairPoint may terminate its provision of Services at any time, without cause, upon notice to you. Unlawful, fraudulent or abusive use of the Services may result in the discontinuance of the Services.

**GENERAL PROVISIONS** - These Terms and Conditions shall be governed by the laws of the state in which the Services are provided. In the event that any provision of these Terms and Conditions shall be invalid or unenforceable, such invalidity or unenforceability shall not invalidate or render unenforceable any other provision of these Terms and Conditions, and these Terms and Conditions shall be construed as if they did not contain such invalid or unenforceable provision. The Services may not be used to make communications which are unlawful or harassing, or to make unsolicited communications to persons with whom you do not have an established relationship or who have notified you that they do not wish to receive communications from you.

YOU ACKNOWLEDGE THAT YOU HAVE READ THESE TERMS AND CONDITIONS AND AGREE THAT IF, AFTER YOU RECEIVE THEM, YOU ORDER, USE OR PAY FOR ANY OF THE SERVICES, THE TERMS AND CONDITIONS AND ANY SUBSEQUENT CHANGES SHALL CONSTITUTE OUR ENTIRE AGREEMENT WITH YOU. THESE TERMS AND CONDITIONS GIVE YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE-TO-STATE.

## QUICK REFERENCE INSTRUCTIONS

### FairPoint Home Voicemail

**Your first step:** ALWAYS GET INTO YOUR MAILBOX FIRST

To do this from your home telephone, dial your Home Voicemail system number, then enter your password. \_\_\_\_\_

#### Once in you're in your mailbox...

- To listen to your messages ..... Press **1**
- To send messages ..... Press **2**
- To change your password ..... Press **3 1 1**
- To change your greeting ..... Press **3 2 3**
- To review or change your Extended Absence Greeting ..... Press **3 2 4**
- To create Group Lists ..... Press **3 3**
- To set up or erase a Multiple Mailbox ..... Press **3 4**
- To set up a Wake-Up Call ..... Press **4 1**
- To set up a Reminder Call ..... Press **4 2**
- To set up Special Delivery (outcall notification) ..... Press **3 1 3 2**
- To set up SMS notification ..... Press **3 1 3 4**
- To set up Pager Notification ..... Press **3 1 3 5**
- To turn Auto play of messages on/off ..... Press **3 5 2**
- To turn hearing sender's Caller ID on/off ..... Press **3 5 4**

#### While listening to your messages...

- To replay a message ..... Press **1**
- To save a message ..... Press **2**
- To erase a message ..... Press **3**
- To play the message slower ..... Press **4**
- To play the message louder ..... Press **5**
- To play the message faster ..... Press **6**
- To back up a few seconds ..... Press **7**
- To pause the message ..... Press **8**
- To jump forward a few seconds ..... Press **9**
- To Fast Forward to the end of the message ..... Press **9 9**
- Skip to the next message ..... Press **#**

**MAIN MENU**

**1** Listen to messages

- MESSAGE PLAY (during playback)**
- [1] Replay
  - [2] Save message
  - [3] Erase message
  - [4] Slower
  - [5] Louder
  - [6] Faster
  - [7] Rewind five seconds
  - [7] [7] Rewind to beginning
  - [8] Pause/unpause
  - [9] Fast forward five seconds
  - [9] [9] Fast forward to end of message
  - [0] Help
  - [\*] Exit messaging
  - [#] Skip to next message

- POST PLAYBACK (Function Menu)**
- [1] Replay
  - [2] Save message
  - [3] Erase message
  - [4] Reply to sender
  - [5] Forward message
  - [6] Date, time & sender
  - [\*] Exit messaging
  - [#] Next message
  - [0] Replay menu
- If last message played
- [1] Save deleted messages
  - [2] Main menu

**2** Send message to another subscriber

Select recipient/record #

- SEND OPTIONS (post record)**
- [1] Send now
  - [2] Hear message
  - [3] Rerecord
  - [4] Mark/Remove privacy
  - [5] Future delivery
  - [6] Return receipt
  - [7] Mark/Remove urgent
  - [\*] Cancel
  - [0] Help

- PERSONAL PROFILE**
- [1] Change password
  - [2] Change prompt level
  - [3] Notification options
  - [\*] Previous menu

**3** Personal Options

- PERSONAL OPTIONS**
- [1] Personal profile
  - [2] Greetings
  - [3] Group lists
  - [4] Multiple mailbox
  - [5] Message preferences
  - [\*] Previous menu

- GREETINGS**
- [1] Name recording
  - [2] Busy greeting
  - [3] Personal greeting
  - [4] Extended absence greeting
  - [\*] Previous menu

**4** Wake-up & Reminder menu

- WAKE-UP AND REMINDER**
- [1] Schedule wake-up call
  - [2] Schedule reminder message

- GROUP LIST**
- [1] Create
  - [2] Change
  - [3] Delete
  - [\*] Previous menu

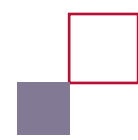
**5** Direct Sub-Mailbox Transfer

*Login to another member's sub-mailbox*

- MULTIPLE MAILBOX**
- [1] Create sub-mailbox
  - [2] Delete sub-mailbox
  - [\*] Previous menu

**0** Global Menu HELP (on all menus)

- MESSAGE PREFERENCES**
- [1] Envelope
  - [2] Autoplay
  - [3] Sort order
  - [2] Voice of senders Caller ID
  - [\*] Previous menu



For questions about your voicemail service

Please contact Customer Service at 1.866.984.2001

HOME VOICEMAIL

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HIGH-SPEED INTERNET ■ PHONE ■ TELEVISION