

## 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 Communications 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.

## BEMIDJI

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

## GRAND RAPIDS

510 SE 21st Street • Grand Rapids, MN 55744  
(218) 999-1234 or (888) 586-3100

## ONLINE

[www.paulbunyan.net](http://www.paulbunyan.net)



**Paul Bunyan**  
COMMUNICATIONS®

POWERED BY  
**GIGAZONE**™

# VOICE MAIL



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 phone is busy or the call is not answered.
- The voice mailbox receives and saves the message for later review.
- The voice mailbox provides a distinctive, interrupted dial tone on your phone when one or more new, unplayed messages are waiting in the mailbox. 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 phone.
- You can retrieve message 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 of your choice.

## ACCESSING YOUR MAILBOX FROM YOUR PHONE

**BEMIDJI:** 218-444-MAIL (6245)

**CASS LAKE:** 218-987-MAIL (6245)

**GRAND RAPIDS, LA PRAIRIE,  
COHASSET:** 218-999-MAIL (6245)

**PARK RAPIDS, ITASCA,  
LAKE GEORGE:** 218-699-MAIL (6245)

**BIG FALLS:** 218-276-3000

**NASHWAUK:** 218-215-5000

**SIDE LAKE/CHISHOLM:** 218-274-2000

**ALL OTHER CUSTOMERS:** Dial 218-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.

## TO RETRIEVE MESSAGES

New messages will be automatically 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 the next  
**PRESS 3:** Delete message and go to the 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 SETUP

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 setup

## 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 phone when one or more unplayed messages are waiting. 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.**