

PACKAGES AND PRICING

The rates and charges for Voice Mail service are in addition to all rates and charges for the associated underlying service. Call Forwarding is included for Paul Bunyan Telephone local service customers.

	BASIC	PREMIUM	ENHANCED
Monthly Charge	\$2.95	\$4.95	\$6.95
Number of Messages	10	30	100
New Message Retention	7 days	30 days	30 days
Played Message Retention	7 days	30 days	30 days
Message Length	1 minute	2 minutes	2 minutes
Greeting Length	2 minutes	2 minutes	2 minutes
Lists/Recipients	none	3/75	none
Future Delivery	none	1-60 days	none
Voice Mail to Email Service	\$2.00/mo.	\$2.00/mo.	included

CONDITIONS

The Company does not guarantee Voice Mail service to be as reliable as normal telephone services. However, in the event of an interruption of service, which is not due to the negligence or willful act of the customer or the premises facilities beyond the Demarcation Point of the customer's premises equipment, a pro-rate adjustment of the monthly charge for the service will be allowed. The customer must contact the Company within 30 days to report any service interruption. The sole remedy for mistakes, omissions, interruptions, delays, errors or defects in transmission shall be a pro-rate adjustment. The Company is not liable for any other damages, regardless of the theory, whether direct, indirect, incidental, special or consequential. The Company makes no warranties to the customer, and it expressly excludes and disclaims any implied warranties (such as warranties of fitness for a particular purpose or merchantability). The Company's voice messaging systems are designed to accommodate the user, whose primary need is to have the user's telephone answered and messages taken when the user does not answer the phone. This service is not for use as an information service product that may be used by information providers, whose primary use is to communicate information to a large number of callers, or for use on other than a business exchange access line. If the Company determines that the customer will use the service as an information service, the Company reserves the right not to sell the service, or if the customer is using it as such, the Company may cancel the service. The Company may disconnect, without advance notice, any voice messaging service that is not used in such a manner as to prevent, obstruct, delay or otherwise interfere with the service of other users. The Company, at its discretion, may change the customer interface (such as the recorded prompts and directions), the length of time available for leaving messages, the number of messages which may be left and other aspects of the service, without prior notice to the customer. Should the customer set the call forwarding parameters to an address other than the voice mailbox, the customer shall have the responsibility for setting the forwarding number back to the voice mailbox. The Company shall have no responsibility for interruptions in service during the time the line is set to forward calls to another number.



Paul Bunyan Telephone™

< EXPERIENCE >

voice mail

BEMIDJI

1831 Anne Street NW
Bemidji, MN 56601
(218) 444-1234 or (888) 586-3100

GRAND RAPIDS

Grand Square
1220 S. Pokegama Ave. # 200
Grand Rapids, MN 55744
(218) 999-1234 or (888) 586-3100

DEER RIVER

P.O. Box 367
209 2nd St. SE
Deer River, MN 56636
(218) 246-8228 or (888) 586-3100

WEB

www.paulbunyan.net

from your
**communication
experts**

BASIC FEATURES

As a Voice Mail customer, you may subscribe to one or more voice mailboxes with the following features:

Incoming calls are answered by the voice mailbox when the telephone is busy or the call is not answered.

The voice mailbox greets callers with a personal or standard greeting.

The voice mailbox receives and saves the message for later review.

The voice mailbox provides a distinctive, interrupted dial tone on your telephone when one or more new, unplayed messages are waiting in the mailbox (Paul Bunyan Telephone local customers only). Once all messages are retrieved, the dial tone returns to normal. Note that your computer modem, and other similar communications equipment, may not recognize the alternate dial tone. To turn off the interrupted tone, press ***11** on your touch tone phone.

You can retrieve messages from the mailbox by calling from any touch-tone phone.

Access to your voice mailbox is controlled by a personal security code.

OPTIONAL FEATURES

PAGER/ALTERNATE MESSAGE NOTIFICATION

This option provides for the delivery or notification of new messages to a location other than your mailbox number. You have the option of sending messages to another telephone number or pager. A notification schedule may be established to call you immediately when new or urgent messages are left in your mailbox (pager and paging service sold separately).

VISUAL MESSAGE WAITING INDICATION

This service indicates whether you have received a message, and alerts you through a visual display. The visual display is provided by lamp, LCD or LED, and comes as a special telephone set or unit attached to a standard telephone. The visual display unit cost is in addition to the monthly service fee.

ANNOUNCEMENT ONLY MAILBOX

With Announcement Only service, callers hear a user programmed announcement but cannot leave a message. This service will hang up as soon as the announcement is complete.

RECORDING YOUR GREETINGS

The first time you access your mailbox, a user tutorial will guide you and explain how to record your greeting and name. The tutorial will also prompt you to change your temporary passcode (**1234**) to the four-digit passcode you have chosen. (use only this passcode from now on)

ACCESSING YOUR MAILBOX FROM YOUR PHONE

Bemidji customers: 444-MAIL(6245)

Cass Lake customers: 987-MAIL(6245)

Grand Rapids, La Prairie & Cohasset customers: 999-MAIL(6245)

Lake George customers: 699-MAIL(6245)

All other customers dial xxx-MAIL(6245) where xxx is your home prefix and wait for the prompt.

The prompt will ask for your mailbox number. Your mailbox number will always be your home phone number. QuickTip: You may press **#** for your mailbox number instead of your home phone number.

Enter your password followed by **#**. Your password will be **1234** until you change it.

ACCESSING YOUR MAILBOX AWAY FROM YOUR PHONE

Dial xxx-MAIL(6245) where xxx is your home prefix and wait for the prompt.

Enter your 7-digit telephone number. Wait for prompt.

Enter your password followed by **#**. Your password will be **1234** until you change it.

ACCESSING YOUR SUB-MAILBOX

Access your mailbox as described above.

Main menu: press **1** to retrieve messages, press **5** to hear which sub-mailboxes have new messages or press **9** for mailbox setup.

TO RETRIEVE MESSAGES

New messages will automatically be played.

PRESS **2**: Saved messages

PRESS *****: Return to main menu

LISTEN TO MESSAGES

PRESS **1**: Play or replay message

PRESS **2**: Save message and go to next

PRESS **3**: Delete message and go to next

PRESS **4**: Save message as new

PRESS **6**: Forward a message

PRESS **7**: Skip back three seconds

PRESS **8**: Pause or continue

PRESS **9**: Skip forward three seconds

PRESS *****: Return to main menu

MAILBOX SET-UP

From the Main Menu, press **9**

TO CHANGE YOUR GREETING

PRESS **1**: Greeting options

PRESS **4**: Record your greeting

PRESS **#**: End recording function

PRESS **1**: Listen to greeting

PRESS **2**: Save greeting

Greeting must be saved to be activated

PRESS **3**: Delete greeting

PRESS **4**: Re-record greeting

PRESS *****: Return to mailbox set-up

TO RECORD A GROUP GREETING

If you are the Group Administrator and wish to record a group greeting, press to access the Group Greeting Menu. A voice prompt will guide you through those steps, OR enter your sub-mail-box number, then enter your password followed by the **#** key. Your password will be a default **1234** until you change it.

TO CHANGE YOUR PASSWORD

Press **2**: Change your password.

Enter your password, followed by the **#** key. The password is any series of up to 16 digits you choose. You will be unable to access your mailbox without this password so be sure to choose one that you can remember.

To verify, enter your password.

TO CHANGE AUTO LOG-IN OPTIONS

FROM THE MAIN MENU, PRESS **4**

The Auto Log-In feature allows you to bypass entering your mailbox number and password when accessing your voice messages. This feature will only work from your home phone.

TO RETURN TO MAIN MENU

PRESS *****



The voice mailbox provides a distinctive, interrupted dial tone on your telephone when one or more unplayed messages are waiting in the mailbox. If your phone is equipped with a Message Waiting Indicator, it will be lit.

MAKE SURE TO PRESS * BEFORE YOU HANG UP FROM VOICEMAIL. THIS WILL CLEAR ALL DELETED CALLS FROM THE SYSTEM.